



Subscription Reservations and Excessive Cancellations

Rules Definitions

A Subscription is defined as a trip of a recurring nature to and from the same place, at the same time, on the same day(s) of the week, for at least 30 days. Subscription requests must meet all of the following criteria (unless otherwise noted):

- Subscriptions will need to be on-going, greater than 30 days. (Example: Client cannot make a Subscription if they are only going to a program for only three weeks).
- Subscriptions may be limited based on availability.
- The request must be for at least two days per week (exceptions for medical, education or employment only).
- A Subscription is not guaranteed. The Scheduling Dept. will review each submission and determine whether it will be beneficial to both the client and our service to put one in place,
- Customers must have a history of 30-days of ridership to the same location, days of week, and times as the subscription request.
- PTC reserves the right to negotiate travel times. You may pick an appointment time or pickup time, not both). School trips may have a no earlier than arrival time and not later than arrival time.
- Any client who fails to complete 80% of their scheduled trips during any 30 days will have the subscription canceled.
- Anyone who misses six trips in a row will have the subscription canceled. (Holidays and health conditions are exceptions).
- Holiday trips are automatically canceled, and the customer must contact PTC if service is needed on these days.
- The only time a client can have an appointment time on a return trip home is if they have a medical appointment at home. If so, you must note in the comment section: appointment time due to a medical appointment, that way the Subscription is not denied.
- PTC will not automatically cancel a return trip (second or third legs of trips). Each one-way trip is considered a separate request. Even if you no-show the going trip, you must still contact PTC and cancel any subsequent trips to avoid further no-shows.

Subscription Modifications

- Subscriptions are limited to one change per 30-day period. (Modifications will be accommodated on a case by case basis, which is a result of factors beyond the control of the customer and/or because of changes in employment/school, home address, medical treatment (such as dialysis, chemo, etc.).
- To request a change in time in the pickup or return, the change will need to be more than 30 minutes from the original Subscription.
- Cancellations, suspensions, or no-shows do not count as a subscription change; however, the customer is still subject to the no-show and cancellation policy. PTC reserves the right to remove a subscription due to excessive cancellations.
- When requesting/submitting a suspension of the client's Subscription, a restart date needs to be provided.
- If no date is provided at the time, the Subscription will be canceled rather than suspended; the client should call back to resubmit a new request (pick up times may change).

- If requesting to suspend the Subscription for more than 30 days, this will need to be a cancellation. Advise the client to call back when ready and request a new Subscription. (Exceptions will be made for school trips).
- A client that has a Subscription should not call to cancel their trip and rebook a demand trip for a different time. If a client does this too often (greater than 20 trips monthly) for each one-way trip, their Subscription will be removed from the system for a minimum of 90 days.

Changing or Canceling a Reservation

If you have made a reservation and need to change or cancel it, please call in as soon as possible. Changes must be made before 5:00 p.m. the day before your scheduled trip. Due to the high number of trips scheduled each day, we cannot change any same-day trips.

You may cancel your trip by calling (561) 649-9838, option 2 –24 hours a day or on our booking website: passweb.palmtran.org.

