

## MK Connect Fair Use Policy

ISSUE	Number of Offences	Remedial Action
<p>Customer repeatedly no showing</p> <p>No Show = User books a trip, doesn't cancel but does not meet the vehicle.</p>	<p>Twice in a week Or 3-5 times in four weeks</p> <p><i>After warning</i></p> <p>more than 5 times in 4 weeks</p> <p>Continues after first suspension</p>	<p>Contact customer to warn of further action and offer support on correct use of system</p> <p>Suspend for 7 days</p> <p>Suspend for up to 30 days</p>
<p>Repeated cancellations at short notice</p> <p>Short notice = user cancels a booked ride less than five minutes before pick up is due.</p>	<p>Greater than 20% of bookings cancelled.</p> <p><i>After warning</i></p> <p>Greater than 20% within a 4 week rolling period</p> <p>Continued abuse after suspension</p>	<p>Contact user to warn of further action and offer support on correct use of system</p> <p>Suspend for 7 days</p> <p>Suspend for up to 30 days</p>
<p>MK Connect has a zero tolerance policy on violence, abuse or aggression toward our drivers.</p>		<p>An immediate suspension will be put in place while any investigation takes place.</p> <p>In the case of any violence towards our drivers a permanent ban may be implemented against the rider once an incident number is received from the police.</p>

*In cases of prolonged and continual abuse on lifting of suspension a permanent ban may be used.*