

 EUI EUROPEAN UNIVERSITY INSTITUTE	QUALITY MANAGEMENT SYSTEM INSTRUCTION		Form code:
			I-EVE-01
Title : BUS SERVICES			
Version nr. 01	Revision nr. 00	Revision date : 30/08/2024	Page: 1 / 16

Real Estate & Facilities Service (REFs)

BUS SERVICES

Presented by:
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Director of Service

BUS SERVICES

Responsible Office/Unit/Service/Department: Real Estate & Facilities Service

Responsible Official/Agent: REFS Events Officer (Luca Di Rocco)

AIM OF THE INSTRUCTION

Centralize the management of bus services

SCOPE OF THE INSTRUCTION

All EUI members organizing events inside/outside the EUI

PURPOSE OF THE INSTRUCTION

Define the modalities for the request, reservation and management of bus services on the occasion of events held inside/outside the EUI

INSTRUCTION IMPLEMENTATION

The Director of the Real Estate and Facilities Service is responsible for the implementation of the instruction.

INSTRUCTION SECTIONS

1. SERVICE BOOKING
2. SERVICE CANCELLATION
3. MODIFICATIONS TO PREVIOUSLY CONFIRMED SERVICES...
4. SERVICE DELIVERY

1 SERVICE BOOKING

For the booking of any bus service related to an EUI event/activity, the event contact person must duly complete the form **M-EVE-01** in all its parts and send it to the following email address: eventstransfer.refs@eui.eu;

For every bus service request, it is mandatory to include the following information:

- Date, place, and time of departure
 - Destination
 - Number of passengers
 - FUND CENTRE number
 - Commitment number
 - Name and mobile number of the person responsible for the event (event contact person)
- The duly completed form will then be forwarded to the service provider by the Events Officer, who will subsequently confirm the booking via email to the event contact person.
- Confirmation must be received within 10 working days from the submission of the request.

2 SERVICE CANCELLATION

Any cancellation of already confirmed services must be notified as soon as possible to the email address eventstransfer.refs@eui.eu; The Events Officer will then forward the request to the service provider. Cancellation penalties will be applied as follows:

- If the cancellation is received at least 7 days before the service date – no penalty;
- If received less than 7 days in advance but at least 24 hours before the service: a penalty of 50% of the total service cost will be applied;
- If received less than 24 hours in advance: a penalty of 100% will be applied.

3 MODIFICATIONS TO PREVIOUSLY CONFIRMED SERVICES...

All modifications to previously confirmed services must be submitted at least 5 working days before the service date: they will, however, be assessed by the service provider based on the type of modification requested.

4 SERVICE DELIVERY

- The person responsible for booking the service (Event Contact Person) is also responsible for verifying the conformity of the service provided with what was originally requested, as well as reporting any irregularities, which must be communicated in writing to the REFS Events Officer.
- The various buses will wait at the designated location for a maximum of 10 minutes from the time stated in the confirmation.
- The service requester (Event Contact Person) must provide a mobile phone number for a person responsible for the requested bus services, and the reception of the involved EUI building will also be informed. In turn, the company will provide the phone number of a driver as a contact for any issues during the service.
- Depending on the user's request, the type of bus for the requested service may vary based on the availability of vehicles from the company. This will not result in any price change for the user.
- The type of vehicle may change from the one requested, depending on the feasibility of the roads relative to the vehicle's size, as assessed by the company. This could result in a price variation, which we will make sure to communicate.
- The service provider will print a sign with the event name (as duly indicated by the user on the service request form) to be placed on the bus.