



# ServiCar

## OF MICHIGAN INC.

*Serving Southeast Michigan since 1964*

### CANCELLATION POLICY

Customers must notify Servicar via **phone 248-549-6840** **WITH an emailed confirmation sent to [info@servicar.org](mailto:info@servicar.org) at least 24 hours prior** to pick-up time or a 5 hour minimum charge will be incurred.

#### HOW TO CANCEL A TRIP

Servicar staff asks that you follow the guidelines below when cancelling or changing your confirmed bus reservation. These guidelines are put in place to provide clear lines of communication, avoiding confusion or mistakes due to last minute changes.

When cancelling a trip MORE than 10 days before the date of the trip, we ask that you contact ServiCar by email to [info@servicar.org](mailto:info@servicar.org).

Please provide the date of the trip, the pickup location, pickup time, and a phone number where you can be reached in case of any questions.

When cancelling a trip LESS than 10 days before the trip date, we ask that you follow these steps:

- **Contact Servicar Dispatch by phone:**

**During normal business hours**, 6:30 am to 4:30 pm, please Contact ServiCar Dispatch by calling (248) 549-6840, and providing your name, trip date, pick up location, and pick up time.

**After 4:30 pm on weekdays, or during the weekend**, please contact ServiCar by calling (248)321-5905 or (248) 322-7808

- **Confirm your cancellation by sending an email** to [info@servicar.org](mailto:info@servicar.org). Please provide the date of the trip, the pickup location, pickup time, and a phone number where you can be reached in case of any questions.

Cancellations due to weather conditions must be made at least 2 hours prior to the pick-up time.

- Cancellation notice must be made by phone to 248-549-6840 with an email confirmation sent to [info@servicar.org](mailto:info@servicar.org)
- When cancellation notices are received less than 24 hours prior to pick up time there will be a 2 hour minimum charge, or actual time, whichever is greater.