



Refund Policy

The City of Visalia's Visalia Connect service is heavily subsidized and relies heavily on grant funding for service to be performed. Daily reconciliations are performed to ensure program success and efficiencies.

The City of Visalia will not authorize refunds for booked trips that are not cancelled prior to the driver arrival.

Additionally, credits applied to the Visalia Connect customer application whether virtually or in person at the Visalia Transit Center will not be refunded for any reason. Any and all credits applied to a passenger account will remain on the passenger account until they're exhausted through booking rides.

A handwritten signature in blue ink, reading "Angelina Baker", is written over a horizontal dashed line.

Angelina Baker, Transit Manager