

SOUTHERN HIGHLANDS
COMMUNITY TRANSPORT
02 4872 3722

ABN 64 642 082 468

Address: PO Box 1368 Bowral NSW 2576
Unit 1/32-34 Priestley St, Mittagong NSW 2575

Phone: (02) 4872 3722

Email: shct@bigpond.net.au

Fax: (02) 4872 1036

Web: www.shct.com.au

June 2015

Memo from Southern Highlands Community Transport

The Management Committee of Southern Highlands Community Transport have recently reviewed the number of transport cancellations (both local and long distance) over the past year and have approved that we apply our Cancellation Fees policy - which will take effect from 1 August 2015.

Community Transport has always had a cancellation policy however, this was never enforced. Due to the increasing number of cancellations, the time taken to cancel as well as drivers having to spend time waiting for the next pick-up it has become necessary to enforce this policy. The following will apply from the 1 August 2015.

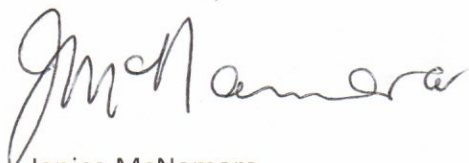
"Cancellations received after 12 noon on the working day before the trip will attract a cancellation fee. The cancellation fee will be the cost of the local trip or \$10.00, whichever is the lowest and \$20.00 for long distance trips. Where an invoice needs to be raised an additional administration fee of \$10.00 will apply"

We do realise that there will be circumstances beyond your control and your individual situation will be taken into consideration when determining if a cancellation fee is due.

If you require further information regarding this policy please ring the office on 4872 3722 for clarification.

We thank you for your ongoing support and ask for your co-operation in assisting the organisation to reduce the number of cancellations and increase the efficiency of Southern Highlands Community Transport operations.

Yours Sincerely



Janice McNamara
Manager

SOUTHERN HIGHLANDS COMMUNITY TRANSPORT