



MARKETING / ADMINISTRATION CIRCULAR NO. 2010-04-AM

To: All Supervisors & All Agents
Subject: **Excess / Oversize / Overweight – Baggage Fees**
Effective: Immediately

Please ensure all employees and agents are adhering to the following policy.

Excess Baggage:

- **Checked baggage:** For passengers traveling on Greyhound schedules, one (1) piece of checked baggage will be free for each adult and child. One (1) additional piece of checked baggage can be accepted for a charge of \$10.00 for adults only. Five (5) additional pieces of checked baggage (for an overall total of seven) can be accepted for additional charges determined by distance of travel. Baggage in excess of seven (7) pieces must be shipped as freight under the freight tariff.
- **Carry-on baggage:** One (1) small bag, weighing up to 25 pounds, plus one personal item (purse, handbag, etc) can be taken aboard for each adult or child. Carry-on bags must fit in the overhead compartment or under the seat.

Oversize Baggage:

- The total exterior dimensions of the baggage (length + height + width) must not exceed 158 cm (62 inches). Any bags exceeding the 158 cm (62 inch) limit will be assessed oversized baggage charges.
- The only exceptions to the oversized surcharge are skis and ski poles, assuming they are packed in an appropriate canvas or hardcover container.
- Bicycles can be accepted as baggage only if they are in a cardboard box designed for bicycles. Bicycles are subject to the maximum oversized baggage charge regardless of the distance traveled.

Continued Over

Overweight Baggage:

- The "no charge" allowance for baggage is restricted to baggage weighing no more than 23 kilograms (50 pounds) per bag.
- Baggage exceeding 23 kilograms (50 pounds) per bag will be subject to overweight baggage charges.
- Baggage weighing over 32 kilograms (70 pounds) per bag will not be accepted as baggage. Instead it must be shipped as freight under the freight tariff. Current weight maximums for freight are 75 lbs. in Eastern Canada and 100 lbs. in Western Canada.

Please ensure that all Oversize and/or Overweight Baggage are tagged as “Heavy Item/Lift Carefully”.

Dave Phillips
Vice President GCX/GPX

ISSUED BY: Dave Phillips
Vice President GCX/GPX

April 5, 2010