



**TRUE CARE  
EXPRESS LLC**

 **(516) 888-5308**

**At True Care Express LLC, we are committed to providing dependable, timely, and compassionate transportation services. To help us serve all clients efficiently, we kindly ask that you review and adhere to our cancellation policy:**

#### **Cancellation Terms**

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**- More than 24 hours before scheduled pick-up:  
You may cancel at no charge.**

**- Less than 24 hours before scheduled pick-up:  
50% of the one way will be the late cancellation fee.**

**- No-shows or cancellations within 4 hours of scheduled pick-up:  
100% of the one way will be the no-show fee and will be charged to your account or responsible party.**

#### **How to Cancel**

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**Please call us at 516-888-5308 during business hours to cancel or reschedule your ride. Office hours are Monday-Saturday 6AM-8PM. We do not accept cancellations via voicemail, text, or social media.**

#### **Late Arrivals / Delays.**

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**If you are delayed or unavailable at the scheduled time, please notify us immediately. Failure to notify may result in a no-show fee and possible disruption of future service eligibility.**

#### **Exceptions**

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**We understand that emergencies or medical issues may arise. In such cases, please contact us as soon as possible. Exceptions will be considered on a case-by-case basis at management's discretion.**

**Thank you for choosing True Care Express LLC.**

**We appreciate your cooperation and look forward to providing you with safe, reliable transportation.**