



## SCHOOL GROUP AGREEMENT

The San Joaquin Regional Rail Commission (SJRRRC) is pleased to offer and assist schools with group rates and additional transportation options to and from your destination.

Reservations are made on a first-come, first-served basis and are subject to space availability. To receive a free group quote visit [www.acerail.com/fieldtripquote](http://www.acerail.com/fieldtripquote). Complete and submit the online quote request at least 60 days prior to your desired departure date. All reservation requests will receive a confirmation letter by email within ten working days. As an alternative, you may email [customerservice@acerail.com](mailto:customerservice@acerail.com), or call **1-800-411-7245** for additional information and reservation request.

### PAYMENTS

Payments should be mailed or hand delivered during the business hours of 4:00 AM – 9:00 PM to ACE headquarters located at 949 E. Channel Street, Stockton, CA 95202. The following forms of payment are acceptable: school district check, credit card, cashier's check or money order. No personal checks will be accepted.

### REFUNDS

In order to receive a ticket refund, the following conditions must be met:

- Full payment must be received 30 days prior to travel.
- Returned ACE wristbands in in new/unused condition to the ACE Coordinator or designee at least seven (7) days prior to scheduled train departure.

There are no refunds for a cancellation received within seven (7) days of departure date. Written requests for refunds due to cancellation or to reschedule should contact ACE via email at [customerservice@acerail.com](mailto:customerservice@acerail.com).

### DEPOSIT

A \$250.00 refundable deposit is required for all school groups traveling under the group fare structure. The refund will be processed within 30 days if by check or 5 business days if by credit card from the date of travel. In the event of violating any of the code of conducts, damages or excessive cleaning is required, the school coordinator will receive notification of deposit forfeit. A group may choose to pay full fare and forgo the \$250.00 cleaning deposit—other restrictions may apply.

Any changes with participants including headcount must be received within seven (7) days of departure. Changes should be emailed to ACE Special Groups Coordinator.

### GENERAL INFORMATION

- The safety of all students, chaperones, and parents at the station, in the parking lot, on the platform, and on the ACE train is ACE's #1 priority. All individuals must adhere to the **SJRRRC/ACE Passenger Conduct Code** as well as the **Student, Parent, and Teacher/Chaperone Code of Conduct for School Groups**.
- A student manifest list and a cell phone number or contact person is required before your trip.
- Students, teachers, and chaperones are required to participate in a mandatory Operation Lifesaver Presentation (provided by ACE at your school site) prior to travel date.
- The required chaperone to student ratio is: one (1) chaperone per ten (10) students.
- Chaperones are responsible for the conduct and the supervision of their group at all times, this includes to sit in view and actively monitor students they are chaperoning.

\_\_\_\_\_  
Principal,

\_\_\_\_\_  
Name of School

\_\_\_\_\_  
School Coordinator

\_\_\_\_\_  
ACE Representative