
Shuttle-UM Charter Services — Terms & Conditions

EFFECTIVE JULY 1, 2026

Charter Operations Hotline (During an Active Trip) — (301) 314-7271, option 1

AGREEMENT

By signing and returning this document, you accept this estimate and agree that the University of Maryland Department of Transportation Services shall provide the service described above for official business of the University System of Maryland or one of its affiliates. You attest that you are authorized to incur this financial obligation on behalf of your group or organization.

PAYMENT

Payment is accepted through Workday Internal Service Delivery only. You agree that you, or the organization you represent, shall pay the amount listed under "TOTAL ESTIMATE" as well as any added fees incurred in performing the service, within 30 days of receipt of the finalized invoice. You, or the department or organization you represent, are separately responsible for all parking and lodging fees incurred by the vehicle and driver during this service, unless specified otherwise above. Added fees may include fees for additional service duration or distance due to the actions of the group, unpaid parking or lodging, relief driver fees, specialized cleaning, or vehicle damage caused by the group.

SCHEDULING & DEADLINES

Final trip details — exact times, addresses, and passenger count — must be submitted at least **10 calendar days before departure** by 5:00 PM on a university business day. A **20% late finalization surcharge** will apply to trips for which final details are not received by this deadline. A **20% rush booking surcharge** will apply to new trip requests received less than 5 business days before departure.

BILLING & SERVICE

Billing begins at the scheduled departure time regardless of when the group boards. Late arrivals will not result in an extension of the scheduled service. There is no standby, layover, or reduced rate for idle time during a trip. Split trip arrangements, if applicable, will be reflected in the estimate above.

CANCELLATION

Cancellations must be made in writing to charterum@umd.edu. Cancellation with at least **10 calendar days' notice**, or due to inclement weather or other factors beyond human control, will incur no charge. Cancellation with **3 to 10 calendar days' notice** will be assessed a fee equal to the deployment fee for the assigned vehicle. Cancellation with **less than 3 calendar days' notice** will be assessed 100% of the trip total. For multi-vehicle bookings, cancellation fees apply per vehicle. If the driver waits more than 30 minutes past the scheduled pickup time without contact from the group, a "no-show" may be declared, resulting in cancellation and a fee equal to 100% of the trip total.

ON-TRIP RULES

Open containers of alcohol, smoking, and vaping are prohibited on all vehicles. Any changes to the agreed-upon itinerary during a trip must be approved by Charter Admin and cannot be authorized by or through the driver. Unapproved changes may not be accommodated, and approved changes may result in additional charges.

WEATHER & CLOSURES

For **non-critical travel**, Charter Services follows university operating status — if campus closes, opens late, or dismisses early, trips are adjusted at no charge. For **critical travel** (airport transfers, team travel, multi-day trips), Charter Services assesses road conditions independently and will only operate if conditions permit safe travel. If we cancel for safety, no fees apply and we will attempt to reschedule.

COMMUNICATIONS

All communications — including itinerary submissions, changes, cancellations, and signed documents — are acknowledged during **university business hours only** (Monday–Friday, 9:00 AM – 5:00 PM, excluding university holidays or emergency closures).

All deadlines — including estimate return dates and itinerary submission deadlines — are based on receipt in our shared inbox (charterum@umd.edu) during business hours. **Documents received after 5:00 PM or on weekends, holidays, and closure days will be considered received on the next business day.**

ESTIMATE VALIDITY

This estimate is valid for the service described in this document only; alterations may void this agreement. Vehicle availability is not guaranteed until the signed estimate is returned and written confirmation is received. Estimates returned after close-of-business on the "Valid Thru" date may not be honored.

Shuttle-UM Charter Services

charterum@umd.edu · (301) 314-7271

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Office hours: Mon–Fri, 9 AM – 5 PM

Closed on university holidays and during
weather or emergency closures