



Policies & Procedures for Private Charters Including General Services and Rates

GROUP SALES & PRIVATE CHARTER INFORMATION

Reservation Office Hours: MON–FRI, 8AM–5PM

205 N. Presa, Bldg. B Suite 201

San Antonio, TX 78205

210-244-5700 or 1-800-417-4139

Please visit our website at www.riosanantonio.com

ALL PRIVATELY RESERVED CHARTERS (Charter Tours / Dining Events / Rio On Demand)

All private reservations are booked in advance through our web request service at www.riosanantonio.com and our Reservations Department at (210) 244-5700 or 1-800-417-4139 or through the business providing catering services on board the private cruise. Clients are urged to book private reservations with as much advanced notice as possible and may request a date up to one year in advance, month to month. Because the demand for this service is high and not all requests are possible, the reservation agent that handles the request will work with the client to reserve an alternate time or date to accommodate the client's schedule.

Whenever appropriate and merited, tips offered to our boat drivers should be handled separately from your caterer's bill. *Tables and chairs may not be removed from the cruiser.*

TOUR CHARTER (Historical) – are similar to the narrated tours sold at the ticket locations with exception that these “chartered” tours are date and time specific. These charter tours can accommodate up to 40 passengers (36 people comfortably) for private groups/parties.

Tour Charter Downtown Reach Only (pick up & drop off) – requires a booking arrangement of one hour, passengers on board for *approximately* one hour
Cost per Boat: Non-Peak Time \$100 or Peak Time \$125

Tour Charter Museum Reach Only (pick up & drop off) – requires a booking arrangement of one hour, passengers on board for *approximately* one hour
Cost per Boat: Non-Peak Time \$200 or Peak Time \$250

Tour Charter from Downtown Reach to Museum Reach – requires a booking arrangement of an additional hour to complete the Downtown Reach and Museum Reach, passengers on board for *approximately* two hours
Cost per Boat: Non-Peak Time \$200 or Peak Time \$250

Tour Charter from Museum Reach to Downtown Reach – requires a booking arrangement of an additional hour to complete the Museum Reach and Downtown Reach, passengers on board for *approximately* two hours
Cost per Boat: Non-Peak Time \$300 or Peak Time \$375

COCKTAIL CHARTERS – are contracted by the customer or establishment on the River Walk (catering not provided by RSAC) providing food and beverages. The recommended method for reserving all charters involving food and beverages is to first contact the catering establishment of your choice to discuss your needs, and then either have that establishment contact Rio San Antonio Cruises to book the cruiser, or the customer may contact us directly with their needs. The contracted customer or catering establishment is responsible for all fees associated with the event and will be responsible for paying Rio San Antonio Cruises for our services. Cocktail charters can accommodate up to 30 people (24 people comfortably) with a single 8-foot long table down the center of the boat for private groups/parties.

***Cocktail Charter Downtown Reach Only** (set up, pick up, drop off & tear down) – most caterers/restaurants require a booking arrangement of one hour minimum, to allow a 10 minute set up and 10 minute tear down, passengers on board *approximately* 40 minutes
Cost per Boat: Non-Peak Time \$100 or Peak Time \$125

***Cocktail Charter Museum Reach Only** (set up, pick up, drop off & tear down) – most caterers/restaurants require a booking arrangement of one hour minimum, to allow a 10 minute set up and 10 minute tear down, passengers on board *approximately* 40 minutes
Cost per Boat: Non-Peak Time \$200 or Peak Time \$250

***Cocktail Charter from Downtown Reach to Museum Reach** (set up, pick up, drop off & tear down) – requires a booking arrangement of an additional hour to complete the Downtown Reach and the Museum Reach, to allow a 10

minute set up and 10 minute tear down, passengers on board *approximately* 1 hour and 40 minutes

Cost per Boat: Non-Peak Time \$200 or Peak Time \$250

****Cocktail Charter from Museum Reach to Downtown Reach*** (set up, pick up, drop off & tear down) – requires a booking arrangement of an additional hour to complete the Downtown Reach and the Museum Reach, to allow a 10 minute set up and 10 minute tear down, passengers on board *approximately* 1 hour and 40 minutes

Cost per Boat: Non-Peak Time \$300 or Peak Time \$375

DINING CHARTERS – are contracted by the customer or establishment on the River Walk (catering not provided by RSAC) providing food and beverages. The recommended method for reserving all charters involving food and beverages is to first contact the catering establishment of your choice to discuss your needs, and then either have that establishment contact Rio San Antonio Cruises to book the cruiser, or the customer may contact us directly with their needs. The contracted customer or catering establishment is responsible for all fees associated with the event and will be responsible for paying Rio San Antonio Cruises for our services. Breakfast, Lunch and Dinner charters can accommodate up to 20 people (16 people comfortably) with (2) 8-foot tables down the center for private groups/parties.

****Dining Charter Downtown Reach Only*** (set up, pick up, drop off & tear down) – most caterers/restaurants require a booking arrangement of two hours minimum, to allow a 30 minute set up and 30 minute tear down, passengers on board *approximately* one hour

Cost per Boat: Non-Peak Time \$200 or Peak Time \$250

****Dining Charter Museum Reach Only*** (set up, pick up, drop off & tear down) – most caterers/restaurants require a booking arrangement of two hours minimum, to allow a 30 minute set up and 30 minute tear down, passengers on board *approximately* one hour

Cost per Boat: Non-Peak Time \$300 or Peak Time \$375

****Dining Charter from Downtown Reach to Museum Reach*** (set up, pick up, drop off & tear down) – requires a booking arrangement of an additional hour to the minimum of two hours to complete the Downtown Reach and Museum Reach, to allow a 30 minute set up and 30 minute tear down, passengers on board *approximately* two hours

Cost per Boat: Non-Peak Time \$300 or Peak Time \$375

**** Dining Charter from Museum Reach to Downtown Reach*** (set up, pick up, drop off & tear down) – requires a booking arrangement of an additional hour to the minimum of two hours to complete the Downtown Reach and Museum Reach, to allow a 30 minute set up and 30 minute tear down, passengers on board *approximately* two hours

Cost per Boat: Non-Peak Time \$400 or Peak Time \$500

****Additional event time may be required for catered events requiring passenger pick up or drop off at docks other than the set up location in half hour increments of \$50 Non-Peak Time or \$62.50 Peak Time***

It is the responsibility of the restaurant or operator hosting the event to share these practices to their guests so that they have full understanding of how the event will be broken down and the importance of arriving on time.

Tour Drivers will perform the historical tour for all Private Cocktail/Dining cruises unless directed otherwise in writing on the cruise's charter slip by the party representative the day of the event.

At no time may anyone other than a Rio San Antonio Cruises employee conduct any portion of our narrated tour without prior written approval.

It is prohibited for the boat to remain stationary for more than 30 minutes with or without loaded guests; therefore, late arriving guests may experience a departed or possibly cancelled cruise.

RIO ON DEMAND - is a taxi service (20 people minimum) at a specifically contracted time, this event does not include a narrated tour. Due to pre-arranged scheduled obligations, the ROD cannot sit at the dock for any period of time. The entire group of guests must be ready to load by the scheduled pick up time. No additional ticket purchases or refunds are allowed on/or after the date of the event.

Downtown Reach Service	\$5.00 per Person
Museum Reach Service	\$10.00 per Person
Downtown & Museum Reach Service	\$15.00 per Person

In order for the ROD taxi service to serve its purpose and benefit your party as well, the following rules and procedures must be followed:

- All guests must arrive at the assigned dock 15 min prior to scheduled pick up time
- Ready to board and depart at the designated start time on the contract
- Travel time between destinations will vary depending on river traffic, time of day and distance traveled
- For everyone's safety, passengers must remain seated until the boat is tied down at its destination and the ROD driver gives the approval to unload.

Whenever appropriate and merited, drivers are allowed to accept gratuity for a job well done.

TAXES & RATE CALCULATION - All prices quoted in this document include current sales tax. Rate calculations are based on the requested ending time for each event. Clients are urged to book sufficient time in their reservation for the catering establishment staff to setup the cruiser(s) in a dining configuration and to remove all catering materials from the cruiser(s).

Non-Peak Rates for Events MON-FRI ending at or before 5:30pm - A scheduled charter that begins during Non-Peak hours, but extends into Peak Rates for any portion, will be billed at the Peak Rate for the entire scheduled charter time.

Approved Overtime	\$50.00 per half hour
Unapproved Overtime	\$100.00 per half hour

Peak Rates for Events MON-FRI ending after* or starting at 5:30pm, includes All-day SAT, SUN & HOLIDAYS - A scheduled charter that begins during Non-Peak hours, but extends into Peak Rates for any portion, will be billed at the Peak Rate for the entire scheduled charter time.

Approved Overtime	\$62.50 per half hour
Unapproved Overtime	\$125.00 per half hour

OVERTIME

For situations where an Overtime request is made in advance, Rio San Antonio Cruises Operations Supervisors on duty the day of the event are the only personnel authorized to allow an event to extend into an Approved Overtime condition. If an event is authorized by a supervisor to extend into overtime, the Approved Overtime rates will be billed at the applicable rate the charter was billed for. Please be advised that this option for overtime is not always possible due to that particular day's events, therefore any anticipation of this request should be mentioned to the driver for immediate follow up. The cruise driver is not authorized to approve or decline a request for overtime.

UNAPPROVED OVERTIME

Rio San Antonio Cruises is authorized to bill overtime when an event extends beyond the original scheduled chartered time *without prior approval*, due to negligence on behalf of the restaurant, caterer, or client. This Unapproved Overtime is billed at a higher rate, in blocks of 30 minutes or any portion thereof. (For example, if a charter goes over its allotted time due to negligence, by ten minutes, it will be billed a full 30 minute block at the Unapproved Overtime Rate.)

PAYMENT

The following types of payments are accepted: cash, check, money order, online credits, VISA, MasterCard, American Express, or Discover (Purchase orders are not accepted). In the case of check, money order, online credits, or credit cards, the clients name MUST be on the payment transaction.

Full payment must be received within 72 hours after a confirmation number is provided to the customer for events booked more than 30 days prior to the date of the event. In the event a reservation is made 30 days or less prior to the date of event, full payment must be collected prior to booking the reservation.

This full payment is subject to the Cancellation Policy Refunds outlined below. A confirmation number confirms your request for a reservation.

If full payment and signed Contract for Services is not received within the allotted time, Rio San Antonio Cruises will cancel the reservation without notice.

Upon booking, the client will be faxed or emailed a Contract for Services with a confirmation number. It is the client's responsibility to read the Contract for Services in full before signing and returning. The Reservations Department must be contacted without delay regarding any questions or discrepancies. The signed Contract for Services is a binding contract to hold your reservation, and Rio San Antonio Cruises accepts no responsibilities for clients that fail to understand the contract and notify us immediately.

REFUNDS/CANCELLATIONS

Reservations and rescheduled event dates (including Rio On Demand events) cancelled for non-inclement weather reasons qualify under the following cancellation policy:

- * 60 days or more prior to event - 100% Refund of Total Barge Rental
- * 31-59 days prior to event - 50% Refund of Total Barge Rental
- * 30 days or less prior to event - No Refund

INCLEMENT WEATHER POLICY - RSAC reserves the right to determine if it is necessary to cancel a private reservation (including ROD events) due to inclement weather predictions. In the event there is an imminent chance of inclement weather, the Director of Operations will decide whether to offer the option to cancel, to the designated contact person for the event. After consulting with weather information sources, this option to cancel is offered directly through our Reservation Department (210-244-5700) or Dispatch Office (210-225-8002) to all scheduled events and must be confirmed with a notification time deadline set by the Director of Operations. When offered, this will allow the event to be cancelled with a full refund. If the deadline is not met, by the designated contact person for the event or the option is refused, the event will attempt to go on as planned. It is important to understand that at any given point after this contact, the charter may still be subject to possible cancellation based on the Director's updated assessment of weather and safety risks.

INCLEMENT WEATHER CONDITIONS:

- Temperatures above one hundred degrees with clear or partly cloudy skies are a normal condition in south Texas and **not** considered inclement weather.
- Light rain or sprinkles are **not** considered a reason for cancellation for any event, as many groups have requested that their event continue under these conditions, if we agree.
- Temperatures below forty degrees are considered extreme and **may** be considered a reason for cancellation **if accompanied by other conditions**.
- Down pours, heavy rains, lightning and thunderstorms are considered reasons for cancellation.
- High or gusty winds exceeding 25 mph may be considered a reason for cancellation.

Decorations - Due to the nature of the painted surface and metal material that makes up the barges, the following restrictions must be adhered to when placing decorations or props on the barges:

- No tape of any sort, no wires, or stapling may be used on any surface of the barges, including decorations that will damage or rub any surface of the barges.
- No decorations may obstruct the motor box in any way so as impede quick access to motor when necessary.
- No bright lights, props or decorations that may affect driver's view while operating barge
- All generators must be placed on a cushioned mat or suitable insulating surface so as to avoid damage to the barge flooring and must be positioned at either of the rear entrances with exhaust facing outward from the barge.
- Decorations, equipment, props and passengers not to exceed a total weight of 5,100 lbs.
- All debris, trash, decorations and miscellaneous items must be removed and barge cleaned by booking party crew or establishment staff before returning to Rio San Antonio Cruises for release. Failure to do so will result in a surcharge to the sponsoring party.

There are no exceptions to these guidelines, should any damage to the barge occur in any way, charges will be assessed to repair the barge to its original condition. The condition of the barge will be assessed before decorating begins and may be requested by a member of the decorating staff, together with a RSAC employee.

The following Rules and Regulations apply to all Private Charters:

1. Charter Drivers receive a Charter Slip for each event they perform which monitors the events timed departures and any problems relating to the event, such as late arrivals or boat problems. These slips **must** be reviewed for completion and signed by the client, owner, or establishment management, **NOT** by servers.
2. Charter Boats are often scheduled for more than one event, therefore, the boat must be rid of any debris (spilled drinks/food or items like confetti) and returned in the condition it was received, on time.
3. Charter Boats may not be converted into a different configuration without prior approval and a revised contract.
4. All operators must supply a copy of their TABC license on board, if serving alcohol.
5. A protective covering must be placed on the life jacket compartment of the boat, before placing any set up items, so as not to damage the lifejackets held within.
6. Amplified music is NOT allowed on the boats.

The following Safety Rules and Regulations apply to all Private Charters:

1. All guests must remain seated while the boat is in motion.
2. No smoking is allowed.
3. All wait staff, entertainers, musicians or special approved narrators may stand below the deck while the boat is in motion. At no time may anyone other than the driver stand on the deck.
4. No more than four chairs may be placed in the wheelchair area of the boat, side by side, **not** stacked.
5. It is prohibited to throw items towards, from, or aboard our boats.

General Information

TICKET LOCATIONS

Clearwater - Rivercenter Mall
(underneath the Commerce St. Bridge)
OPEN DAILY: 9AM – 9PM

Historia - across from the Hilton Palacio del Rio Hotel
(on Market and Alamo St.)
OPEN DAILY: 9AM – 9PM

Aztec Theatre - lowest level of the theatre
(on Crockett and S. St. Mary’s St.)
OPEN DAILY: 9AM – 9PM

Lock & Dam – street level, no tours from this location, drinks only
(near the Brooklyn St. Bridge)
OPEN DAILY: 10AM – 8PM

All Ticket Locations carry drinks for your convenience and a variety of Rio Merchandise, such as keepsake Cameras, T-shirts, and Hats to add to your memorable experience. General Admission Locations Accept Cash or Credit Card.

TICKET PRICES – Narrated Tour (35-40 min., non-stop)

GENERAL ADMISSION (6 – 59 yrs)	\$8.25	BEXAR COUNTY RESIDENTS (w / proper ID)	\$6.00
SENIOR CITIZENS (60 yrs. and over)	\$6.00	MILITARY (w / valid ID)	\$6.00
CHILDREN (1-5 yrs old)	\$2.00	INFANTS 12 Mo. and under	FREE

RIO TAXI TICKET INFORMATION

Yellow Rio Taxi Service – on the Riverwalk in the Downtown Reach just south of Lexington Street Bridge are available daily from 9am - 9pm.

1-WAY YELLOW TAXI PASS	\$ 5.00 per person
24-HR YELLOW TAXI PASS	\$10.00 per person
3-DAY YELLOW TAXI PASS	\$25.00 per person

Red Rio Taxi Service – on the Riverwalk in the Museum Reach just north of Lexington Street Bridge are available daily from 10am - 8pm.

24-HR RED TAXI PASS	\$10.00 per person
3-DAY RED TAXI PASS	\$25.00 per person

Our Taxi Tickets Service also offers a Combination Yellow and Red Taxi Ticket which allows the passenger unlimited travel between the Downtown Reach and Museum Reach Extensions of the Riverwalk.

COMBINATION 24-HR TAXI PASS	\$15.00 per person
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All Taxi Tickets are only available on board and can be purchased from the driver. These boats are in rotation, therefore they pick up and drop off customers along the Riverwalk and are not at the disposal of any particular customer at any time.

Customer Service Hotlines for Rio Taxi Service:

These hotline phone numbers offer direct communications with our dispatch office and ticket locations during normal business hours on the river, daily from 9am-9pm. **Estimated time of arrival (ETA)** can be obtained, however, these boats perform several pick-ups and drop-offs, via shuttle-type manner, and we cannot guarantee specific times.

Marina Office:	Dispatcher on duty	210-225-8002
Corporate Office:	Reservation Agent	210-244-5700