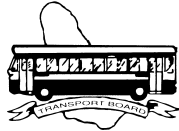


**TRANSPORT BOARD
CHARTER SERVICES STANDARD OPERATING PROCEDURE**

- 1.** All bookings for buses to be used in the provisions of Charter Services must be booked through the Marketing Department and the agreed fee paid into the Board's cashier a **minimum of seven (7) working days before the date identified for the provision of the Charter. The exception will be the educational institutions who are allowed to pay three days before the charter.**
- 2.** Bookings can be made either in writing, by emailing btb.charters@transportboard.com by telephone or persons can visit the offices of the Marketing Department which are located at the Princess Alice Terminal.
- 3.** After receiving a request for Charter facilities, the Marketing Department will calculate the cost based on the number of hours required for the Charter and the distance which will be travelled.
- 4.** The Transport Board buses for Charter purposes carry forty (40) persons seated and fifteen (15) standing. Any number over this figure requires an additional bus.
- 5.** All customers, except for schools as recognised by the Ministry of Education who book a regular five (5) hour school charter, must pay a refundable caution fee of \$120.00 per bus.
- 6.** In the event that a charter is cancelled after being booked, the following penalties must be borne by the organizer of the Charter.
 - a)** Cancellations received twenty-four (24) hours before the scheduled start of the charter will incur a penalty of Bds\$25.00.
 - b)** Cancellations received eight (8) hours before the scheduled start of the charter will incur a penalty of Bds\$60.00.



TRANSPORT BOARD
CHARTER SERVICES STANDARD OPERATING PROCEDURE CON'T

- c) Cancellations received four (4) hours before the scheduled start of the Charter will incur a penalty of Bds\$100.00.
 - d) Cancellations received after the scheduled start of the Charter will incur a penalty of Bds\$60.00; in addition to the cost associated with the kilometres travelled, the hourly rate to be paid to the operator plus an hourly rate for the time spent at the Charter location before cancellation. This will be calculated from the time the operator was at the agreed Charter start point.
 - e) Buses returning to the Board's premises after the agreed number of hours booked will incur a penalty/late return fee of \$60.00 per bus, per hour or part thereof.
6. Penalties are calculated on the return of the Charter Waybill to the Marketing Department and will be deducted before any refund is paid to the customer.
 7. The Transport Board will not be accepting personal cheques for any charter bookings over Bds\$1,000.00.
 8. The Transport Board will not be accepting cheques drawn on a company account for any charter bookings where the final cost exceeds Bds\$3,000.00.
 9. The Transport Board will not be accepting cheques drawn on the account of a non-resident entity for any charter bookings where the final cost exceeds Bds\$1,000.00.

Please be advised that items at numbers 7, 8, and 9 can only be changed on the instructions of the General Manager of the Transport Board.

Signed by

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Manager-Marketing & Corporate Communications