

# Trip Charge and Cancellation Policy



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## Cancellations & Changes

A written cancellation or change must be received by 4:00 pm two business days prior to your trip. The best way to make a change or cancellation is by e-mail, for it is time-dated and you will also have a copy stored in your sent items file.

Another way is by fax where you will have a fax confirmation that you should hold on to. In the event that you cancel or make changes without proper notice, your department will be charged a \$50.00 cancellation fee, all improper cancellations for Yellow Bus Services will result in that department paying the full trip price.

## Trip Charges

The department requesting the trip will be charged **\$125.00** for each MICA vehicle requested. Vehicles can make multiple runs to a destination within a 15 minute radius. Trip request will not be processed until a department account code is provided.