



EFFECTIVE FEBRUARY 1, 2025

CANCELLATION POLICY

In an effort to serve more riders, CTN is implementing a new cancellation policy. We highly recommend riders cancelling their transportation at least 48 hours in advance of their ride. This allows CTN to schedule another trip during that slot.

48 + HRS

**NO PENALTY
NO LIMIT**

- *Cancelling 48 hours or MORE from trip*

< 48 HRS

**UP TO 6 TIMES
IN 30-DAY PERIOD**

- *Cancelling LESS than 48 hours from trip*

DAY OF

**UP TO 4 TIMES
IN 30-DAY PERIOD**

- *Day of cancelling includes after 5pm day prior*

AT DOOR

**UP TO 3 TIMES
IN 30-DAY PERIOD**

- *Cancelled upon driver's arrival*

NO SHOW

**UP TO 3 TIMES
IN 30-DAY PERIOD**

- *Client is not at pickup*

CONSEQUENCES FOR EXCEEDING LIMITS:

- **1st Violation** = 30 Day Suspension
- **2nd Violation** = One-Year Suspension



CALL OR GO ONLINE

REQUEST
YOUR RIDE!



260-420-3280

RideCTN.org

800-743-3333

TTY

WE LOOK FORWARD TO SERVING YOU!

CTN's vans are lift-equipped and our drivers provide friendly door-through-door, hand-in-hand passenger assistance to meet your needs. We serve within Allen County, IN.



TRIP HOURS

7:00 am - 6:00 pm
Monday - Saturday



OFFICE HOURS

7:00 am - 5:00 pm
Monday - Friday

HOLIDAY'S CLOSED

New Year's Eve*	July 4th*	Christmas
New Year's Day	Labor Day*	Christmas Eve*
Memorial Day*	Thanksgiving	*Dialysis Only



TIPS FOR SCHEDULING

Request your trip at least 5 business days in advance and, if possible, schedule appointments between 9 AM and 1 PM.