

# Guide to making reservations for medical appointments



To ensure timely and effective scheduling for medical travel, please review the process for booking one-time medical appointments under the Excursion or Preferred programs.

## BOOKING TIMELINE

- Customers should notify the Reservation Department as soon as they are aware of their appointment date, even if it is months in advance.
- Do not wait until the last minute. The more notice we have, the better we can assist in securing appropriate travel.

## ELIGIBILITY

- The customer must be an active participant in either the Excursion or Preferred programs.
- The name on the documentation must match the name on the account.
- Exception: Underage children may use a parent or guardian's account.
- If the desired travel date is unavailable to book through the standard reservation system, the customer must contact the Reservation Supervisors immediately.

## REQUEST REQUIREMENTS

- When reaching out to the Reservation Supervisors, the customer must provide:
  - Date and time of appointment
  - Customer account number (formerly known as profile number)
  - Name of the medical facility or doctor's office that will be providing the appointment verification

## APPOINTMENT VERIFICATION

- Verification of the medical appointment must be submitted by either the customer or the medical office.
- Acceptable documentation must include the following:
  - Patient's full name
  - Medical provider or facility name
  - Date of appointment
  - Time of appointment
- Handwritten notes or homemade documents will not be accepted. All documentation must be legitimate, professional, and unaltered.

## RESERVATION PROCESS

- Upon receipt and verification of all required documentation, reservation supervisors will:
  - Confirm the customer's eligibility
  - Book a reservation that ensures arrival in time for the appointment
  - Note: If a sailing with available space meets your appointment schedule, that option must be utilized. Overbooking vessels to honor preferred times is not permitted.

## PAYMENT AND CONFIRMATION

- Once the reservation is booked, the customer will receive an email confirmation with reservation details.
- Payment is required upon receipt of the booking confirmation.

## POLICY COMPLIANCE

- All standard reservation policies and procedures apply to medical reservations.
- Failure to follow the above guidelines may result in inability to accommodate the request.

## Questions?

Email [supervisors@steamshipauthority.com](mailto:supervisors@steamshipauthority.com) | Call (508) 477-8600, 7:30 a.m.-4 p.m. daily