

# Reserve Your Seat

## The Village Rider Customer Reservation Form

If you have to schedule a pickup 3/4 mile from the main route, you can reserve your seat aboard the Village Rider. Just fill out this form and hand it to your driver. For more information on how the Village Rider can keep you on the move, just call **704-336-RIDE** or **866-779-CATS**.

Name \_\_\_\_\_

Phone \_\_\_\_\_ (home)  
\_\_\_\_\_ (work)

Address \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Wheelchair lift if needed? \_\_\_\_\_

## Weekly Reservations

Indicate which days you'll regularly need a trip on the Village Rider. If a certain day has a different pick-up or drop off time or location, list it under Section B or C.

A. Every Weekday (Monday through Friday)  
Pick-up Time: \_\_\_\_\_  
Location: \_\_\_\_\_  
Drop-Off Time: \_\_\_\_\_  
Location: \_\_\_\_\_

B.  Monday  Tuesday  Wednesday  Thursday  
 Friday (check all that apply)  
Pick-up Time: \_\_\_\_\_  
Location: \_\_\_\_\_  
Drop-Off Time: \_\_\_\_\_  
Location: \_\_\_\_\_

C.  Monday  Tuesday  Wednesday  Thursday  
 Friday (check all that apply)  
Pick-up Time: \_\_\_\_\_  
Location: \_\_\_\_\_  
Drop-Off Time: \_\_\_\_\_  
Location: \_\_\_\_\_

## Special Trips

List the dates when you'll need a ride for special, one-time trips. Don't forget to schedule your return trip.

- A. Pick-up Date: \_\_\_\_\_ Time: \_\_\_\_\_  
Location: \_\_\_\_\_  
Drop-off Date: \_\_\_\_\_ Time: \_\_\_\_\_  
Location: \_\_\_\_\_  
\_\_\_\_\_
- B. Pick-up Date: \_\_\_\_\_ Time: \_\_\_\_\_  
Location: \_\_\_\_\_  
Drop-off Date: \_\_\_\_\_ Time: \_\_\_\_\_  
Location: \_\_\_\_\_  
\_\_\_\_\_
- C. Pick-up Date: \_\_\_\_\_ Time: \_\_\_\_\_  
Location: \_\_\_\_\_  
Drop-off Date: \_\_\_\_\_ Time: \_\_\_\_\_  
Location: \_\_\_\_\_

## Canceling Reservations

If you need to cancel your reservations, you must notify CATS at **704-336-RIDE** or **866-779-CATS** one hour before your scheduled trip. CATS Customer Service representatives are available 6:00 a.m. – 10:00 p.m. Monday – Friday and from 7:00 a.m. – 11:30 a.m. and 12:30 p.m. – 4:00 p.m. Saturday & Sunday. Three “no-shows” within two months will result in a two-month suspension from the Village Rider service.

