



## CHARTER SERVICES GUIDE



We're delighted that you're considering our services. In this guide, you'll find answers to a few common questions, and we've included our current rates and fees for your convenience.

If you're ready to discuss your needs or have any inquiries, kindly connect with us via email at [charterum@umd.edu](mailto:charterum@umd.edu), as our team is frequently engaged in on-site activities. Additionally, you can reach us by phone or leave a voicemail for us at 301-314-7271.

## COMMON QUESTIONS



<b>How far in advance should I book my trip?</b>	<p>Our best advice is to reach out to us as soon as your trip begins to take shape. We're happy to offer recommendations if you're not quite sure what would be best for your particular needs.</p> <p>For single trips, we recommend at least three weeks prior to the start date of the trip.</p> <p>For a series of trips, or a request which involves more than three vehicles, we recommend at least a month prior to the start date of the trip.</p>
<b>What information should I provide to inquire about availability obtain a quote?</b>	<p>Date(s) of service needed.</p> <p>Start time and end time of desired service.</p> <p>Number of passengers or maximum number of expected guests.</p> <p>Locations and addresses (even if still tentative).</p> <p>A general scope of work so a member of our team can provide the best possible service for your needs.</p>

<p><b>Can you please describe the booking process?</b></p>	<p>Of course!</p> <ol style="list-style-type: none"> <li>1. You provide us with trip details. The best way to capture the information we need is through our online <a href="#">charter request form</a>.</li> <li>2. A member of our team responds to you regarding details and availability.</li> <li>3. You review the estimate and ensure the details are correct.</li> <li>4. You sign and return the estimate if it's accurate.</li> <li>5. We send you a confirmation of booking.</li> <li>6. Vehicles and drivers are reserved; the driver's contact info is shared before the trip.</li> <li>7. Post-trip, our billing specialist will reach out to you for payment and to follow up about how your trip went.</li> </ol>
<p><b>Important Note</b></p>	<p>Please review our <a href="#">charter policies</a>.</p> <p>Regarding quotes: The provided quote is dependent on availability, and please note that availability is subject to change. It's important to remember that trips and vehicle reservations are finalized only upon the completion of a formal estimate that is signed and returned to our office.</p>

# CURRENT RATES



	Hourly Rate	Mileage	Capacity
<b>Motorcoach</b>	\$125.00 (five-hour minimum)	\$1.35 / mile	Up to 54 passengers.
<b>Motorcoach One-Way Airport Service</b>	\$625.00	None	Up to 54 passengers.
<b>Large Transit Bus</b>	\$100.00 (two-hour minimum)	None	Up to 38 seated passengers.  22 additional standing passengers may be

			accommodated for trips within the immediate campus area on roadways with posted speed limits not exceeding 40 mph
<b>Small Transit Van</b>	\$85.00 (two-hour minimum)	None	Up to 17 passengers.
<b>Mercedes Sprinter Van</b>	\$95.00 (two-hour minimum)	None	Up to 13 passengers.
<b>Mercedes Sprinter Van One-Way Airport &amp; Train Station Service</b>	Baltimore-Washington International (BWI): \$95  Washington Dulles International (IAD): \$125  Ronald Reagan Washington National (DCA): \$105  Union Station Washington D.C. (WAS): \$75  New Carrollton, Maryland (NC): \$55  Baltimore Penn Station (BAL): \$115	None	Up to 7 passengers with 1-2 pieces of luggage.
<b>SUV</b>	\$95.00 (two-hour minimum)	None	Up to 5 passengers.
<b>SUV Airport &amp; Train Station Service</b>	Baltimore-Washington International (BWI): \$95  Washington Dulles International (IAD): \$125  Ronald Reagan Washington National	None	Up to 4 passengers with 1-2 pieces of luggage.

	(DCA): \$105		
	Union Station Washington D.C. (WAS): \$75		
	New Carrollton, Maryland (NC): \$55		
	Baltimore Penn Station (BAL): \$115		

# CURRENT FEES



<b>Prep &amp; Cleaning Fee</b>	<p>Applicable for each vehicle, per trip:</p> <p>Motorcoach.....\$125.00</p> <p>Large Transit Bus.....\$100.00</p> <p>Small Transit Van.....\$85.00</p> <p>Mercedes Sprinter.....\$95.00</p> <p>SUV.....\$95.00</p>
<b>Rush Fee</b>	<p>An additional fee applies for any service for which the signed estimate has not been received by one week before the trip.</p> <p>Motorcoach.....\$100.00</p> <p>Large Transit Bus.....\$100.00</p> <p>Small Transit Van.....\$50.00</p> <p>Mercedes Sprinter.....\$50.00</p> <p>SUV.....\$30.00</p>
<b>Other Fees</b>	<p>Hours for charter trips are based on the departure time and return arrival to the College Park campus. Trips starting or ending at other</p>

locations will include time allotments for travel to the origin or from the final drop-off location.

A signed estimate must be returned, and confirmation document received, in order to "hold" the vehicles and reserve the charter.

For trips which exceed the legal limits for driving or on-duty time for a single driver, costs will be included to accommodate driver shift changes as required.

# VERSION HISTORY



- 08/12/2023
  - Edited by Amanda Brophy, Charter Manager