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10. TICKET REDEMPTION: Unused portions of round trip tickets will be redeemed when presented by lawful owner within one year from the date of sale. Issued round trip tickets (blue copy), which serves as the boarding pass, must be returned to qualify for refund. No refunds are given for lost tickets. A \$4.00 processing fee shall be charged for all cancelled reservations prepaid by charge card.

11. STOP-OVERS: Stop-overs will not be allowed at any point enroute unless the passenger upon reboarding pays the full fare for that station to the destination.

12. BAGGAGE AND CHARGES: Hand baggage not exceeding two (2) pieces (under 70 pounds each and measuring less than 70" L+W+H) and not exceeding one (1) piece on each child's fare will be carried free. An additional charge of \$3.00 per piece will be made for baggage exceeding two (2) pieces. Passengers are responsible for the correct identification and retrieval of their luggage. All pieces must be properly tagged. (C) Leaking or odoriferous items will not be carried. Skis, snowboards, golf clubs and gun cases will be accepted as one of the two standard free pieces regardless of size.

EXCESS WEIGHT: Charges will be made for weight in excess of the fare allowance above specified in this rule at express rate.

VALUATION: Baggage not exceeding \$250.00 in valuation will be transported at no extra charge.

EXCESS VALUATION: If a passenger declares a greater value than specified above in this rule, there will be a charge at the rate of \$.50 for each \$100.00 valuation or fraction thereof.

13. SCHEDULE MAINTENANCE: Carrier will not be liable for delays caused by accidents, breakdowns, bad road conditions, snow storms, and other conditions beyond his or her control. Carrier does not guarantee to arrive at or depart from any point shown in its published time schedules. Schedules endeavor to maintain times indicated but, the same is not guaranteed.

14. OBJECTIONABLE PASSENGERS: This company reserves the right to refuse to transport persons under the influence of drugs, intoxicating liquors, or incapable of taking care of themselves or whose condition, conduct or behavior may be objectionable to other passengers.

15. ANIMALS: Dogs, cats, reptiles and other animals or birds will not be carried unless kenneled. EXCEPTIONS: Service Animals traveling with passenger, when properly harnessed and muzzled will be carried free of charge. The dog will not be permitted to occupy a seat, but must lie or stand at the feet of its owner.

ISSUED: August 18, 2011

EFFECTIVE: October 1, 2011