

## **Cancellation of Transport and Payment of Contributions**

This procedure sets out the process on cancellation of transport and the collection of transport contributions.

There will be occasions where transport needs to be cancelled. It is anticipated that 24 hour notice period is given in relation to cancelling any transport, however, it is recognised that in some cases this may not be practical. Reasonable notice (24 hours or greater) is required to ensure that any transport provision is cancelled. Where transport does need to be cancelled the service user or their carer will need to contact the Support Brokers, who will then inform the Integrated Transport Unit (ITU) to cancel the transport.

In the event of a cancellation without reasonable notice, the transport provider can charge as the usual rate.

## **Payment of Contributions**

The person using the transport will need to pay their contribution towards their transport directly to the transport provider. This contribution is a weekly contribution, therefore is not a daily cost. It is expected that any contributions towards transport would continue unless the cost of the transport falls below the agreed transport contribution. For example:

A person attends a day service 4 days a week, and has transport which costs £40 per week. The person has agreed to make a contribution of £25 per week. If the person cancels one trip, the transport cost would be £30, but the person would still need to contribute £25.

If the person cancels three trips, then the person will only need to contribute £10 for the transport.