Cancellation and Payment Protection Policy / Terms

Company	URBAN TRANSIT SOLUTIONS LTD
Policy owner	Director
Version	1.0
Effective date	06.06.2026
Review date	06.06.2027
Approved by	Director

Purpose

These terms protect the company from unfair cancellation, no-show and payment disputes while allowing fair exceptions for emergencies, safeguarding concerns and operator fault.

Scope

Applies to private, account, council, school, SEND, adult and NHS-related transport bookings unless a signed council/client contract states different terms. For council contracts, the council's agreed contract terms override these standard terms where there is a conflict.

Confirmed bookings reserve capacity

Once a booking or standing route is confirmed, the company reserves driver, vehicle, dispatch and operational capacity. This may prevent the company accepting other work and may involve subcontractor or driver allocation costs.

Client cancellation notice periods

• Single journeys should be cancelled as early as possible and at least 24 hours before pickup where practicable.

• Standing routes should normally be cancelled, suspended or varied with at least 5 working days' notice unless the contract states otherwise.

• Same-day cancellation may be chargeable where driver/vehicle capacity has been allocated or dispatched.

• Cancellation after driver dispatch is normally chargeable up to the agreed journey price or applicable minimum charge, subject to fairness and evidence.

Failed collections and no-shows

Charges may apply where the passenger is not available, refuses to travel, is not ready within the agreed waiting time, school/client/parent/carer is unavailable, handover fails for reasons outside operator control, or wrong/incomplete booking information causes a failed collection. Charges must be supported by arrival, waiting, call and dispatch records.

Passenger refusal to travel

If a passenger refuses to travel, the company will prioritise safety and report to the client/contact. Charges may apply where the driver/vehicle attended and the refusal was not caused by operator fault. If refusal indicates safeguarding, health or distress concerns, the incident will be reviewed and charges may be reduced or waived depending on circumstances.

Exceptions

Charges will not normally apply where cancellation or failure is caused by operator fault, driver non-attendance, unsuitable allocated vehicle, failure to meet agreed contract requirements, genuine emergency, safeguarding concern requiring cancellation, severe weather/road closure making travel unsafe, or a client/council instruction that contractually permits cancellation without charge.

Standing routes and account bookings

Standing routes are planned as reserved capacity. Repeated short-notice cancellations, repeated no-shows or repeated failed handovers may trigger review, revised controls, minimum charges, retainer arrangements, suspension or termination in line with contract terms.

Suspension/termination process

The company may suspend or terminate account services for serious non-payment, repeated failed collections, unsafe handover, abusive behaviour, unacceptable risk, breach of contract or loss of licensing/insurance ability. The company will give reasonable notice where practicable and will not abandon passengers already in transit.

Payment due dates

Invoices are payable by the due date stated on the invoice or contract. If no date is stated, payment is due within 14 days of invoice date for account/private clients unless agreed otherwise.

Late payment

The company may pause non-essential future bookings, require payment in advance, charge statutory interest/compensation where legally applicable, or take recovery action for overdue invoices. The company will first seek to resolve genuine administrative issues fairly.

Disputed invoices

Invoice disputes must be raised promptly, normally within 7 days of invoice receipt, with the journey date, reference and reason. The undisputed amount remains payable. The company will review dispatch records, driver attendance, waiting time, contract terms and any incident evidence.

Fairness wording

The company will apply these terms reasonably and proportionately. The purpose is to recover reserved capacity and attendance costs, not to penalise passengers or clients. Safeguarding, disability, medical and emergency circumstances will be considered before a charge decision is finalised.

Council contracts

Where a council, school, NHS body or public-sector framework contract contains cancellation, waiting time, payment, dispute, safeguarding or notification terms, those contract terms take priority over the company standard terms. The company will keep contract-specific instructions with the account file.

Responsibilities

The Director approves terms and serious payment action. The Operations Manager records attendance and failed collections. Accounts issue invoices and manage disputes.

Procedure

Record booking, allocation, dispatch, arrival, waiting, contacts, outcome, charge decision and any exception. Handle disputes through evidence review.

Records kept

Booking confirmations, dispatch logs, cancellation notices, failed collection forms, invoices, payment records, dispute correspondence and contract terms.

Review

Reviewed annually and after invoice disputes, council contract changes or legal/contract advice.

Approval

Signature	
Name	MOHAMOUD MOHAMED
Position	DIRECTOR
Date	06.06.2026