

Loyalist Link DRT - Cancellation and No-Show Policy

To provide reliable, efficient service for all riders, Loyalist Link requires customers to cancel trips as early as possible if they no longer need them. Missed trips and late cancellations can reduce vehicle availability and impact service for other customers.

Cancelling a Trip

You can cancel trips through the Blaise Transit app at any time or by contacting Loyalist Link DRT customer service during operating hours.

To avoid a late cancellation, cancel trips at least three (3) hours before the scheduled pickup time.

Because Loyalist Link operates Monday to Friday from 6:00 a.m. to 10:00 a.m. and 2:00 p.m. to 6:00 p.m., the following advance notice requirements apply:

- Cancel trips scheduled for Monday morning by 4:00 p.m. the preceding Friday.
- Cancel trips scheduled outside customer service hours through the Blaise app as soon as possible.
- Customers are encouraged to cancel trips immediately once they know the trip is no longer required.

No-Show Definition

A no-show occurs when:

A rider is not present at the designated pickup location when the vehicle arrives.

The rider cannot be contacted within the designated waiting period.

The rider declines the trip upon vehicle arrival without providing advance notice.

Excessive Late Cancellations or No-Shows

Loyalist Link recognizes that occasional unforeseen circumstances may occur. However, repeated late cancellations and no-shows affect service availability and efficiency.

If a rider accumulates excessive late cancellations or no-shows within a 30-day period:

- A written warning may be issued.
- Continued occurrences may result in a review of the rider's account.
- Repeated violations may lead to a temporary suspension of booking privileges.

Exceptions

Late cancellations and no-shows may be excused for circumstances beyond the rider's control, including:

- Medical emergencies
- Family emergencies
- Severe weather events
- Service disruptions
- Other compassionate or exceptional circumstances
- Appeals

Customers who believe a late cancellation or no-show was recorded in error may request a review within seven (7) calendar days of receiving notice. We may request supporting documentation where applicable.

Our Commitment

Loyalist Link is committed to providing safe, reliable, and customer-focused transportation. By cancelling in a timely manner when travel plans change, riders help ensure the service remains available and dependable for the entire community.