



Calgary Transit Access Christmas and New Year Service Information

2021 November 12

Hi Program and School Leaders,

I am writing to share our annual, holiday booking process. The holidays are just around the corner and as you may recall, the Calgary Transit Access (CTA) booking procedure and timelines for the two weeks surrounding December 25 are a bit different. Below I have listed the process for the weeks of December 20 and December 27 respectively. We ask that you connect with your clients, their families and/or support persons to pass along this important information.

Our goal remains to provide great customer service as efficiently as possible. We appreciate the effort you put in to making this work for everyone.

For customers who are attending Programs, Schools or one of the many other various offerings during the holiday season, the procedure is as follows:

1. Calgary Transit Access (CTA) will be suspending all Regular trips **from Monday, December 20 through to and including Sunday, January 2, 2022.**
2. If a program is operating on any days within that two-week period, customers must book **occasional trips** using one of two methods:
 - a. **Book and cancel trips using our [CTA Trip Booking Online \(calgarytransit.com\)](https://calgarytransit.com) at any time.**
 - b. Call the booking line at 403-537-7777, extension two, Monday to Sunday (closed on statutory holidays) from 9:00 a.m. to 5:00 p.m.
3. Occasional trips can be booked up to four days in advance. This includes booking trips for early dismissal from a program or school, if applicable.
4. If a program closure falls outside of our regular trip suspension period (in part or whole), please advise the customer, their families and/or support networks to cancel any trips they will not be using.

Calgary Transit Access Christmas and New Year Service Information

Other information:

- The CTA Booking Line is closed on statutory holidays, including Christmas Day – December 25, Boxing Day – December 26 and New Year’s Day – January 1; please advise your Customers to plan their calls accordingly.
- Our Booking Line is open every weekday and weekend from 9:00 a.m. to 5:00 p.m. It is closed on the previously listed statutory holidays.
- The Online Booking system is available 24 hours a day - booking on a statutory holiday or after hours for a **next day trip** is not recommended as the trip may be difficult to schedule.
- **CT Access does not accept faxes or emails for booking requests.**

Thank you for your attention to this matter. If you have any questions, please don’t hesitate to contact us.

Wishing you a safe and happy holiday season.

Douglas Barns
Customer Service Coordinator – CTA
Email: douglas.barns@calgary.ca