



**BURLINGTON DIVISION**

***CANCELLATION POLICY***

After securing a reservation for a trip to use our services, we understand there are times when you might have to cancel that reservation due to circumstances beyond your control.

In those instances, you are expected to call **1-877-603-5111** as soon as you are aware you have to cancel, but NO LATER than 7:00 am the day of your reservation.

As you know, the demand for paratransit service has increased dramatically. If you absolutely need to cancel your reservation, calling in advance may provide an opportunity for someone else to ride. Continued cancellations deny other riders the opportunity to use these services.

**POLICY:**

If you cancel five (5) times or more in a 30 day period, OR if you fail to notify us by 7:00 am the day of your reservation and a vehicle arrives to pick you up, you will be considered in violation.

The consequences for violations are:

- 1<sup>st</sup> Offense: Warning letter
- 2<sup>nd</sup> Offense: Prohibited from using paratransit services for one month from date of notification
- 3<sup>rd</sup> Offense: Being permanently prohibited from using paratransit services

**CONTACT INFORMATION:**

Reservations/Cancellations  
Email:  
Website:  
Mailing address:

(877) 603-5111  
[senhanbc@scucs.org](mailto:senhanbc@scucs.org)  
scucs.org  
537 Nicholson Road  
Audubon, NJ 08106

