

# Charter Policy

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## CONTRACT ACCEPTANCE

To charter a bus, an electronic charter contract must be submitted through the MTA Charter Booking Portal. Submitting a charter request is not a guarantee that the trip will be scheduled. Written confirmation will be sent to the representative's email address to confirm the trip and a quote will be provided at that time.

## CONFIRMATION

Charters must be booked at least 48 hours before departure, call for availability less than 48 hours before departure. This includes confirming final pickup /drop-off locations, times, and vehicle requirements. If you will be unavailable by phone or email before travel, please contact us prior to confirm your charter. Please be prepared to provide the name and cell phone number of the primary onboard contact during trip. Confirmation ensures accurate scheduling and allows us time to prepare for your charter with final details. Last minute booking requests may be accommodated with a late confirmation fee of \$50.00.

## PAYMENT

A 50% deposit is required at the time of booking. The remaining balance is due 48 hours prior to the charter. Cancellations up to 48 hours prior to trip departure, will result in a full refund. Any cancellation after such time, will result is no refund. If the estimated time or miles is exceeded, the excess will be charged to the booking party after the charter. An electronic statement will be sent to the representative's email address provided. Cash, Check or Credit Card are accepted.

## PRICING

Pricing is calculated by the estimated itinerary, deviations from itinerary in mileage or driver labor hours may result in a difference from quoted price and excess will be charged after the completion of the charter.

## CANCELLATION

Cancellation of trip deadline is forty-eight (48) hours prior to trip date to avoid any cancellation charges. Cancellations due to weather will not be charged. A cancellation fee of \$50 will be charged to the group for cancelling within 24 hours of the scheduled pick-up time. A cancellation fee of 50% of the estimated trip cost will be charged to the group for cancelling

within 2 hours of the pick-up time or if the bus arrives at the pick-up location and the group cancels or no-shows.

## **ITINERARY**

A complete and accurate final itinerary is due at least forty-eight (48) hours prior to departure. Final itinerary should include exact physical addresses and phone numbers for each stop, as well as all times.

## **DRIVER RESTRICTIONS**

By law, drivers may not drive more than 10 hours during any 15 hours on duty without an 8 hour off duty period. During off duty periods, the bus shall not be occupied by passengers.

## **DRIVER LODGING**

The group is responsible for individual hotel rooms for drivers on overnight trips. Overnight accommodations should be made at same hotel as charter group if possible (with bus parking). If the group is not staying in a hotel, or in any other case where the group & driver are not in the same place for overnight stays, hotel rooms will be at the responsibility of MTA at an additional charge unless indicated.

## **GRATUITY**

Customary gratuity ranges from \$1 to \$2 per person or 10-20 percent of the total charter trip. Gratuities are not included in charter price unless otherwise noted. By request, we can add gratuity on to charter total and will be passed in full to the bus operator for your charter. Gratuities are not required.

## **FOOD & DRINKS**

We request that all drinks brought on to our buses be screw-top containers and we ask that our customers avoid bringing glass onto the vehicle for safety concerns. Please use the waste baskets provided in the bus for your garbage.

## **SMOKING & ALCOHOL**

At no time is smoking of any type permitted aboard any MTA bus. A stop can be made as requested by group leader at any time for smoking. Alcohol is permitted on our vehicles for passengers 21 years old and older.

## **DAMAGE & CLEANING FEES**

Damages to buses inflicted by charter group will be billed at book repair value to contracting group. Excessive cleaning required by irregular use of bus interiors will be billed up to an additional fee per vehicle cleaned. Contracting person is responsible to pay any damages. The group may be subject to a fee of \$75 cleaning fee.

## **LOST ITEMS**

Please make sure you have all of your items off of the bus at the end of your trip. MTA is not responsible for any items left on the bus. MTA does have a lost & found so you may call our office in the event of a lost item. If we do recover your item, we will be happy to work with you on getting the item back.

## **CHILD/CAR SEAT**

If a car seat is required for a passenger, the group must provide their own car seat. Please note when booking the amount of seatbelts needed for car seats to ensure that the proper bus is used for the trip.

## **ELECTRONIC DEVICES**

Operation of PA System, radio, VCR or DVD and monitors is not guaranteed.

## **ANIMALS**

Our policies prohibit animals on board our buses; however the exception is any ADA service animal.(see below ADA rule) A “service animal” is any guide dog, signal dog, or other animal individually trained to do work or perform tasks for the benefit of an individual with a disability, including, but not limited to, guiding individuals with impaired vision, alerting individuals with impaired hearing to intruders or sounds, providing minimal protection or rescue work, pulling a wheelchair, or fetching dropped items. 28 C.F.R. § 36.104. The ADA does not limit the kind of animal that can provide service or the types of tasks or work a service animal can perform. All service animals are the sole responsibility of the owner and must be in control with a leash, carrier, or other restraints that are appropriate. Any damage to the bus or clean up required is the responsibility of the owner of that service animal. Service animals cannot travel in the aisle or occupy a seat that may otherwise be available to other passengers. Service animals will not be transported in the luggage compartments under the bus. MTA will not transport any animal that is considered a threat to the health and/or safety of other passengers or MTA personnel.

## **MOBILITY AID**

Wheelchair lift equipped buses are available, but must be requested at the time of booking.

## **CAPACITY**

Both our School and Coach buses have a 51 passenger capacity. The Molly Trolley has a 30 passenger capacity.

## **PROHIBITED ITEMS ON BOARD**

Firearms, ammunition, any hazardous, caustic, radioactive, or flammable material of any kind are not allowed on any MTA bus. Any item emitting an odor, any biohazard of any kind, any knives or any kind of weapon, any illegal material or item of any kind as described by any state or federal law as such, any item of any kind that may cause damage or harm to a person or property.

## **PASSENGER CONDUCT**

All passengers aboard our buses are expected to act with restraint and courtesy toward other passengers and MTA personnel. Any misconduct that may be construed as interfering with the comfort or safety of other passengers or the driver will be grounds for removal from any bus at any time. Police will be summoned in the event of an incident where such assistance is required or may be interpreted as such by MTA personnel. At any time you may be recorded by audio/video equipment for the safety of our operations.

## **INSURANCE**

We carry a \$15 million liability insurance coverage to protect our guests, employees and the public.

## **Contact Information**

Manchester Transit Authority  
110 Elm St.  
Manchester, NH 03101.  
603-623-8801.  
[info@mtabus.org](mailto:info@mtabus.org)  
[www.mtabus.org](http://www.mtabus.org)

An emergency on-call phone number will be provided to the group at the time of booking.