



CREATE-A-TRIP REQUEST FORM

TRIP DATE: _____ DESTINATION: _____
 NAME: _____ EMAIL: _____
 LOCAL CELL: _____ DSN PHONE: _____
 PURPOSE OR COMMAND: _____ # OF PEOPLE: _____
 PICK UP TIME: _____ PICK UP LOCATION: _____
 RETURN TIME: _____ RETURN LOCATION: _____
 IS A TOUR GUIDE NEEDED? YES NO

OTHER NOTES, DESTINATIONS OR STOPS DURING TRIP: This will determine the price of your trip and may not be changed once the trip is paid unless approved. Please include added stops, points of interest, etc.

CUSTOMER AGREEMENT:

Once this form is submitted, it will be reviewed by the Community Recreation Supervisor and if approved, a price will be assigned. Once approved, our staff will contact you and the trip must be paid-in-full 10 business days before the trip date. Failure to pay will result in a forfeiture of priority on that date.

The price of the trip is based on distance, hours of service, vehicle size, current euro to dollar rate, tolls/fees, and driver availability. Entrance fees and tour guides (if needed) are in addition to the price of the transportation. Trips that extended past 8 hours and trips that extended past midnight will be charged an additional \$30/hour. If these were not scheduled initially, the extra costs must be paid upon the first business day following the tour.

CANCELLATION POLICY:

Cancellations must be made 10 business days in advance to receive a full refund. If cancellations are not made as noted, the party will be liable for a \$100 cancellation fee.

CUSTOMER SIGNATURE: _____ DATE: _____

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Date Approved: _____	Mgr Signature: _____
Driver: _____	Vehicle: <input type="checkbox"/> Bus <input type="checkbox"/> Van
Total Price: _____	Payment Due Date: _____
Date Paid: _____	Receipt #: _____
BPA: <input type="checkbox"/> YES <input type="checkbox"/> N/A	Date Submitted: _____
	Guide: _____

FREQUENT QUESTIONS

1. How much does it cost?

Cost is determined by distance, requested timeline, available services, vehicle size, current euro to dollar rate, tolls/fees, overtime expenses, and driver availability.

2. How far in advance do I need to reserve?

The earlier the better since we have limited availability. Frequently, employees have to change schedules to accommodate for trips. We require at least 10 business days' notice for reservation and payment.

3. Is there a minimum or maximum number of people we need to bring and how many people do the vehicles hold?

There is no minimum for Create-A-Trips however, vehicle passenger seating is limited to the following: Van 1-13, Mini Bus 1-20, Bus 1-49. Rates for each size vehicle are adjusted to accommodate for maintenance, fuel, and driver costs. Trips larger than 49 people must simultaneously work directly with the NASSIG Security Antiterrorism Division.

4. Does the cost include a driver and a tour guide?

Only the driver is included in the base cost. If a guide is requested, the fee is based on required knowledge, licensing, timeline, and availability.

5. Does the Create-a-Trip program include the event/restaurant reservation?

Unless reservations are necessary for a large group to go to a museum or popular tourist site, all necessary reservations for events/restaurants are up to the patron. We are happy to provide some assistance if there is a language barrier.

6. Where can the driver pick me up?

Availability of pick up locations varies on vehicle size. All drivers have access to each Sigonella entry point. If a pick up and drop off is requested in town, exact location is required upon reservation request so our drivers can determine if the vehicle can safely arrive and depart.

7. Is there any restriction on where/how far we can go?

There is no distance restriction.

8. Is this a suitable option for overnight trips?

Drivers are not permitted to stay overnight for Create-A-Trips, however if a pick up and drop off are required on two separate days, the Create-A-Trip program is an excellent choice for larger groups. Guides are charged by the hour, licensing, knowledge, and availability

9. How long does it take to hear back once my request is submitted?

A staff member will respond to requests as soon as possible with availability, cost, or to clarify any questions we may have for the trip.

10. What is the cancellation policy?

Due to the scheduling requirements of our drivers, we require at least 10 business days for cancellations. This allows time to make any necessary changes to schedules and inform the appropriate entities of the cancellation. This timeframe also allows our staff and drivers to be available to shift their schedules for other Create-A-Trip requests. If the cancellation is made within the 10 business days, a \$100 fee will be incurred.

11. Do I need to put down a deposit?

No deposit is required. Any reservation made at the 10 business day mark must be paid in full, on that day. Keep in mind, trips are only guaranteed once payment is made. Any trip not paid in full 10 business days prior will lose priority.

12. Are there any additional charges?

Additional charges may be incurred if the trip extends beyond 8 hours of service or past midnight. If these were not scheduled initially, each hour will cost an additional \$30 to be paid upon the first business day following the tour.

13. Can we drink alcohol in the MWR Vehicle?

Alcohol is not authorized for consumption in any government vehicle. Containers purchased at events must stay closed.

14. Are we allowed to change or add another location during the trip?

Changing or adding locations to the trip during the event is not authorized. Any changes to the original request will incur additional charges.

15. Do we need to tip drivers?

Tips are not expected. While it is a nice way to thank our drivers, they will never request money from patrons.

16. Can I bring car seats?

Car seats are required for Vans and Mini Busses. They will need to be strapped in using the traditional 3 point seat belt. Keep in mind, the use of a car seat will take a space that would seat an adult/youth and will reduce the maximum capacity of the vehicle.