



Edmonton Time Call Pre-Booking Form

Fax: (403) 243-5425

E-Mail: servicerequest@keysplease.net

Requests for time calls must be received a minimum of **24 hours prior** to the time required. Completed forms must be received by Keys Please® during the administration hours of Monday - Friday, 9 a.m. to 4 p.m. (MDT) Forms received after 4 p.m. Friday, or on Saturday, Sunday or Statutory holidays will not be processed until the next business day.

Keys Please® has an obligation to our clients, ensuring our units arrive in a timely manner. We require the assistance of our time call clients to assure our commitments are met.

Terms and Conditions:

1. We **CANNOT** guarantee an exact time. We require a half hour tolerance on either side of the time requested.
2. All time calls within city limits require a fifty (\$50) dollar credit card deposit. (For trips originating out of city limits, contact your local Keys Please® office for the deposit amount.) **The credit card is pre-authorized and only used as a non-refundable deposit with the following occurrences:**
 - a. You wish to change any part of the information you have supplied below.
 - b. The driver cannot reach you by using the phone number you have supplied.
 - c. The driver arrives and you are not ready to leave in five (5) minutes. This applies if the unit is on the half hour early side as well.
 - d. You wish to change your destination address after the driver arrives.
 - e. The driver cannot find you at the pick-up spot.
3. Our driver will contact you using the phone number you have supplied when they are on their way to pick you up. **Please be aware the driver will attempt calling three times and if they do not get an answer they will cancel your call and this will also result in the forfeit of your deposit.**

There are NO exceptions to the above.

I, _____ have read, understand and agree to the above conditions and will forfeit my deposit if the above conditions are not met. I authorize a deposit of fifty (\$50.00) dollars to be placed on my credit card supplied. (For trips originating out of city limits, contact your local Keys Please® office for the deposit amount.) I understand it is only a pre-authorization and the pre-authorization is only processed if the services requested are not completed. I understand the services rendered will still require payment to the driver upon completion.

Signature: _____ Date: _____

Trip Information *(Ensure this information is accurate and will not need any changes.)*

Name:	Contact Phone #:
E-Mail Address:	
Date Required (include day of the week):	
Time Required (must be on the hour or half hour):	
Pick Up Location:	
Pick Up Address:	
Destination Address:	

Credit Card Information

Card Number:	Expiry Date:
Cardholder Name (print):	CCV Code:
Cardholder Signature:	

Office Use - Processed By:	Date:	Confirmation #:
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