

**PASSENGER RULES**

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**(N) Adult fares:** Published fares are adult fares and apply to passengers who have reached or passed their 16th birthday. Seniors who have passed their 60<sup>th</sup> birthday, active duty & retired military & dependents with a military ID card, travel agents & industry fares will be \$4.00 less than the regular one-way adult fare. Does not apply to fares for service on Group Two, Three and Four routes as published in Time Schedule.

**Animals:** Generally dogs, cats and other live animals or birds will not be carried. Exception: Service dogs traveling with sight or hearing-impaired passengers will be carried free of charge. Properly harnessed service dogs will not be permitted to occupy a seat, but must lie or stand at the feet of the passenger. Other pets will be transported by prior arrangement at the sole discretion of the company. Permitted animals must be housed in pet carriers provided by passenger in an IATA approved kennel not to exceed 20"X19"X27" (size 200). These pets will be stowed in the luggage compartment. Smaller animals may be permitted in the passenger areas of the vehicle if they are in an IATA approved kennel not to exceed 9.5"X12"X17" (size 50) and they must stay in the kennel, including heads and tails, during the entire trip. Animals with offensive odors, creates a noise disturbance or if another passenger has allergic reaction to the animal, that animal will be moved to the luggage area. The following rates apply for the transportation of pets, a \$10.00 fee per trip leg (each direction of travel). Larger animals may be transported by a pre-arranged charter, maximum kennel size is 30" X27" X40" (size 500) on any charter.

**Baggage liability:** This company does not accept checked baggage. Checked baggage means passenger baggage that is accepted for transportation but is not carried in the passenger compartment of the vehicle. Most airports do not provide checked baggage service. Baggage is placed in a secured portion of the passenger compartment that is separate from the seating area and accessed from the back of the vehicle. Should the company accept any checked baggage it is required to be liable for checked baggage at the rate of \$100.00 per child and \$250.00 per adult. It is further required to provide excess liability of up to \$1000.00 per adult fare for checked baggage for an additional fee. A fee of \$10.00 plus \$2.00 per \$100.00 (or any portion thereof) of excess valuation would be charged. Baggage contents would be subject to inspection and verification prior to issuing excess valuation. In such case forms would be available from the business office or the driver.

**Employee fares.** The company offers employees and their immediate family living with them, when traveling with the employee, the opportunity to purchase reserved seats at 50% of the regular adult fare or free passage on a stand-by basis.

**Flag stops:** The company does not stop at Flag Stops. All stops are by reservation only.

**(N) Frequent user fares:** Passengers traveling 10 round-trips within the preceding 6 months will receive 1 round-trip of the same or lesser value class fare. Passengers traveling 10 one-way trips within the preceding 6 months will receive 1 one-way trip of the same or lesser value class fare. The trip has no cash value. Does not apply to fares for service on Group Two, Three and Four routes as published in Time Schedule.

**(N) Group discount:** Groups of 4 or more booked under the same reservation number will receive a ten percent (10%) discount on the total reservation. Does not apply to fares for service on Group Two, Three and Four routes as published in Time Schedule.

**Intermediate application:** Fares to and from intermediate points not shown will be the same as the fare to or from the next more distant station for which fares are named.

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**National security:** Through passengers booked on the same reservation and traveling between a federal reservation or military installation with security procedures in effect and SeaTac who desire to be dropped off or picked up on those installations will be charged a \$3.00 security fee per person for pick up or drop off from the installation in addition to the sum of applicable fares.

**Objectionable passengers:** The company reserves the right to refuse to transport persons under the influence of drugs or alcohol, or who are incapable of taking care of themselves, or whose conduct or behavior may be objectionable to other passengers. Passengers who refuse to comply with the Driver's instructions, or who create a disturbance or are argumentative causing disruption to the safe and expeditious operation of the shuttle may also be refused service. The carrier also reserves the right to refuse carriage of any materials that the carrier considers unsafe and not in the best interest of the passengers.

**Oversize, overweight or excess luggage:** Each ticketed passenger may carry 1 full sized bag, one hand-carry and one personal item such as a purse, briefcase or laptop computer. Each full sized bag may not exceed 50 pounds and be no larger than 62 linear inches (length + width + height) and your hand-carry may not exceed 40 pounds and be no larger than 10" H x 17" W x 24" L. The first bag in excess of the allowance will result in a charge of \$5 per trip leg (each direction of travel) and additional bags will result in a charge of \$10 per bag per trip leg. Active duty military may have 2 checked bags at no additional charge. Bags in excess of the allowance and not declared at the time of booking may be denied. Luggage exceeding the size and weight allowance may be allowed for a charge of \$30 per item. No single piece of checked baggage may weigh more than 70 pounds or 80 linear inches (e.g.; surfboards, bicycles, scuba equipment) and will be carried on a space available basis. Passengers bringing allowed overweight baggage will be responsible for the loading and unloading of those bags. By prior arrangement, we may accept Cardboard or Plastic Boxes/Tubs for \$30 each. Smaller sized boxes no larger than 12" H x 12" W x 12" L may be substituted for your checked bag. We will not carry prohibited items as determined by TSA, even if they seem harmless if used in the home or workplace. All items brought onboard count toward your baggage limit except:

Assistive devices (cane, crutches, etc.)  
Infant/child restraint devices for ticketed children  
Outer garments (coat, hat, umbrella, etc.)  
Beverage and reading material

**Port Access:** All customers are required to comply with all Port rules and regulations. A Port access fee of \$1 per passenger for pick up or drop off at any Port will be charged in addition to the sum of applicable fares as listed above.

**Refusal of service:** The company may refuse service to a person when:

- (a) In the company's judgment, providing the service would be hazardous, unsafe, or dangerous to persons or property;
  - (b) In the company's judgment, driveways or roads are improperly constructed or maintained, do not have adequate turn arounds, or have other unsafe conditions;
  - (c) The customer has an outstanding amount due to the company;
  - (d) The customer refuses to allow company personnel, drivers, agents, or representatives access to baggage or other materials prior to it being loaded in or on the vehicle;
  - (e) The customer appears to be under the influence of drugs or alcohol; or
  - (f) The customer attempts to bring onboard the vehicle materials that would be detrimental to the safety or comfort of other passengers.
- (2) A company may refuse service to a person under other conditions that would be detrimental to the safety and comfort of passengers when those conditions are contained in the company's filed tariff and time schedule.
- (a) The customer fails to comply with company rules or Driver instructions.

**(N) Round trip Fares:** Except as otherwise provided, round-trip adult fares will be \$8.00 less than the sum of two (2) one-way adult fares. Round Trip Same Day Fares are non-refundable and non-transferrable and are the same as a round trip Youth fare. Does not apply to fares for service on Group Two, Three and Four routes as published in Time Schedule.

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**(N) Round trip senior/military fares/Travel Agent & Industry fares:** Except as otherwise provided, round-trip senior/military/Travel Agent & Industry fares will be \$8.00 less than the sum of two (2) one-way senior/military/Travel Agent & Industry fares. Does not apply to fares for service on Group Two, Three and Four routes as published in Time Schedule.

**(N) Round trip Youth:** Except as otherwise provided, Youth fares will be 50% of the Adult Round trip fare. Does not apply to fares for service on Group Two, Three and Four routes as published in Time Schedule.

**Schedule maintenance:** Carrier will not be liable for delays caused by accidents, breakdowns, bad conditions of roads, ferry closures, storms or other conditions beyond the control of the carrier and does not guarantee arrival at, or departure from, any point at any specific time. The carrier endeavors to maintain the time schedules, but does not guarantee to be able to do so at all times.

**Stopovers & intermediate stops :** Stops will be allowed at any safe point as determined by the company on a case by case basis, on the route within the limit of the ticket, upon notice to the agent or bus driver provided it does not interfere with the schedule or safety. A \$2.00 fee may be assessed for each reservation by the company for each intermediate stop. Any such stops are at the discretion of the company or driver and must be by prior reservation.

**Ticket limitations, changes, cancellations and refunds:** One-way tickets will be good for 180 days from the date of sale. Round-trip tickets will be good for 180 days from the date of sale. A single transaction fee of as much as \$10.00 per person per leg will be charged when reservations are re-scheduled or cancelled. Changes are not allowed after the scheduled departure time of the reservation. Reservations made less than 24 hours prior to departure may incur a \$2.00 per person late booking fee. Reservations may not be changed to a date more than 180 days from the date of the original reservation. Customers who fail to show up by the scheduled departure time of their reservation at the designated pick-up point or who have not canceled or changed their reservation at least 24 hours prior to that time are not eligible for a refund. Refunds will be made if the cancellation or change was caused by an airline delay or cancellation. Refunds may be granted by the company due to other extenuating circumstances.

**Ticket redemption:** Unused tickets will be redeemed at the purchase price. Unused portions of round trip or commutation tickets will be redeemed by charging the regular fare or fares for the portion or portions used and refunding the balance of the purchase price except as provided for in the Ticket Limitations section of these rules.

**(N) Youth, Children & Infants:** An infant under 2 years of age, when accompanied by a ticketed adult passenger, and not occupying a seat, will be carried free of charge. Children are no longer considered infants on the day of their second birthday and must purchase a ticket for all segments on which the child will be two years of age or older. An umbrella stroller and infant restraint will be carried free of charge in addition to the baggage allowance of the adult traveler. Diaper bags, larger strollers, play pens, etc. will count towards the regular baggage allowance of the adult ticketed passenger. A child/infant restraint system is highly recommended for all children under 8 years old unless the child is 4 feet 9 inches or taller. We do not provide child/infant seats and the driver cannot assist with the securing of the seat. Children under 16 years of age, occupying seats, will be charged 50% percent of the adult fare, adding sufficient cents to make the fare end in "0" or "5." Does not apply to Group Four routes. All children under 13 must be accompanied by a ticketed adult. Children 13 thru 17, traveling alone, must have a minor release form signed by a parent or guardian.

**Wheelchair Accessibility:** We require a 48-hour minimum notice to provide this service.