

QUESTIONS ON RESERVING THE SHERIDAN TROLLEY

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1. HOW DO I RESERVE THE SHERIDAN TROLLEY?

The first step is to either email (info@sheridanwyoingchamber.org) or call the Sheridan Trolley at (307) 672-2485 (M-F 8am – 5pm) to see if the trolley(s) are available for the event date. Please note that there are only 2 trolleys. Each trolley holds 30 people. Saturdays in June, July, August and September generally “book out” anywhere between 3-10 months in advance.

Once it is determined that the date is available, the next step is to review the itinerary and times. A contract and invoice quote based upon the tentative itinerary will be emailed or mailed. As a courtesy, the trolley is held for 2 weeks to give the client time to review the information. Once the client has received the contract and read through it, the client will sign and email or mail back the signed contract along with the deposit payment. The deposit normally requested is \$100. Once the signed contract is received it will be countersigned and a copy sent to the client for their records. Only a signed contract and deposit secures the trolley for the date.

2. WHAT TYPE OF INFORMATION WILL I NEED TO PROVIDE TO RESERVE THE TROLLEY?

If emailing about availability and pricing, please include the following details in the email:

- Name
- Email Address
- Contact Phone #
- Date of the Event
- Type of Event
- Event location(s). All service must be within Sheridan County (if weather permits can travel to Buffalo)
- Event Start and End Time
- How many people will need transportation

Based on event locations, a short sketch is needed which includes basic timing. This will help in figuring out the total hours in usage and total cost.

SAMPLE EMAIL OR FORM COMMENTS

I am interested in Trolley service for my event on _____ (date). We estimate _____ (number) of out of town guests staying at local hotels. Schedule: Pickup at hotels at _____ (time) then transport to venue. Pick up at venue at _____ (time) for transportation back to local hotels.

NAME HERE and phone number

3. HOW DO I FIGURE OUT HOW MANY TROLLEYS I NEED TO TRANSPORT MY GUESTS?

Figuring out what transportation is needed is a formula of how many guests, pickup and drop off locations and the level of service the client wishes to provide. There are times when every rider needs to have a seat. Other times, if the venues are close together and the client doesn't mind asking guests to wait for the next trolley, or staggering trip times, then often times one trolley can make more than one trip.

The more information you can provide about the event, the better it can be set up to meet your needs and successful transportation within the identified budget. Knowing how many guests need to be transported helps in realistically moving all guests in the time frame allotted.

4. WHY DOES THE SHERIDAN TROLLEY REQUEST SO MUCH INFORMATION?

When you first call or email, we ask a lot of questions because we want to make sure the trolleys are a GOOD FIT for your event. After we determine the trolleys are a good fit for your occasion, we will put together a preliminary itinerary/sketch of your event. We can help suggest a streamlined way to set up your shuttling (recommended pickup times or strategy if there are multiple hotels). Finally – once you book – we want to ensure that your event day transportation runs as smoothly as possible. By having the itinerary and directions ironed out before the event day, we can address any potential problems.

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