



## MEDICINE HAT TRANSIT - CHARTERS Charter Booking Policy

Our Charter Request form consists of two parts, one for in town charters (i.e.: drop offs and pickups) and one for out of town charters. Please ensure that when requesting a bus you use the correct part of the form and that the information you are supplying is complete and accurate.

***“No CHARTER BOOKINGS OR CANCELLATIONS WILL BE ACCEPTED OR CONFIRMED UNTIL THE APPROPRIATE REQUEST FORM IS RECEIVED. INCOMPLETE FORMS WILL BE RETURNED”***

Once the completed Charter Request form is received, Medicine Hat Transit will generate and forward a **“Quote” confirming your request** which will be faxed or mail to you. Carefully review booking for accuracy, then date, sign and return the Charter Confirmation form to the Transit office. **Unless notified Medicine Hat Transit will consider the charter request “Booked” and the following cancellation policies will apply.**

### Booking:

1. Medicine Hat Transit requires the Charter Request forms be submitted a minimum of **two (2) weeks prior** to the event.
2. **A minimum charge of two hours at \$100.00 per hour, per bus applies to all bookings.**
3. Changes to the event schedule require a minimum **72 hours** notice.  
For example: Changes for weekend bookings must be made on the Wednesday prior to the event. Changes for Mondays must be made on the Thursday prior to the event. Changes for Tuesday & Wednesday must be made on the Friday prior to the event.
4. **Last minute or day of the event bookings will not be accepted.**

### Cancellation:

1. At least **72 hours** notice is required for all charter booking cancellations.  
For example: Cancellations for weekend charters must be made on the Wednesday prior to the event. Cancellations for Mondays must be made on the Thursday prior to the event. Cancellations for Tuesday and or Wednesday must be made on the Friday prior to the event.
2. A **\$90.00** administration charge will be billed for cancellations with 48 hours or less notice.
3. Cancellations or no shows on the date of the booking will result in a two (2) hour call out charge of **\$180.00** for each bus, unless the cancellation is weather related.
4. After Hours on call number is **403-525-8886**.

### Transit Office Hours:

1. **Monday – Friday from 08:00 am to 4:00 pm. Phone 403 - 529 - 8214**
2. **Medicine Hat Transit office is closed on Weekends and Statutory Holidays so please call the after hours on call number at 403-525-8886.**



**Medicine Hat Transit  
333 – 6<sup>th</sup> Avenue SE  
Medicine Hat, Alberta T1A 2S6  
Telephone: (403) 529 – 8214  
Fax: (403) 527 - 5844**