

PARKING AND TRANSPORTATION SERVICES SPECIAL EVENT SHUTTLE RESERVATION INFORMATION

Parking & Transportation Services is pleased to provide shuttle rentals on a first come, first serve basis to any university department or group affiliated with the University of Memphis, for **university purposes only**.

- All reservations are based upon availability. Due to the limited number of buses in The Blue Line fleet, special event services may not always be available.
- All buses are wheelchair-accessible; please advise if there are passengers with special needs.
- We do not provide buses with on-board restrooms or luggage racks.
- We **do not** schedule overnight charters.
- One University of Memphis faculty member or professional staff member must be in charge of the group. In addition, they must provide one University of Memphis faculty member or professional staff member to accompany the group on each special event shuttle service requested and must be present at the departure location at The Blue Line designated spot time. We will not allow a scheduled special event shuttle to proceed without this requirement being met. Drivers are not permitted to leave a bus in order to locate any member of the special event groups party.
- One Shuttle Request Form must be submitted for each date that service is requested, even if the itinerary details are identical.
- All reservation requests must be booked at least 7 business days in advance of the needed date.
- Service is only granted when drivers and buses are available. Submitting a form for priority processing does not guarantee service will be available.
- Any reservation request form submitted, without all portions of the form completed, without the required information, or without the authorized signature, will be returned and force a delay in processing the requests. **We will not process any request without the appropriate authorization or without itinerary details. (To be announced or to be determined dates and times WILL NOT BE ACCEPTED.)**
- All reservation requests are submitted and approved or denied through the Parking & Transportation Services office. Shuttle Reservation request forms along with any other required paperwork may be sent to us by emailing blueline@memphis.edu or fax to (901)678-4962.
Please note: The faxing or mailing of a reservation request form to our office and confirming its receipt DOES NOT constitute the approval of a request.
- Reserving party must provide all appropriate and necessary directions, maps, admission fees, parking fees and group/individual itineraries upon submission. **Failure to provide this information will force a delay in processing the request.**
- The requesting department shall be notified within 2 days of the submission of the request as to whether or not service will be available along with an estimate for service.

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SPECIAL EVENT RATES/CHARGES

The current special event shuttle rate is \$75/hour per bus.

Charges for service are calculated at a flat hourly rate per bus, which includes the driver and fuel. A three hour minimum block of time for each bus reserved is required. Billing begins ½ hour prior to when the buses are scheduled to arrive at your pick up location and will conclude ½ hour after buses return to the yard, due to required pre-trip and post-trip inspections.

SPECIAL EVENT CANCELLATION POLICY/CHARGES

Cancellations on the date of service will be assessed the current cancellation fee. Failure to cancel service which is no longer needed may result in your department being billed for the entire time service has been scheduled for, the number of buses reserved and all applicable charges.

All cancellations must be submitted in writing to blueline@memphis.edu at least 1 business day prior to scheduled event. The cancellation must be processed and confirmed by email or the cancellation rates below will be charged.

Cancellation Time	Rate/Charges
More than 48 hours from date of service	No Charge
Within 48 hours of date of service	\$75.00
Scheduled date of service	\$75.00 per hour, per bus for scheduled service or 3 hour minimum
Failure to Cancel Service	Will be charged for the entire time of service and all buses requested

ADDITIONAL CHARGES

In addition to the hourly rate for special event shuttle service, the requesting department or group is responsible for any fees incurred during the event, including road or bridge tolls, parking fees and admission fees for the driver(s). *ex: any facility that charges an admission for each occupant of vehicle, including the driver.*

If Parking and Transportation Services deems it necessary to add additional buses for the reserving department or group during the scheduled event, the regular hourly rate per bus will apply. **Please note that shuttle capacity is 14 seats without wheelchair accessible areas, 12 seats with 1 wheelchair accessible area. Standing is not permitted.**

Shuttle buses are cleaned at no additional charge to the reserving department. However, if the group or department abuses a vehicle so that it requires extensive cleaning or repairs, an additional charge will be assessed.

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BILLING POLICY

Charges will be billed in the month that services are rendered. Parking & Transportation Services only charges University of Memphis departments and organizations. If your department intends for an off-campus vendor to provide funding, it remains the responsibility of your department to provide payment. Parking and Transportation Services will process a transfer voucher to the department's account provided on the request form.

Parking and Transportation Services reserves the right to refuse service to any department or organization with an outstanding balance due for previously provided services.

RULES AND REGULATIONS

Possession of hazardous materials or weapons, as well as, the use of tobacco products, alcoholic beverages, or other drugs is strictly prohibited. Violation of these policies will result in the immediate termination of the reservation. At no time shall the driver be encouraged or pressured to break a law or circumvent our policies. Our drivers must adhere to all laws and limitations set forth by the University of Memphis and by federal regulations.

QUESTIONS ABOUT SHUTTLE RESERVATIONS

Please refer to our Frequently Asked Questions page at www.memphis.edu/parking/blueline.php. (FAQ link above) If you cannot find the answer to your question *after* reviewing the FAQ, please email us at blueline@memphis.edu.

PARKING AND TRANSPORTATION SERVICES SPECIAL EVENT SHUTTLE RESERVATION INFORMATION

ALL INFORMATION MUST BE COMPLETED.

Forms submitted, where all portions have not been filled out, without the required paperwork and signatures will be returned and force a delay in processing your request. We will not process any request without these requirements being met.

SUBMIT A SEPARATE FORM FOR EACH DATE OF SERVICE REQUESTED

BILLING INFORMATION

Department _____ Date _____
Contact Person(s) _____ Phone _____
Email _____

For billing purposes, valid account information is required.

Please note: It is the responsibility of the department requesting special event shuttle service to provide valid account information on this form. Should erroneous account information be submitted by the requesting department and the account billed for special event shuttle service received, it remains the responsibility of the requesting department to correct these charges. Should the error have been made by Parking and Transportation Services, please notify us and we will make the correction.

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FUND

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ORGANIZATION

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ACCOUNT

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PROGRAM

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ACTIVITY

FOR FOUNDATION ACCOUNTS ONLY

Foundation Account Title _____ Account # _____

Mailing Address _____
Street Address City State Zip

By signing this form, I understand and agree to the following:

- All information, terms and conditions set forth in the Reservation Information Forms
- All reservations are subject to the approval and are based upon shuttle and driver availability
- Use of tobacco products, possession of alcoholic beverages or other drugs is strictly prohibited
- Violation of this University policy will result in immediate termination of the reservation

Signature of Approver/Principle Investigator _____

Date _____

Parking and Transportation Services
120 Zach Curlin Parking Garage
Memphis, TN 38152
Phone (901)678-2212 Fax (901)678-4962
blueline@memphis.edu

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SPECIAL EVENT INFORMATION

Event Date _____ # of Shuttle Buses _____ # of Passengers _____

Passenger(s) with special needs ☐ Yes ☐ No

Group Name _____

Trip Leader/Contact Person _____ Phone _____ Cell _____

Secondary Contact Person _____ Phone _____ Cell _____

**Please note: Complete times, locations and itinerary must be submitted along with request.
We will not process any requests with "to be announced" details.**

Departure Location _____ Departure Time _____

Destination _____ Est. Completion Time _____

TRIP DETAILS OR SPECIFIC INSTRUCTIONS: (please include itinerary if available)