














# TIGER TRANSIT

## CHARTER SERVICE INFORMATION

Information Updated August 2011

### CHARTER SERVICES

-  Due to the limited number of buses in the Tiger Transit fleet, charter service may not always be available.
-  When buses are available, charter service is granted on a first come-first serve basis, only to groups affiliated with Auburn University, **for university purposes only.**
-  All buses are wheelchair-accessible; however, please let us know when there are special needs passengers.
-  We **do not** provide buses with on-board restrooms or with luggage racks.
-  We **do not** schedule overnight charters.
-  One Auburn University faculty member or professional staff member must be in charge of the group. In addition, they must provide one Auburn University faculty member or professional staff member to accompany the group on each charter bus requested and must be present at the departure location at the Tiger Transit designated spot time. We will not allow a scheduled charter to proceed without this requirement being met. Drivers are not permitted to leave a bus in order to locate any member of the chartering group's party.
-  Groups chartering services to any airport to pick-up passengers must provide flight information for each member of the chartering group's party and they must also provide at least one AU faculty member or professional staff member to accompany the driver to the airport, who must be present at the designated departure location in Auburn and at the Tiger Transit designated spot time. The chartering department is required to provide our office with the personnel's name and contact information, as well as, the flight information for passengers being picked up from the airport at the time of submitting the Charter Service Request Form (CSR Form). Failure to provide this information at the time of submitting the CSR Form will force a delay in processing the request for service. **We will not allow any scheduled charter to an airport to proceed without an AU faculty or professional staff member accompanying the group to/from the airport.**
-  Chartering groups must provide Tiger Transit with all appropriate and necessary directions, maps, information concerning cost of toll fees, cost of admission fees, cost of storage or parking fees and group/individual itineraries upon submission of the CSR Form(s). **Failure to provide this information will force a delay in processing the request for service.**
-  For charters intended for on-campus tours, the chartering department must provide route information at the time of submitting the CSR Form(s). A guide or host is required for each bus chartered.
-  **One CSR Form must be submitted for each date charter service is requested, even if the charter details are identical.**
-  **All charters must be booked at least 14 business days in advance of the needed date.** Any group submitting a CSR Form **less than 14 business days** prior to the requested charter date is subject to a non-refundable Priority Processing Charge (PPC) if service is approved. This charge is in addition to all other rates and fees. See the "Charter Rate" section for current PPC information **Please Note: Charter service is only granted when drivers and buses are available. Submitting a form for priority processing does not guarantee service will be available.**
-  Any CSR Form submitted not typed, without all portions of the form filled out, without all of the aforementioned required information or without the authorized Auburn University faculty member or professional staff member's signature, will be returned and force a delay in processing the request(s). **We will not process any request without the appropriate authorization or paperwork.**
-  As all charter requests are approved or denied through the Tiger Transit Office, all requests for charter service are required to go through our office. CSR Forms along with any other required paperwork may be sent to us via campus mail at 102 Samford Hall or by faxing it to (334) 844-7757. Inquiries concerning the receipt of your charter information may be sent to [tigertransit@auburn.edu](mailto:tigertransit@auburn.edu). Please note: The faxing in or mailing in of a CSR Form to our office and confirming its receipt does not constitute the approval of a request.

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## CHARTER RATES/CHARGES



The current charter rates and fees are as follows:

Day(s) of Week	Type of Rate/Charge	Time	Rate/Charge
Monday - Friday	Regular Rate	7 a.m. - 11:59 p.m.	\$95.00 per hour, per bus
Monday - Friday	Late Night Rate	12 Midnight - 6:59 a.m.	\$200.00 per hour, per bus
Saturday - Sunday	Weekend Rate	12 Midnight - 6:59 a.m.	\$200.00 per hour, per bus
Sunday - Saturday	*Priority Processing Charge	N/A	\$235.00 per charter request
Sunday - Saturday	Standard Processing Charge	N/A	\$35.00 per charter request

Charges for service are calculated at a flat hourly rate per 34-passenger bus, which also includes the driver and fuel. A three hour minimum block of time for each bus reserved is required. Billing begins 1/2 hour prior to when buses are scheduled to leave the terminal in order to arrive at the departure location by the designated spot time and will conclude 1/2 hour after buses return to the terminal, due to required pre-trip and post-trip inspections.

*\*The Priority Processing Charge (PPC) is a non-refundable charge which is applied to groups submitting CSR Forms less than 14 business days prior to the requested charter date. This is charged upon approval of charter service and will be charged even if charter service is cancelled. This is in addition to all other rates and charges.*

## CHARTER CANCELLATION POLICY/CHARGES



Charters cancelled on the date of service will be assessed the current charter cancellation charge. Failure to cancel charter service which is no longer needed, may result in your department being billed for the entire time charter service has been scheduled for, the number of buses reserved and all applicable charges.

Cancellation Time	Rate/Charges
More than 72 hours from date of service	No charge (unless PPC is applicable)
72 hours from date of service	\$31.50 per hour scheduled, per bus (plus PPC-if applicable)
48 hours from date of service	\$47.50 per hour scheduled, per bus (plus PPC-if applicable)
24 hours from date of service	\$95.00 per hour scheduled, per bus (plus PPC-if applicable)
Scheduled date of service	Three hour minimum per number of buses scheduled (plus PPC- if applicable)
Failure to Cancel Charter Service	Full charter time, per number of buses scheduled and all applicable charges

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## ADDITIONAL CHARGES



In addition to the hourly rate and minimum charge for chartering a bus, the chartering group is responsible for any fees incurred during the charter, including road or bridge tolls, parking or storage fees and admission fees for the driver(s). (e.g., to any facility that charges an admission for each occupant of the vehicle, including the driver). For each additional bus it is deemed necessary by Tiger Transit management for the chartering group to have for use during the scheduled charter, the regular charter rate per bus will apply. Typically, vehicles are cleaned at no additional charge to the chartering group. However, if the chartering group abuses a vehicle so that it requires repair or extensive cleaning, it will be assessed an additional charge. All additional charges will appear on the invoice you receive from Tiger Transit.

## RULES AND REGULATIONS



Possession of hazardous materials or weapons, as well as, the use of tobacco products, possession of open alcoholic beverages or other drugs is strictly prohibited. Violation of these policies will result in the immediate termination of the charter. At no time should the driver be asked, encouraged or pressured to break a law or circumvent our policies. Also, drivers must adhere to on-duty limitations in accordance with federal regulations.


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## BUS SECURITY

-  Tiger Transit reserves the right to both require and schedule security services for any charter when our management deems it necessary. All charges pertaining to security services provided for any charter will appear on the Tiger Transit direct charge statement, along with all other rates and fees. Any department who has scheduled security services for their charter, must submit all information related to the licensed security firm and details to Tiger Transit at the time of the submission of the CSR Form in order for Tiger Transit management to both review and approve. We reserve the right to deny any charter request, where our management does not approve of the security firm and/or the details of the services to be provided. Recommendations for licensed security services that Tiger Transit has used in the past, may be obtained by contacting our office at [tigertransit@auburn.edu](mailto:tigertransit@auburn.edu).

## TIGER TRANSIT BILLING POLICY

-  Effective May 14, 2010 - All charges pertaining to charter services provided to departments by Tiger Transit are directly charged to the chart "A" FOP provided to us on the billing page of the CSR Form.
-  For billing purposes, a valid chart "A" FOP is required.
-  If an agreement has been made between two AU departments, where one department will be providing funding for charter services provided by Tiger Transit, the billing page of the CSR Form must be filled out and signed by the authorized representative of the department that will be paying for the charter services provided.

## QUESTIONS ABOUT CHARTER SERVICE

-  Please see our FAQ page at [http://www.auburn.edu/administration/parking\\_transit/transit/pdf/charter\\_faq.pdf](http://www.auburn.edu/administration/parking_transit/transit/pdf/charter_faq.pdf). If you cannot find the answer to your question **after** reviewing the FAQ, please e-mail us at [tigertransit@auburn.edu](mailto:tigertransit@auburn.edu).