No Show / Cancellation Policy
No-Shows & Late Cancels

A No-Show occurs when no previous notice is provided to ALC by the district/guardian that a student will not be transported and a driver attempts to pick-up a student but the student is not there or is not ready. A Late Cancel occurs when less than 2-hour’s notice is provided to ALC by the district/guardian that a student will not need transportation.

Trips where a No-Show or Late Cancel occurs are billed at full trip charge.

Possible District Protocols for No-Shows:

Possible District Protocols for No-Shows:
If the driver attempts to pick-up a student on a scheduled trip in the AM but the student is not there or not ready, then the following scenarios could apply (as determined by the district):

1. **Single Rider Trips**
   a. If an AM single rider No-Show occurs, the district will be billed for the AM trip and the afternoon trip will remain scheduled unless ALC is notified by the parent or the district to cancel the trip.
      i. The district may set up a protocol to automatically cancel afternoon trips in the event of an AM Single Rider No-Show
   b. If the afternoon trip is cancelled within 2 hours of the scheduled pick up time, the district will not be billed for the afternoon trip.

2. **Multiple Rider Trips**
   a. The afternoon trip always remains scheduled.

No-Show Reports

Each morning an email is sent from ALC’s School Dispatch team to the District. This email is sent by 11 AM and alerts the District of the following circumstances:
   - Which students were no-shows that morning
   - How many consecutive days/trips they have been a no-show

The daily No-Show Report provides the District time to inform ALC’s School Dispatch if one of the students on the No-Show Report is attending school that day and will still need a ride home in the PM.

The district is responsible for alerting ALC of any change requests based on the data provided in the No-Show Report, such as removing a student from a route due to multiple no-shows.
Student Removal / Student Cancellation:

Permanent Removal of Student from Route:
Permanent removal of a student from a route requires District notification/approval
  - The District sends an email stating that a student needs to be removed from a route until further notice.

Impact:
Once the student is removed from the route, the student’s spot is now gone and may be replaced with a different student, if available, to consolidate routes. If the student was the only one on that route, the route will be removed entirely and the driver then becomes available to service other routes.

Billing:
Will only be affected if:
  - Trip is above the minimum and there is a reduction in the mileage as a result of removing the student.
  - The student was the only one on the route, therefore the route is cancelled.

Cancellations/Temporary Removal:
Cancellation of a student from a route requires District notification/approval.
  - A student is sick one day or will be going on vacation for a few days.

Impact:
Because this is a temporary change, the student is not replaced on the route and their space on the route is reserved for their return.

Billing:
If the student is a single rider and the student is cancelled or temporarily removed, no charges will be assessed. When cancelling or temporarily removing the pick-up/drop-off for a student who is part of a multiple rider trip, the district will be charged the normal trip rate.