

TABLE OF CONTENTS

PAGE

General Rules and Regulations

Animals	1.7
Application of Fares	1.2
Canadian and Mexican Immigration Regulations	1.7
Change of Itinerary Fees	1.3
Dates of Sale	1.2
E-Tickets	1.9
Exclusive Occupancy of Coaches	1.7
Gift Ticket Orders	1.9
Greyhound de Mexico	1.10
Honoring of Tickets	1.3
Liability	1.6
Limit of Tickets	1.3
Marking of Tickets	1.3
Objectionable Persons	1.6
Passenger Facility Fee	1.10
Passenger Information	1.6
Passengers with Disabilities	1.6
Pay Near Me Purchase Option	1.9
Print at Home Ticketing	1.8
Refund and Exchange Policy	1.4
Reservations	1.5
Road Reward	1.10
Round-Trip Tickets	1.3
Routing	1.5
Schedule of Fees	1.10
Special Operations	1.5
Special Party Fare Tickets	1.7
Standing Passengers	1.7
Stop-Overs	1.5
Ticket Couponing	1.3
Troubleshooting Print at Home	1.4
Will Call Ticketing	1.8
Will Call Cancellations	1.8

GENERAL FARE APPLICATION

The Intercity Bus Directory, issued by National Bus Traffic Association, Inc., contains the industry rules and regulations which govern passenger travel and baggage and express service. The following general rules and regulations have been extracted from the Directory and included here.

A. General Fare Application:

- 1) The following general rules and regulations apply to all passenger travel. Fares and Charges are shown in dollars and cents, and are payable in lawful United States money.
- 2) When a through Fare is not published, one may be constructed by adding together two or more Fares, via the route over which the passenger will be traveling. Interstate fares cannot be combined with intrastate fares.
- 3) If no fares are published the fares to or from intermediate points will be the same as the Fares to or from the next more distant point unless otherwise indicated.
- 4) All Reserved Seat Charges or Charges for any other "Additional Services" offered by any Carrier will be in addition to the Fares named therein.
- 5) TAXES: All Fares named in Tariffs subject hereto are subject to applicable Local, State, and/or Federal Sales Taxes, unless such Fares are specifically exempted from such Tax. Such Tax will be added to fares for transportation and collected from the passengers.

B. Minimum Fares:

Unless otherwise specifically provided, the Minimum Fare for an Adult Passenger or a Child will be three dollars (\$3.00).

DATES OF SALE

All tickets will be on sale daily unless otherwise indicated.

LIMIT OF TICKETS

The following general limits will apply unless a different limit is specified in connection with a specific fare

All one-way and round-trip tickets are good for 1 year. This includes the date of sale.

Extension of Limit of Tickets:

There will be no extension of time limits.

ROUND TRIP FARES

All round-trip fares are based on one-way fare (The fare/fare type for **Outbound** may be different from the fare/fare type for the **Return**.)

Note: Some city-pairs have published round-trip fares. In this instance, the published fare will apply.

Open Return round-trip tickets will not be sold. All round trip tickets must specify a return date and time. If permitted, return date and time may be changed in accordance with the Ticket Exchange Rule published in this section.

HONORING OF TICKETS

All tickets will be honored for transportation daily unless otherwise indicated.

Tickets which are blacked out for use during holiday periods will be honored provided the trip started before the specified black-out began.

TICKET COUPONING

One-Way tickets will contain a coupon for each Carrier participating in the through movement.

Round-Trip tickets will contain a "Going" and a "Return" coupon for each Carrier participating in the trip.

MARKING OF TICKETS

All tickets will be marked with the Pricing Policy Section Number, along with amount of fare and another endorsement required by the fare purchased.

CHANGE OF ITINERARY FEES:

Departure date and time for a **Refundable Fare (Flexible)** ticket may be changed without charge, origin and destination may not be changed. Departure date and time for a **Non-Refundable Fare (Economy Extra/Economy)** ticket may be changed for a charge of \$20 per ticket provided the following conditions are met:

- 1) Ticket has no refund value.
- 2) A \$20 Exchange Fee will apply
- 3) Exchange must take place prior to the Scheduled Travel Date.
- 4) Tickets will be null and void if Exchange Request has not been made prior to the Scheduled Travel Date.
- 5) Exchanges will be based on schedule availability.
- 6) Excludes Casino Fares and Multi-Ride (Commuter) Fares.
- 7) A non-refundable fare ticket will remain non-refundable.

REFUND AND EXCHANGE POLICY:

[Effective December 13, 2018] Greyhound offers several economical fare options including **Flexible (Refundable)**, **Economy Extra (Non-Refundable)**, and **Economy (Non-Refundable)** tickets.

REFUNDABLE FARES (FLEXIBLE)

- 1) Tickets can be Refunded or Exchanged.
- 2) Totally unused One-Way and Round-Trip Tickets are 100% Refundable. The unused return portion of a Round-Trip Ticket, when no portion of the return has been used, is 100% Refundable. Refund is calculated based on fare paid minus fare used.
- 3) No Exchange Fee applies.
- 4) Tickets are valid for travel one (1) year from the date purchased. If not refunded or exchanged prior to one (1) year from the purchase date ticket will be null and void. For a ticket to be valid for one (1) year from the purchased date the exchange must take place prior to the original scheduled travel date.
- 5) Exchanges will be based on schedule availability.
- 6) Flexible Fare allows Same Day Exchange. The customer has an opportunity to switch to an earlier bus (based on seat availability).
- 7) Flexible Fare tickets offer customer's priority boarding
- 8) 2 checked bags free.

NON-REFUNDABLE FARES (ECONOMY EXTRA / ECONOMY)

- 1) Ticket has no refund value.
- 2) A \$20 Exchange Fee will apply
- 3) Exchange must take place prior to the Scheduled Travel Date.
- 4) Tickets will be null and void if Exchange Request has not been made prior to the Scheduled Travel Date.
- 5) Exchanges will be based on schedule availability.
- 6) Excludes Casino Fares and Multi-Ride (Commuter) Fares.
- 7) Same Day Exchange (**ONLY applies to Economy Extra**). The customer has an opportunity to switch to an earlier bus (based on seat availability).
- 8) Free Priority Boarding (**ONLY applies to Economy Extra**).

TROUBLESHOOTING "PRINT AT HOME":

Should the customer show up without their "Print at Home" ticket the following options are available:

- 1) Via the internet the ticket can be retrieved by doing the following by going to www.greyhound.com and selecting "**Manage Your Trips**" header. Customer need to provide ticket confirmation number and last name to retrieve ticket.
- 1) With no access to the internet our agents can access the confirmation number in trips and print screen the reservation record. After printing, issue a Customer Service ticket exactly as it is outlined in the TRIPS database. Attach the print screen to a CS-100.

ROUTING**General Routing Information:**

- (1) Fares apply via the direct, scheduled service route only, unless otherwise specifically specified. Should miles exceed the direct route miles by 20%, the miles via the route traveled will apply and fare determined based on the route traveled.
- (2) The Routing must be designated at the time of ticket purchase and can only be changed as indicated below.

Change of Routing:

- (1) The routing on a ticket may be changed en route prior to the completion of the passenger's trip. Most tickets are completely interchangeable and acceptable for transportation via the routes and schedules of the Carriers named herein, whether such tickets are "closed out" or have diversion stickers thereon. See exceptions in Optional Honoring.
- (2) When the route is changed to one which carries the same fare, no additional fare will be charged.
- (3) When the route is changed to one which carries a higher fare, the passenger will be required to pay the difference between the fare originally paid and the fare in effect at the time the original ticket was purchased from the origin to the destination of the new ticket via the route being traveled.
- (4) The Time Limit of a new ticket must be computed from the date of purchase of the original ticket.

RESERVATIONS

Reservation of seats or other special accommodations will not be made, except as specifically indicated in connection with a particular fare.

Any carrier, including Greyhound, reserves full control and discretion as to the seating of passengers and the right to change such seating at any time during the trip, provided; however, that seating arrangements will be made without regard to race, color, creed, or national origin.

Any carrier including Greyhound reserves the right, when operating conditions require, to transfer passengers from one vehicle to another en route.

Seat space cannot be guaranteed on stop-over privileges or on sale of tickets at intermediate points and is limited to the seating capacity of the motor coach passing through such points.

In case of insufficient seating capacity of any schedule, passengers will be placed on succeeding schedules which have available seats.

STOP-OVERS

Stop-Overs at any point along the route, within the limit of the ticket, will be permitted. A proper notation must be made on or coupons added to the ticket by driver or agent.

Exception: Stop-Overs will be permitted in the Province of Ontario Canada only in accordance with the privileges of the local permit rights of the carriers in that Province. Passengers should be instructed to make arrangements for stop-overs at the Port of Entry.

SPECIAL OPERATIONS

Operations via some routes and to some destinations are seasonal in character and are subject to road and weather conditions. Carriers reserve the right to issue or honor tickets only during the season that the service is operated.

PASSENGER INFORMATION

Carrier may disclose the passenger's personal information, including ticket and payment information, as required by law, upon order of the court, by request of a governmental agency, by request of a law enforcement authority, or in the good faith belief that disclosure is necessary or advisable.

PASSENGERS WITH DISABILITIES

See Greyhound's ADA Policies and Procedures Manual for information regarding passengers with disabilities.

The Americans with Disabilities Act defines person with a disability as anyone who has a physical or mental impairment that substantially limits one or more major life activities: Seeing, hearing, speaking, breathing, walking, performing manual tasks, learning, caring for oneself, and working.

LIABILITY

Except as responsibility may be imposed by law, Carriers will not be liable for delays caused by accidents, breakdowns, bad conditions of the road, storms and other conditions beyond the carriers' control, and do not guarantee to arrive at or depart from any point as a specific time. The time of arrival at and departure from any point shown in published Time Schedules is the schedule a Carrier tries to maintain, but is not guaranteed. However, carrier will make reasonable attempts to minimize the delays and/or make alternate arrangements to enable bus travel to customer's destination"

Except as responsibility may be imposed by law, Carriers will not be responsible for lost or stolen tickets.

Tickets are non-transferable and, if presented for transportation by any person other than the one for whom originally purchased, will be void and may be confiscated by an Agent or authorized employee of any Carrier over which the ticket is issued.

In issuing tickets and checking baggage for passage over the lines of other Carriers, the issuing Carrier acts only as an Agent.

- (1) A Carrier will not be liable and does not assume responsibility for death or bodily injury to passengers incurred in transportation over the lines of other Carriers. In the event that a claim, lawsuit, or other demand for payment, damages or recovery is made against a Carrier when the alleged loss, damage or injury occurred in transportation over the lines of another Carrier, such other Carrier agrees to indemnify and hold the first Carrier harmless from all such claims, lawsuits, or other demands for payment, damages or recovery, including reasonable attorney's fees and other costs of defending such actions. The same conditions will apply in instances where ticket may be optionally honored by another carrier.
- (2) In checking Baggage for transportation over the lines of other Carriers, the Issuing Carrier does not assume responsibility for the transportation over the lines of other Carriers, except as responsibility may be imposed by law or agreements between carriers with respect to Baggage.

In the sale of interline, through transportation of passengers across International Boundaries, the initial carrier assumes no liability for the transportation by, or the act and neglects of other carriers, beyond such International Borders.

OBJECTIONABLE PERSONS

Carriers reserve the right to refuse to transport a person under the influence of intoxicating liquor or drugs, or who is incapable of taking care of him/herself, or whose conduct is such or likely to be such as to make him or her objectionable to other passengers or prospective passengers, or who refuses to comply with any lawful rule or regulation of the carrier. Such persons may be removed from the bus at any usual stopping place or at such other place as the driver may select. In event of such removal, the liability of the carrier shall not exceed the amount of the excess fare paid by the passenger.

Exception: This rule does not apply to persons who are ill and accompanied by an attendant or nurse.

ANIMALS

Dogs, cats, birds, or other animals will not be transported.

Exception: A service animal, trained for the purpose of accompanying a disabled person, will be permitted to travel with the disabled person at no additional charge. For further information, see section on Passengers with Disabilities. (See Page 9 of this Section).

CANADIAN AND MEXICAN IMMIGRATION REGULATIONS

Passengers en route to Canada who intend to return to the United States must carry with them a valid Passport to establish their identities, to the satisfaction of the Canadian or United States immigration officers, whose duty requires them to examine all passengers entering Canada from the United States or entering the United States from Canada.

The same documentary evidence should be carried by passengers en route to Mexico who intends to return to the United States, and, in addition, a Tourist Permit should be secured from a Mexican Consulate in the United States, or Mexican Authorities at point of entry, which will be issued upon the basis of such documents.

STANDING PASSENGERS

It is company policy to board passengers only to the full seating capacity of the bus. The standing of passengers will not be permitted except in cases where not standing the passenger would create an emergency or a greater safety risk. Passengers required to stand will be compensated for their inconvenience in accordance with company policy.

EXCLUSIVE OCCUPANCY OF COACHES

Upon payment of a **minimum** charge, equivalent to thirty-two (32) adult walk-up fares per coach requested or required, the carrier will grant exclusive occupancy to a coach to any group moving between any two points where the one-way adult fare is fifteen dollars (\$15) or more, subject to the availability of equipment, as follows:

- 1) With or without advance notice for movements locally on Greyhound.
- 2) Twenty-four (24) hours advance notice must be given to the originating carrier for interline movements via the lines of two (2) or more of the carriers listed herein.
- 3) Two half-fares will be considered the equivalent of one (1) adult fare.
- 4) Under this provision, carriers will pick up and discharge passengers at any point within the incorporated limits of the point of origin or destination, which they are authorized to serve.
- 5) Exclusive occupancy provisions will not apply in connection with the purchase of any fare that has an advance purchase requirement.

SPECIAL PARTY FARE TICKETS

Special party fare tickets will be sold to groups of sixteen (16) adult passengers or the equivalent, who travel together on one group ticket between points within the United States, at fifteen (15) times the applicable one-way or round-trip adult fare as follows:

- 1) Applicable between points where the one-way fare is twenty-five dollars (\$25) or more.
- 2) Two (2) half-fare passengers will be the equivalent of one (1) adult passenger.

WILL CALL TICKETING:

Will call ticketing is designed to allow the passenger the convenience of calling toll free 1-800-231-2222 a minimum of two hours prior to departure time and paying for a ticket by credit card, then picking it up after arriving at the departure city. Tickets ordered several days in advance can be picked up anytime prior to departure date but at least two hours after placing the order. Will call tickets will be governed by the following:

- 1) Will call ticketing is limited to electronic sales locations only.
- 2) Locations are indicated with a "W" to the left of the city name on the origin and destination summary screen in TRIPS.
- 3) Will call ticketing does not apply to E-ticketing locations.
- 4) Ticket origin (not necessarily the destination) must be an electronic sales location.
- 5) A service charge may apply to Will Call tickets. See next page for Schedule of Fees.
- 6) To pick up tickets at the counter, passenger must present the credit card used for purchase, the confirmation number (displayed after purchase), and valid photo ID. If the credit card is not presented at the counter, ticket is treated as a Gift Ticket Order and Gift Ticket Order fee will apply.
- 7) Alternately, a notice of at least two hours prior to departure is required for any will call purchase.
- 8) Tickets must be picked up at least one hour prior to departure time.
- 9) If purchasing multiple tickets at the same time on the same credit card service fee charges are per ticket, not per transaction. This does not apply to commercial ticket order sales.

WILL CALL CANCELATIONS:

Once a will call ticket has been purchased, cancellations, if the ticket has been issued, will be handled by the terminal of origin in accordance with current cancellation and refund policies. See section on Refund and Exchange Policy. If the ticket has not been issued (printed) the customer contacts the Customer Service Group at (214) 849-8966. The Customer Service Group will verify the status of the Will Call ticket. If ticket has not been printed, a credit to the card used to purchase the ticket will be issued. Standard cancellation penalties apply.

PRINT AT HOME TICKETING:

Print at Home/E-ticketing is designed to allow the passenger the convenience of printing tickets in advance of travel and proceed straight to the gate for boarding. Tickets will immediately appear after purchase in a pop-up window. Customer must ensure all pop-up blockers are turned off so ticket can be displayed:

- 2) Print at Home Tickets are available on many routes and locations.
- 3) Print at Home Tickets can be purchased as **Refundable (Flexible)** or **Non-Refundable (Economy and Economy Extra)** Fare.
- 4) Online ticket purchases must be made at least two hours in advance of travel.
- 5) Each passenger must present a ticket and a valid photo ID before boarding. Passenger ID must match the name on the ticket.
- 6) Customer **MUST** print ticket prior to boarding the bus. Driver will not allow boarding without paper ticket.
- 7) If customer has trouble printing ticket and has not received an email confirmation, the customer can use the reprint by going to www.greyhound.com and selecting "**Manage Your Trips**" header. Customer need to provide ticket confirmation number and last name to retrieve ticket.

PRINT AT HOME CANCELATIONS:

Once a print at home ticket has been purchased, cancellations, for Refundable Fare tickets can be handled by the terminal of origin or the Customer Service Group at (214)849-8966 in accordance with current cancellation and refund policies. Non-Refundable Fares are subject to an exchange fee of \$20 if request for exchange is made prior to the original travel date; otherwise, the ticket will be null and void.

E-TICKETS

When you purchase a bus ticket on greyhound.com from your desktop or your smartphone, you can choose to have a paperless E-Ticket delivered to your smartphone. Print at Home and Will Call tickets can be converted to an E-TICKET. By selecting the "Get Your E-Ticket" button which is provided in your email confirmation or go to "Retrieve Your Booking" on our website and enter your confirmation number and last name. Guidelines regarding E-Tickets can be located on the greyhound.com Manage Your Trips section.

PAY NEAR ME PURCHASE OPTION:

The Pay with Cash option allows you to purchase your Greyhound ticket at a local participating retailer. Participating retailers are 7-11, ACE Cash Express and Family Dollar. You can either print your confirmation receipt and take it to a participating retailer or follow the on-screen steps to utilize a Greyhound Card at a participating location. After making your payment at the retailer, your ticket will be printed on your receipt. Use the receipt as your boarding pass.

- 1) To choose the option to Pay with Cash at a retailer there must be a participating retailer within 15 miles of the zip code entered. If there are no participating locations within a 15-mile radius of the zip code you entered, then you will not be able to use this purchase option.
- 2) The confirmation receipt is to be printed by the customer's own computer and printer after reserving a ticket on greyhound.com. Customers will receive their register receipt/boarding pass at the participating retailer of their choice once they pay for their ticket.
- 3) It is recommended that Advance Purchase fares be picked up by midnight on the day the ticket was placed on hold. For specific date and time, please refer to the confirmation receipt at the end of your purchase. All other fares must be picked up within 2 days of the ticket order or no later than 2 hours before departure.
- 4) A printed receipt or boarding pass from the participating retailer along with valid photo ID will be required at point of origin.

GIFT TICKET ORDERS:

Gift Ticket Orders will be sold like Will Call tickets, but picked up by someone other than the credit card holder. Gift Ticket Orders will be available from the same locations as the Will Call tickets. The same basic rules will apply. Identification of the intended recipient must be presented at time of pick up.

A service charge will apply to Gift Ticket Orders ordered thru the toll-free reservation number, 1-800-231-2222 or thru Greyhound's website (<http://www.greyhound.com>). See next page for Schedule of Fees.

Same refund policy applies to Gift Ticket Orders as Will Call Tickets. Refunds will be in the form of a credit to the original card holder only. Service charge is non-refundable.

SCHEDULE OF FEES:

METHOD OF PURCHASE	TYPE OF PURCHASE	FEE
Internet (www.greyhound.com)		
	E-Ticket (for Pick Up)	\$ 2.50
	Will Call (for Pick Up)	\$ 2.50
Passenger Call Center (1-800-231-2222)		
	Will Call (for Pick Up)	\$15.00
	Gift Ticket Order (for Pick Up)	\$18.00
Terminal		
	Prepaid Ticket Order	\$18.00
Trip Fee	Associated with selected Selling Agencies	\$.49

PASSENGER FACILITY FEE:Passenger Facility Fee

- a. A Passenger Facility Fee will be set at \$2.50 for one way and \$5.00 round trip for Adults/Children.
- b. Fee will be billed per passenger and not per transaction.
- c. The fee assessed from the terminal and the internet will be the same.
- d. Fee will be assessed at ALL GLI and Subsidiary locations.

GREYHOUND DE MEXICO:**Refund Process:**

- Tickets purchased in Mexico will only be refunded in pesos at the origin terminal. Tickets must be unused and must be a fully refundable purchased ticket.
- Tickets purchased in the USA and Canada for travel into Mexico will adhere to the US refund policy. The Corporate Refunds Department will validate and conduct these transactions.
- For trips in Mexico, refunds they shall only apply in the event of one delay of more than two hours counted from the original time of departure at the point of origin of the road, according to article 29 of the regulation of Federal motor transport and auxiliary services. The passenger recognizes and accepts that the passengers in Mexico federal trucking service is provided by Greyhound Lines Mexico S. DE R.L. DE C.V., domiciled at Juan Aldama.

Baggage Policy:

- Nuevo Laredo to USA – 1 Free Bag
- Nuevo Laredo to Monterrey – 3 Free Bags
- Monterrey to all destinations – 3 Free Bags
- In Mexico, Greyhound will not be responsible for loss or damage to baggage for an amount exceeding 20 days of minimum wage in the Federal District, unless it declared some additional value. If the passenger wants greater coverage by your baggage it can, at the time of a document, declare a surplus value to the planned limitation and pay the applicable charges (\$MXN 0.50 for each fraction over 100 \$MXN).

Road Reward:

Road Rewards allows customers to collect points every time they travel. The program is not based on redemption of points instead it is based on point level. Once customer has gone through the Road Reward enrollment the customer can begin collecting points.

- 1 point for each one-way trip for Economy fares
- 2 points for each one-way trip for Economy Extra fares
- 3 points for each one-way trip for Flexible fares

Customers will move through different levels of the program as their points add up.

- **15% off your ticket** -This discount can only be applied to one ticket, which can be one-way or round-trip.
- **Companion Pass (for a friend)** – the member must purchase a full price ticket in order to get the companion pass for a second traveler.
- **Free Ticket** – This reward may be used for a round-trip ticket to anywhere Greyhound stops.