



Golden Crescent Regional Planning Commission  
State Planning Region XVII  
Golden Crescent Economic Development District

## ***Transportation Services Department***

### **Charter Service Policy**

1. GCRPC's charter service is available **from 5:00 am to 12:00 am, Monday thru Saturday**. Overnight charters are not available.
2. Charter service is not available on New Year's Day, Thanksgiving Day, and Christmas Day; however, other GCRPC observed holidays may be considered at a higher rate per hour.
3. GCRPC will not originate charter service outside of Calhoun, DeWitt, Goliad, Gonzales, Jackson, Lavaca, Matagorda, and Victoria counties.
4. Due to limited number of vehicles in GCRPC's fleet, charter service may not always be available and is granted on a first come – first serve basis. All vehicles are ADA accessible.
5. The number of vehicles required for a specific charter will be determined by the GCRPC management based on the number of expected passengers and vehicle capacity.
6. Billing will commence 30-minutes prior to the scheduled departure time to arrive at the pickup location and will conclude 30-minutes upon arrival to the terminal, to allow time for pre-and post-trip safety inspections.
7. Reservation, Payment, and Cancellation

Once your application has been reviewed and approved, you will be notified via email and telephone confirming your Charter Service. Payment by Credit or Debit Card will be expected at this time. A **HOLD will be placed on your credit or debit card for the full amount of the charter service including a \$150.00 DEPOSIT** for any additional charges, damages, or excessive cleanup costs. The **Credit or Debit Card will be charged 7 days prior to the Charter Service**. Failure of your credit or debit card to process for the deposit or service balance will subject your reservation to cancellation and/or the loss of your deposit. You will be notified within three (3) days of the completed trip of any additional charges and/or any refunds due. Any refunds due will be credited back within five (5) business days.

8. Failure to notify GCRPC of a cancellation at least 5 business days prior to scheduled charter service will result in forfeiture of the trip payment.
9. GCRPC will hold the person/entity responsible for any damages incurred or excessive cleanup required.
10. All passengers must comply with GCRPC's Passenger Code of Conduct please reference our website for details at <http://www.gcrpc.org/passenger-policies.html>.
11. GCRPC retains the right to decline any charter service request for any and/or no reason at all, as charter services are not part of the public services, we provide by law.

To the extent allowed by state law, the client/customer shall indemnify, hold, and save the Golden Crescent Regional Planning Commission (GCRPC), its officers, agents, and employees, harmless from liability of any kind, including all claims and losses.

GCRPC does not guarantee to arrive or depart from any point at a specific time but will make every effort to maintain the schedule submitted by the client/customer. GCRPC will not be held responsible for any cancellation or delay due to any situation that is deemed unsafe to operate the charter services by GCRPC. Additionally, GCRPC shall not be responsible for any damages that result from a cancellation or delay. GCRPC will not be held liable for any damage, theft or loss of the client/customer's or passenger's property.

GCRPC will not be liable if an Act of God, public enemies, authority of law, quarantine, perils of navigation, riots, strikes, the hazards or dangers incident to a state of war, accidents, breakdowns, conditions of the road, hazardous weather, and other conditions beyond its control, make it, in the opinion of the GCRPC, inadvisable to operate charter services either from the location of departure or any point along the route. The GCRPC shall not be liable therefore or be caused to be held for damage for any reason whatsoever.