



# CANCER RESOURCE CENTER

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## OF THE FINGER LAKES

### **Cornell's Campus-to-Campus Bus: Reservation Information**

We so appreciate that Cornell University is providing free seats on the Campus-to-Campus Bus for individuals with cancer who are going to New York City for MEDICAL TREATMENT OR CONSULTATION.

#### **General Guidelines**

- Remember - these seats are a gift from Cornell (a round trip is valued at \$180). CRC is coordinating the program as a community service for its clients.
- Free bus tickets are available for the patient and one family member or caregiver.
- Please do not use the bus for routine medical services (e.g., physical therapy, lab tests, etc.) that are available in Ithaca. We realize, however, that some tests need to be done in NYC.

#### **Scheduling**

- Tickets are provided on a space available basis. There are times, especially when students are traveling back and forth to NYC for semester breaks, that seats will not be available.
- Schedule your trip as far in advance as possible so that you can make alternate plans if tickets are not available.
- All reservations must come through the Cancer Resource Center (607-277-0960).
- Please verify that your reservation was made for the correct day and time when you receive your confirmation email.

#### **Cancellation and No-Show Policy**

- Call CRC as soon as possible if you need to cancel or modify your reservation. 24 hour notice is required to avoid a \$30 cancellation fee per seat per trip. You will pay the fee via credit card at time of cancellation/modification if less than 24 hours notice.

Keep in mind that CRC is not staffed on the weekends. ALWAYS send an email to [info@crctl.net](mailto:info@crctl.net) with the change in reservation information if the office is closed. Put in the email subject line: Bus Reservation Change. Please include your phone number in the email so that we can reach you if needed.

- You may forfeit your ability to make future reservations through CRC if you do not show up for a reservation that was not cancelled. At a minimum, you will be required to pay a \$30. fee for each seat not used before a future reservation can be made.

### **Parking**

- If you plan on leaving your car in the B Lot, you need to have a parking permit. The Cancer Resource Center can provide these permits that are valid for specific days. If the day of your trip changes, you must obtain a new permit. If you alter the original permit, your car will be ticketed and towed.

### **Thanking Cornell**

- We encourage individuals who have used this service to send a letter of thanks to Cornell Commuter and Parking Services, 116 Maple Avenue, Ithaca NY 14850.

Cornell is a large presence in our community and it can be easy to overlook how often it contributes to the well-being of those who live here. Cornell has quietly assisted thousands of area residents with cancer by providing free transportation to & from NYC on the Campus-to-Campus Bus. This allows patients (and a companion) to travel to Memorial Sloan Kettering Cancer Center, Weill Cornell Medical Center, and other medical offices to obtain second opinions and specialized services.

We are grateful for this relationship with Cornell, a partnership that is unique to Ithaca, very generous, and which provides assistance to so many. We aim to be a good partner with Cornell and to continue providing the community with this service.

Thank you for your assistance in keeping this valuable service available to those in our community!

If you have any questions, or for information and all matters related to a reservation, call our office at 277-0960.