

DATS Cancellation Standards

In order to better serve all of our clients, DATS monitors no-shows, cancellations at the door, and late cancellations (within 2 hours of pickup). We also monitor subscription trip cancellations.

Understandably, some cancellations are unavoidable. DATS uses a point-system to track cancellations for all DATS clients. Each month, clients can use up to 8 cancellation points without any warnings or penalties.

Clients who are no-showed, or cancel at the door, use 2 cancellation points. Clients who cancel late (within 2 hours of scheduled pickup) use 1 cancellation point. Clients who exceed 8 cancellation points in any one calendar month are given a warning. Clients who then exceed 8 cancellation points in another one month period (within six-months) will be suspended from using DATS for 7 days.

Clients who exceed 8 cancellation points in a month for a third time (within a six-month period), will be suspended from using DATS for 14 days, and a client who exceeds 8 cancellation points in a month for a fourth time (within a six-month period) will be suspended from using DATS for 30 days.

Additionally, clients who cancel over 40% of one or more of their subscription trips in a calendar month will receive a warning. Clients who exceed a 40% cancellation rate again in one month, over a six-month period, will lose that subscription, and must wait 30 days from the date of termination to re-apply for that subscription. Clients will still be able to use DATS as normal, making reservation and same-day bookings to meet their needs. Only the subscription will be affected.

We're here to help. If you must cancel a trip, please let us know at least two hours before the scheduled time of pickup. Call our cancellation line at (780) 496-4567 (Option 1).

If you must cancel a subscription trip frequently, consider applying for a new subscription at a different time, or use reservation trips for your travel needs. Letting us know in advance about a cancellation can free up resources to deliver trips for other clients. Calling in advance gives others a chance to make same-day trip requests and helps us better plan our service.

For more information about our trip cancellation standards, please contact DATS Community Relations (780) 496-4567 (Option 4).