

Redditch Dial a Ride Cancellation Policy

Dial a Ride Cancellation Policy

1. Who this policy covers

Dial a Ride provides a demand responsive door-to-door transport service for people who live within the Borough of Redditch and are unable to use other forms of transport. This cancellation policy covers all registered customers travelling on Dial a Ride, and any accompanying carers and support workers and will be in place from 1st October 2025

2. Purpose of the Policy

- 2.1 Purpose of the policy is to encourage customers cancelling to provide notice of cancellation wherever possible. The number of customer cancellations is high, particularly those that Dial a Ride are not informed of until the driver arrives at the property to collect the customer. Consequently the cost of cancellations is high as this has already included the drivers time and fuel to get to the customer's address. Late cancellations mean we are not able to offer the time slot to another customer on the waiting list.
- 2.2 Introducing a policy, whereby a cancelled journey is still chargeable, if no notification has been given, will help address this so some costs can be recovered.
- 2.3 A minimum of 2 hours' notice of cancellation must be given.
- 2.3 Dial a Ride has a 24-hour cancellation answering service that can be used by all customers at any time of the day or night to notify of a cancelled journey.

3. Charges:

- 3.1 Customers will be charged in full if they do not cancel their journey until the driver arrives to collect them
- 3.2 Cancellations made on the day, with less than 2 hours' notice, will incur a 50% fare charge



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3.3 The cancellation policy will include any other people travelling with the customer including carers and family members.

3.4 Customers will have their charges added to the cost of their next journey.

3.5 Customers will be notified by letter if they incur additional charges due to a cancellation.

3.5 There will no charges if the cancellation is due to ill health.

4. Continuation of service

4.1 Customers who repeatedly cancel without notification or reason, may have their service withdrawn

5. Monitoring, Review and Dissemination

5.1 Cancellations policy will be available to all on request and a copy can be sent to anyone in breach of the policy. It will also be available on our website. Notification of implementation will be posted on our website, social media, our newsletter and in our minibuses.

5.2 The policy will be reviewed regularly at management and team meetings to monitor its effectiveness and to ensure it remains fit for purpose.