
CANCELLATION POLICY

Palm Tran Connection recognizes three categories of cancellations:

CANCELLATION

If you no longer require a ride, you must cancel your trip by 5:00 pm the evening before your scheduled pick-up time in order to avoid any penalties.

ADVANCE CANCELLATION POLICY

An advance cancellation is a cancellation which occurs after 5:00 pm and up to 1 hour 30 minutes before the start of your scheduled pickup window.

LATE CANCELLATION POLICY

A late cancellation is any trip cancelled less than 1 hour 30 minutes before the start of your scheduled pick up window.

A demonstrated pattern of advanced or late cancellations is a serious disruption of service. Advanced or late cancellations which exceed ten percent (10%) of your scheduled trips within a rolling thirty-day (30) period will be grounds for service suspension.