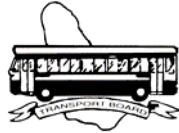


**TRANSPORT BOARD
STANDARD OPERATING PROCEDURE – CHARTERED SERVICES**

- i.** 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.
- ii.** Bookings can be made either in writing, by emailing BTB.customerservice@barbados.gov.bb by telephone, or persons can visit the offices of the Marketing Department which are located at the Princess Alice Terminal.
- iii.** 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.
- iv.** The Transport Board buses for Charter purposes carry the following accumulated number of passengers. Any number over this figure requires an additional bus.
 - a)** A diesel bus carries forty (40) persons seated and fifteen (15) standing.
 - b)** An electric bus carries (27) persons seated and fifteen (15) standing if the wheelchair is not required. In the event that the wheelchair is required, it carries (25) twenty-five persons seated.
- v.** All customers, except for schools as recognised by the Ministry of Education who book a regular five (5) hour school, must pay a refundable caution fee of \$120.00 per bus. The fee is refundable based on the time the bus returns to the point of origin and if any damages have been sustained in the performance of the charter.
- vi.** 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 \$25.00
 - b)** Cancellations received eight (8) hours before the scheduled start of the charter will incur a penalty of Bds\$60.00.
 - c)** Cancellations received four (4) hours before the scheduled start of the Charter will incur a penalty of Bds\$100.00.



TRANSPORT BOARD
STANDARD OPERATING PROCEDURE – CHARTERED SERVICES

- 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 kilometers 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 chartered service 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 for all units.
- vii.** 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.
- viii.** In the event the bus becomes defective while on the charter, the Transport Board will replace the bus and allow the customer to recover any lost time with no penalties.
- ix.** The Transport Board will not be accepting personal cheques for any charter bookings over Bds\$1,000.00.
- x.** 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.
- xi.** 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 9, 10 and 11 can only be changed on the instructions of the Chief Executive Officer of the Transport Board.

Signed by

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Lynda Holder
Chief Operations Officer

Marketing & Corporate Communications
Standard Operating Procedure
Date: 1st September 2005
Updated No. 3: 13th September 2023