

STANDING BOOKING REQUEST FOR SWEETHART SERVICE

A standing booking request is an ongoing request for trips recurring weekly at the same times and locations. The request is automatically processed each week by HART staff without the need for weekly phone calls to book trips. Standing booking requests are best suited for routine trips that are rarely cancelled.

Passengers submitting a standing booking request must understand the following:

1. Although eliminating the need to call weekly to book regularly recurring trips, a standing booking request does not guarantee a ride, since there may be more requests for a particular time than we can schedule. HART will inform passengers of denied trips or alternate trip times.
2. During the 30-minute pickup range communicated by the scheduler following submission of the request.
3. The customer is responsible to notify HART of cancellations or changes with as much advance notice as possible.
4. Standing booking requests will not be processed for the following holidays:
 - New Year's Day (Sunday schedule)
 - Martin Luther King Birthday (Sunday schedule)
 - Easter Sunday (No service)
 - Memorial Day (Sunday schedule)
 - July 4 (Sunday schedule)
 - Labor Day (Sunday schedule)
 - Thanksgiving (No service)
 - Friday after Thanksgiving (Sunday schedule)
 - Christmas (No service)
5. The standing booking request may be cancelled at HART's discretion if the customer is not successfully completing at least 80 percent of the trips scheduled from this standing request in a two-month period.
6. Standing booking requests can be suspended at the passenger's request for any period of time by calling 203-744-4070. Vacations or school breaks are common examples when standing booking requests would be temporarily suspended. Such suspensions are not considered cancellations provided HART is notified by 11:00 a.m. on Monday of the week before the period of the suspension. For example, call by 11:00 a.m. on Monday August 17 to suspend the standing booking request for the week of August 24.

STANDING BOOKING REQUEST for SWEETHART SERVICE

Mail to HART, 62 Federal Road, Danbury, CT 06810 or FAX to (203) 744-0764

Name _____ Phone # _____

Address _____

Person Completing Form _____ Phone # _____

Days service is requested (Circle all that apply)

Monday Tuesday Wednesday Thursday Friday Saturday Sunday

Date of first requested trip _____

Pick-Up Location _____

Drop-Off Location _____

Fill in all the following times that apply:

Requested Pick-Up Time _____

I can be picked up no earlier than _____ I can be picked up no later than _____

I can arrive no earlier than _____ I can arrive no later than _____

RETURN TRIP (...if trip is the reverse of the above. If not, please complete a separate form.)

Fill in all the following times that apply:

Requested Pick-Up Time _____

I can be picked up no earlier than _____ I can be picked up no later than _____

I can arrive no earlier than _____ I can arrive no later than _____

Additional Comments _____