

INSTRUCTIONS FOR REQUESTING A FIELD TRIP:

****PLEASE CONTACT YOUR SCHOOL SECRETARY, ATHLETIC SECRETARY AND/OR DISTRICT OFFICE FOR INFORMATION ON HOW TO SUBMIT A FIELD TRIP REQUEST TO TRANSPORTATION****

The following will help when sending in a request for a field trip. To prevent any delays to your trip, please be sure all information is accurate and complete in its entirety. Any errors could lead to significant delays and/or increased costs to your school.

Destination (Required): Full name and address of your destination.

*The full address is critically important for all out-of-town trips. Our drivers and/or Charter companies rely on this information to get you to your destination in a timely manner.

2nd Destination (Optional): You must indicate if there will be a second destination. The full name and address of the second destination must be provided on your request.

Trip Times (Required): Accurate departure and return times are required for ALL trip requests.

*Changes to trip times must be made within 48 hours of your departure. It is imperative that you adhere to your requested departure and return times, failure to do so may result in the driver having to leave and dispatch sending in a bus as soon as another driver becomes available, at an additional cost to your trip. We make every effort to be at the school site 15 minutes prior to departure to allow for loading of passengers and equipment.

Passenger Count (Required): Accurate passenger counts are required for all trip requests.

*Passengers include students and staff and/or chaperones who will be riding the bus. If inaccurate passenger counts are provided, it may result in too few or too many buses arriving at your school site which may lead to additional costs to your trip.

Group Name (Required): Indicate the name of the group or sport you are requesting transportation for.

Contact Information (Required): A contact name and cell phone number must be provided for ALL field trip requests, local and out-of-town.

Meal Stops (Optional): Please indicate yes or no if your group will want a meal stop. Failure to indicate may result in a meal stop being declined by the driver.

*Meal stops are not guaranteed if requested, if the driver is going to exceed their driving and/or duty hours, they will have to decline the meal stop even if it was approved prior to the departure.

Special Accommodations: Indicate any special accommodations requests.

*For ADA accommodations, please indicate what equipment will be used (ex: wheelchair, safety vest, etc.).

CANCELLATIONS AND CONFIRMATIONS:

All trip Confirmations, Changes and/or Cancellations MUST be made in writing by emailing fieldtrips@avsta.com.

Cancellations: Trip cancellations must be made within writing by emailing fieldtrips@avsta.com. Cancellations should be made **no less than 48 hours prior to departure**. Cancellations made the same day as the trip may be subject to charges. If you do not receive an email confirming cancellation by the end of the business day, please contact our dispatch at 661-952-3131 or 661-952-3114.

*Please contact our Field Trips department for more information on cancelling a trip booked through Charter.

Confirmations: Our confirmation process varies between out-of-town and local field trips as follows:

Local Trips: An email will be sent the week prior to any local trips with the trip details. Reply "Confirmed" or with any changes that need to be made within 2 business days.

Out-of-Town Trips: An email with an attached trip sheet will be emailed after we receive the request. Please review the trip sheet in its entirety, and email back "Confirmed" or with any changes that need to be made within 2 business days.

Field Trips Contact:

Katrina Fernandez

Field Trip Account Clerk

fieldtrips@avsta.com

(661) 952-3107 – Direct Line

(661) 952-3131 – Dispatch

(661) 952-3114 – Dispatch

(661) 945-3621 – Main Line