

A. SUPPLEMENTAL SERVICE - FOR SPECIAL EVENTS/CONVENTIONS

What is “Supplemental Service”? Supplemental Service is a convention shuttle service of the District intended to serve as a material inducement for conventions and other meeting groups (a “group”) to meet in the entertainment district, using District hotels. Supplemental Service is not intended for use by groups coming to Arlington with a primary purpose other than a convention, meeting or trade show. For this purpose, a “meeting” is an event (a) conducted by or under the auspices of a group with a common business purpose; (b) where the primary activity of the attendee is to attend a convention, exhibition, trade show or consumer show with educational and socializing purposes and other organized events (other than the stadium event) for attendees.

Special event service - Where do the trolleys go? By special arrangement, service will carry hotel guests between participating hotels and the convention center, ballpark, stadium or other location in the District. (Under present policy, the District will not carry hotel guests outside the District boundaries except pursuant to special arrangements made in accordance with District guidelines.) Supplemental service to AT&T Stadium is not available on days of stadium events.

When do the trolleys run for other special events? Hours of operation of special event service will be determined by arrangement with the District through the convention and visitors' bureau. Generally, special event service will be available, if requested, for the required time periods between 8:00 a.m. and 12:00 midnight.

How is the level of Supplemental Service determined? Supplemental service can be at no cost to the meeting group, based upon the following calculations:

1. The District will provide to a group one hour of vehicle shuttle service ("eligible hour") at no cost to the group for every 80 room nights at District hotels.
2. A group must have a minimum of 80 room nights to qualify for this service – i.e., nights of occupancy by group members while attending the meeting for which service is provided. Eligible hours must have been earned by the group during the meeting for which supplemental service is provided.
3. The number of eligible hours shall be calculated by dividing the total room-nights paid by the group at all participating hotels by eighty (80) and rounding the result downward to the nearest one-half hour.
4. to be included in the calculations, room-nights must have been at District hotels identified in the group's Application for Supplemental Service.
5. A MINIMUM OF THREE (3) HOURS will be charged against a group's eligible hours for any one vehicle trip - i.e., eligible hours can be "spent" by a group in blocks of not less than 3 hours.

What if a group needs more service than it has earned in eligible hours? In the event the meeting group needs transportation services in the District for a greater period of time than its earned eligible hours, the District shall provide such additional hours at the stated rate per hour, set annually by the District, subject to the availability of the type vehicle requested by the group. In the event the group requests a vehicle other than an available trolley, the additional cost of such other vehicle shall be paid by the group. Any amounts owing by the group to the District shall be paid within 30 days of receipt of billing.

The stated rate for service in 2018 is \$108.00 per vehicle hour, increasing in future years by 4%, rounded to the next higher one-half dollar.

Are there other limitations on Supplemental Service? Yes.

1. The District cannot provide service to convention participants who are not guests of District hotels that have entered into agreements with the District for the service.
2. Under present policy, the District will not carry hotel guests outside the District boundaries except in accordance with District guidelines.
3. Hours of operation of special event service will be determined by arrangement with the District through Experience Arlington. Generally, special event service will be available, if requested, for the required time periods between 8:00 a.m. and 12:00 midnight.
4. Service shall be by trolley. A group desiring a different form of vehicle shall bear the additional expense of the different vehicle type.

How does a group apply for Supplemental Service?

1. Any group making application for Supplemental Service shall do so on a form prescribed by the District and shall list all hotels to be occupied by the group during the meeting for which the service is sought.
2. Application must be made with the District through the Arlington Convention and Visitors Bureau, Ms. Paola Bowman, not later than thirty (30) days prior to the first service date applied for. **THE DISTRICT CANNOT GUARANTEE SERVICE UNLESS CONFIRMED WITHIN THIS SCHEDULE.** Applications received at a later date will be considered if service is available, but no application shall be processed if received by the District less than 15 days prior to the date of service. Application should be made by sending a completed "Application for Supplemental Service" to Ms. Bowman at paola@arlington.org. with a copy to the District at trolleygm@gmail.com.
3. After the District has approved a group's application for Supplemental Service, a legally authorized representative of the group shall execute and deliver to the District a completed Supplemental Service Agreement not less than three (3) complete business days prior to the date and time for commencement of the service.
4. As a part of the Supplemental Service Agreement, the applicant shall deliver to the District an authorization for the District to use a credit card – Visa, MasterCard, Discover or American Express – to be used by the District in payment of all charges for service exceeding eligible hours. The applicant shall attach to the Agreement a copy of picture identification of the cardholder.

Once ordered, can Supplemental Service be cancelled or changed? Any supplemental service which is cancelled or for which service is reduced (either number of hours or number of vehicles) is subject to a cancellation fee.

Cancellation or reduction in contracted number of motor coaches is dependent on the cancellation policy of the company from which ATM has requisitioned the service. Groups being served should determine the cancellation policy of the motor coach company at the time a supplemental service contract is entered into. Groups shall be responsible for payment of any cancellation fees.

Cancellation or reduction in contracted number of trolleys may be made up until 24 hours prior to the date of service without penalty. If made within 24 hours of the service date, there will be a cancellation fee of \$240 per vehicle. Written notice of any cancellation must be delivered to the District within the time frames stated above.

Do all District hotels participate in Supplemental Service? Supplemental Service is only available to groups staying at District hotels that comply with the following (adopted 11-15-12):

1. Every hotel using Supplemental Service shall enter into a contract with the District, on a form prescribed by the District, providing:
 - a. The hotel agrees to report to the District in writing, in a form prescribed by the District, all room-nights actually occupied by members of a Meeting Group at the hotel during the period of the meeting for which the Meeting Group occupies the hotel's rooms.
 - b. The hotel agrees that it shall deliver the report of room occupancy to the District within ten (10) days after the last day of the meeting attended by the Meeting Group.
 - c. The hotel understands and agrees that the failure to deliver a full and complete report of room occupancy within ten days shall forfeit the privilege of the hotel to use the Supplemental Service of the District.
 - d. In the event that the District shall collect from the Meeting Group any monies for Supplemental Service and thereafter it is determined that the collection is attributable in whole or in part to the failure of the hotel to timely report all room-nights of occupancy by the Meeting Group, the hotel understands that Supplemental Service to the hotel will not be restored without the prior written approval of an authorized representative of the Meeting Group.
2. Any Meeting Group making application to the District for Supplemental Service shall do so on a form prescribed by the District and shall list therein all hotels to be occupied by the Meeting Group during the meeting for which the Service is sought.

B. AT&T STADIUM SERVICE

Is there Supplemental Service to AT&T Stadium? Service to AT&T Stadium is limited as follows:

1. There is no free District service of any kind to the stadium on the day of a stadium event, such as football, soccer, boxing, concerts, etc.
2. If an identified group is in the district for a meeting independent of a stadium event, attendance at a stadium event shall not disqualify the group from receiving supplemental service on a day other than the day of the stadium event if the group otherwise qualifies for supplemental service.

Is there any other District service to AT&T Stadium on days of stadium events:

1. *AT&T Stadium – event days* There is no regular (i.e., complimentary) route service to AT&T Stadium on the days of stadium events. However, a fare-based service is available to selected stadium events from some but not all of the District hotels. See the District website, www.arlingttrolley.com, for the names of the hotels participating in the fare-based service and the events served.
2. There are four (4) pre-event hotel-to-stadium trips at half-hour intervals, 2-1/2 hours, 2 hours, 1-1/2 hours and 1 hour before event time. There are two post-event trips from the stadium to guests' hotels, 1/2 hour and 1 hour after the conclusion of the event. Arrangements for this service are made with Eventbrite through the District website.