

Car Reservation (New)

Policy Statement

The car reservation service is available for staff, faculty and adjunct faculty to ensure the safety and security of the community. The service is also available for international students from/to Airport ONLY.

Reason for Policy/Purpose

To provide transportation services to the members of the AUC community while ensuring the resources of AUC are used as effectively as possible.

Who Approved This Policy

Mr. Brian MacDougall, EVP for Administration & Finance

March 16th, 2015

Who Needs to Know This Policy

AUC Community

Web Address for this Policy

Please list the location on the university's website where this policy is located.

Contacts

Responsible University Official: Mr. Ihab Helal, Senior Supervisor, Shift, Transportation/Carpool.

Responsible University Office: Carpool Reservation Office.

If you have any questions on the policy or procedure for car reservation policy, you may:

1. Call Mr. Ihab Hilal at ext. 2502, or 01270001788, 01270001818, 01270001707
2. Send an e-mail to carpool@aucegypt.edu

Definitions

Term (alphabetical order)	Definition as it relates to this policy
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Policy/Procedures

- The car reservation service is available for staff, faculty and adjunct faculty to ensure the safety and security of the community. The service is also available for international students from/to Airport ONLY.
- All reservation requests must be placed through **carpool@aucegypt.edu**.
- The priority is always given to business requests.
- The service requester must fill and submit the request form before the desired service delivery date by **one business day**.
- In case of emergency reservations (Not less than **three hours** before the intended service delivery time) the following rules applies:
 - A premium charge applies with an additional **50%** fee.
- For emergency reservations, contact Mr. Ehab Helal, Mr. Amr Samra or Mr. Mohamed Tallaat with the following numbers:
Emergency contact numbers: 01270001788 - 01270001818 - 01270001707.
- After fulfilling the service request, all service requesters must sign the Job Order Completion Form.
- All business service requests must be signed by the department's head or who has authorization from the department Head.
- All service requests related to medical cases must be approved by the AUC Clinic.
- Carpool Reservation Office operating hours will be from **8:30 AM to 3:00 PM**.
- Private and business car reservations charges will be calculated based on the following rules:
 - A minimum of **two** hours will be charged for a single trip.
 - A minimum of **three** hours will be charged for single trips exceeding 30 KM (Thirty KM).
- Private car reservation requests will receive confirmation only after all business requests are secured.
- Car reservation requests **cannot** be made for more than 30 consecutive days.
- For service request time extension, and in case of availability, the requester (Business or Private) will be charged for the extra time fee based on the prices indicated in the regular fees table.
- If the extra charges were not paid, no future requests will be accommodate for the requester.
- Drivers' main and only responsibility is to commute requesters to the required destination safely.
- Service requesters must not request any additional tasks from the drivers. (Ex: They are not allowed to carry bags, etc.).
- Service requesters are highly requested to retain the vehicle clean and dispose.
- AUC vehicles are intended to be used only to commute passengers along with their personal belongings. (luggage that fit in the truck) (**Except for the truck and half-truck**).
- Drivers must keep the radio off unless the service requester requested otherwise.
- The driver maximum stand-by time for regular requests is 30 minutes and for airport arrivals is 120 minutes. For airport arrival service, if the rider is delayed inside the airport (for luggage lost etc.), the rider should call the driver if the driver is needed to wait longer, and extra hourly fees will be applied.
- A waiting charge of EGP 50/Hr will be charged for two way trips in the following cases:

- Trip distance is less than 30 Km and the time gap between the first pickup and the second pickup is less than 3 hours.
- Trip distance is more 30 Km and the time gap between the first pickup and the second pickup is less than 5 hours.

Forms/Instructions

List applicable forms or other university and external documents that provide helpful, relevant information. Include where these documents can be located.

Related Information

List related university policy documents or cross-references and where they can be located.

Appendices *(optional)*

Appendices are used for informational material that is helpful in understanding the policy, but not directly related to the implementation of the policy, i.e., not procedures. Content may include graphics or text.

History/Revision Dates

Origination Date: Month, Day, Year

Last Amended Date: Month, Day, Year

Next Review Date: Month, Day, Year