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**GENERAL FARE APPLICATION**

**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 Canadian currency.
- 2) When a through fare is not published, one may be constructed as follows: By adding together the miles published in two or more sections, routing to be via valid routes. If the mileage constructed as above, exceeds a published through fare to or from a point beyond on the same route of travel, the published through mileage will apply. Mileage's to or from intermediate points (to or from which no miles are published) will be the same as the miles to or from the next more distant point.
- 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) Calculated & published fares named in Tariffs made subject hereto apply ONLY TO TRANSPORTATION of persons and their baggage. All Rates or Charges for any other "Additional Services" offered by the Carrier will be in addition to the fares named herein.
- 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.

**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.

**ROUND TRIP FARES**

Adult, Children, Senior and Student Round-Trip fares will be two (2) times the applicable One-Way fare.

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

**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 is in addition to the date of sale.

### **EXTENSION OF LIMIT OF TICKETS**

Tickets sold at fares authorized in Tariffs made subject hereto may be exchanged for tickets carrying a longer limit, upon payment of difference between the amount paid from the original ticket and the fare carrying the longer limit in effect on date original ticket was purchased. This exchange may be made any time prior to the expiration date of the original ticket. The new ticket is subject to the restrictions of the original ticket.

**EXCEPTION:** Under any of the following conditions and extension of limit and stop-over privilege will be granted without additional charge:

- a) **ILLNESS**-In case of illness which makes travelling dangerous and, if necessary, to one or more accompanying members of the family of holder of tickets when such illness is authenticated by written certificate of a reputable physician or health professional from a recognized organization.
- b) **QUARANTINE**-To holder of tickets who become subject to an established quarantine and present proper certification thereto by the quarantine physician or other authorized public health officer.
- c) **WASHOUTS, ETC.**-If, on account of washouts, obstructions to highway, public calamity, the act of God or of the public enemy, a passenger is delayed on the lines of this carrier, so that the limit of such passenger's ticket has expired, or has elapsed to such an extent as to curtail the stop-over privilege.

The extension of limit and stop-over privileges provided in the above exception will be made by the ticket agent or authorized employee of the Carrier who will mark the ticket or issue a new ticket in exchange. Such ticket, or tickets issued in exchange must be marked to show the reason for the extension of limit.

### **REDEMPTION OF TICKETS**

Refundable Tickets will be redeemed by the Carrier to the original purchaser, within one (1) year of the date of purchase, at the fare paid when no portion of the trip has been made. Or at the difference between the fare paid and the published Tariff Fare between the points used if the trip is discontinued and not completed.

**Non-POS Agency** (Agency that sells manual tickets): may refund totally unused One-Way, Return, One-Way of a Return and Manual Refundable tickets on their own Agency issue.

**POS Agency** (Agency that sells computer generated Refundable tickets): may refund totally unused or partially used One-Way, Return and One-Way of Return tickets, if tariff rates are available.

Application for all other refunds must be made to **Passenger Care Center** at the General Office of this Company.

**EXCHANGES [Effective December 1, 2013]:**

Greyhound offers several economical fare options including Refundable, Non-Refundable and Advance Purchase tickets. Refund and Exchange Rules for all **Refundable Fares** are the same regardless of purchase type. Refund and Exchange Rules for all **Non-Refundable** fares are the same regardless of purchase type.

**REFUNDABLE FARES**

- 1) Tickets can be Refunded and 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, provided an exchange takes place prior to the scheduled travel date. Exchanges will be based on schedule availability.
- 5) Tickets will be null and void if refund or exchange has not been made prior to the scheduled travel date.

**NON-REFUNDABLE FARES**

- 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) Ticket 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. Any advance purchase requirement must not be violated.
- 6) Ticket will be null and void if exchange has not been made prior to the scheduled travel date.
- 7) Excludes Casino Fares and Multi-Ride (Commuter) Fares.

## **ROUTES**

### **GENERAL:**

Fares named here in apply via the direct route only, unless otherwise authorized. Routing must be designated at time ticket is purchased and can only be changed as permitted as shown below.

### **CHANGE OF ROUTING:**

Subject to conditions shown in this Rule, routing on ticket or destination on ticket, (including final destination on return portion of Round-Trip tickets) may be changed enroute prior to completion of the passenger's trip only when the diversion is approved by an authorized agent of the Carrier.

- 1) When route is changed to one carrying the same fare, no additional collection will be made.
- 2) When route is changed to one carrying 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 original ticket was purchased from origin to destination of new ticket via route to be used.
- 3) When route changed to one carrying a lower fare, refund of the difference between the fare paid and the fare in effect at the time the original ticket was purchased from origin to destination of new ticket via route to be used will be made by the Carrier on application to its Customer Service office. (see "REDEMPTION OF TICKETS" above)
- 4) The time limits of new tickets issued under this Rule must be computed from the date of purchase of original ticket.

### **STOP-OVERS:**

Stops-overs with the limits of tickets will be permitted only in accordance with privileges of the local permit rights of Carrier (unless otherwise stated). Passengers should be instructed to make arrangements for stop-overs at the time they purchase their tickets or upon BOARDING THE BUS.

### **RESERVATIONS:**

- 1) Reservation of Legacy seats or other special accommodations will NOT be made except as specifically provided herein.
- 2) The Carrier reserves to itself full control and discretion as to seating of passengers and reserves the right to change such seating at anytime during the trip.
- 3) The Carrier reserves the right, wherever operating conditions require, to transfer passengers from one vehicle to another enroute.
- 4) Seat space cannot be guaranteed on stop-over privileges or on sale of tickets at intermediate points and is subject to the limitations of seating capacity of motor coach passing through such points.
- 5) In case of insufficient seating capacity of any schedule, passengers may be placed on succeeding schedules having available space.

### **EXPRESS SERVICE:**

- 1) Express service always guarantees a seat and the seat service includes amenities which include Wi-Fi, Power Outlets, Extra Legroom, Faster Service, Reserved Seating and Print at Home.
- 2) The Carrier has provided three options for ticket purchasing: Purchase ticket online, over the phone and/or at the Greyhound terminal.
- 3) Non-refundable fares have no refund value. However, tickets can be exchanged for another date and time for a fee of \$20. Exchange must take place prior to the schedule travel date. If exchange request is not made prior to schedule travel date the ticket will be null and void. Refundable fares are fully refundable and can be exchanged with no additional fee, provided the exchange takes place prior to the Scheduled Travel Date. All exchanges will be based on schedule availability.
- 4) It is required that customers arrive 15 minutes prior to schedule departure. 5 minutes before departure, we reserve the right to release any reservations as "no-show." Walk-up customers will be loaded at that time.

## **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.

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. If 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.

## **SEASONAL OPERATIONS**

Operations via some routes and to some destinations are seasonal in character and are subject to road and weather conditions. Carrier reserves the right to issue or honour ticket only during the season that service is operated.

## **REFUSAL TO TRANSPORT PASSENGERS**

Greyhound reserves the right to refuse service, including transport, and/or eject from its vehicles and facilities those passengers and customers who are not eligible for travel as well as non-invitees. Ineligibility to travel may result from government restrictions on individuals' ability to travel or other reasons including a threat to the health or safety of the traveling public and/or Greyhound employees.

### **GOVERNMENT REQUESTS OR REGULATIONS:**

In order to comply with any government regulation, or at the direction of a government official or to comply with any government request for emergency transportation in connection with national defense, or whenever such action is necessary or advisable by reason of weather or other conditions beyond the company's control (including but without limitation: acts of God, force majeure, strikes, civil commotion, embargoes, wars, hostilities or disturbances) actual, threatened or reported.

### **IMMIGRATION:**

When the person is to travel across any international boundary, if

- 1) The travel documents of such passenger are not in order;
- 2) For any reason, such passenger's embarkation from, transit through, or entry into any country from, through, or to which such passenger desires transportation would be unlawful;
- 3) Such passenger fails to refuse to comply with the rules and regulations of the carrier.

**CONTINUED REFUSAL TO TRANSPORT PASSENGERS**

**PASSENGER CONDITION:**

- 1) When the passenger's mental or physical condition is such as to render him/her incapable of caring for himself/herself without assistance or medical treatment en route unless:
  - a) He/she is accompanied by a ticketed attendant who will be responsible for caring for him/her on route, and
  - b) With the care of such attendant he/she will not require unreasonable attention or assistance from carrier personnel, and
  - c) He/she complies with all other terms and conditions of travel.
- 2) When the passenger has an obvious or highly contagious disease (such as tuberculosis).
- 3) When the passenger has an offensive odour (for example, such as from a draining wound).

When the passenger appears to be mentally deranged or mentally incapacitated. However, the carrier will accept escorted mental patients under the following conditions

- a) The requesting medical authority provides written assurance that an escorted mental patient can be transported safely.
  - b) Only one escorted mental patient will be permitted on a coach.
  - c) Request for carriage is made at least 48 hours before a scheduled departure.
  - d) The escort must accompany the passenger at all times.
- 4) When the carrier determines, in good faith and using its reasonable discretion, that the passenger's medical condition is such that bus transportation risks causing aggravation to said condition, and/or may cause passenger to require urgent medical attention and/or to significantly inconvenience other passengers. In such circumstances, carrier is entitled to require that passenger provide a medical certificate that will need to be accepted and cleared by company medical officer as a condition to his/her acceptance for subsequent travel.

**PASSENGER CONDUCT:**

In accordance with Greyhound's zero tolerance policy of violence against employees and customers, Greyhound may refuse service to any person whose conduct or condition gives Greyhound a reasonable basis to believe is or has been known to be abusive, offensive, threatening, intimidating, violent or otherwise disorderly, and in the reasonable judgment of Greyhound or its representative(s) represents a threat to the following:

- The safety of Greyhound's passengers and customers, employees and contractors;
- The safe operation of a motor coach, truck or other vehicle by a Greyhound employee or contractor;
- The safe performance of a Greyhound employee or contractor's duties, including but not limited to the safe operation of a vehicle;
- The preservation of Greyhound's facilities, equipment and other assets; and/or
- The safety of other users of the road.

**CONTINUED REFUSAL TO TRANSPORT PASSENGERS**

Such conduct or condition includes but is not limited to the following:

- Possession of illegal contraband
- Possession of weapons
- Inappropriate touching of other passengers
- Consumption of or exhibiting the influence of alcohol or drugs
- Threatening or abusive language;
- Objectionable personal hygiene;
- Not wearing a shirt and/or shoes;
- Causing (past or present) disturbances, violence, injuries or damage; and/or
- Refusal to undergo random passenger screening or to permit the search of carry-on luggage by Greyhound or an authorized Greyhound security contractor.

Greyhound employees will exercise their best judgment and use their sensitivity awareness training to differentiate between passengers under the influence and passengers with disabilities who require support.

Removal from Coach:

Should a passenger exhibit any of the behaviors listed above or others which may be disruptive, including becoming impaired or offensive while on a coach that is en route, the Greyhound driver or contractor if applicable shall request police to meet the coach and have the passenger removed and their ticket returned to them in accordance with our training, policies and procedures.

Greyhound dispatch and the appropriate police force are to be informed at the first available opportunity.

Ban:

Greyhound may elect at its discretion to refuse a passenger or customer for varying amounts of time. For example:

- Until the next schedule;
- 24 hours;
- 30 days; or
- Lifetime ban.

Such refusal or bans are not progressive but will be imposed at Greyhound's sole discretion in view of the offensive conduct or condition.

If individuals who have been banned from Greyhound buses and facilities present themselves before a ban has been lifted, the Greyhound employee or representative is instructed to contact police immediately to have them removed from the premises.

Greyhound has the option to issue a permanent, lifetime ban for those passengers whose carriage or presence, in the carrier's reasonable judgment, represents an unacceptable risk.

**NO LIABILITY FOR ACTION.**

Any action taken by Greyhound is in accordance with these policies and procedures if based on Greyhound's best judgment in accordance with law and in order to ensure safe travel for the public, customers and employees. Any liability on the part of Greyhound, its insurers, contractors and employees shall be limited to the refund value of any unused portion of a ticket. In no event shall Greyhound be responsible for any damages for action taken in accordance with this policy.



**ANIMALS**

Dogs, cats, birds or other animals will NOT be carried, except as provided below.

**Exception:** A service animal trained for the purpose of, and accompanying a blind person or hearing impaired person (paying regular fare) and either accompanied by a seeing attendant or not will be carried free of charge. Such service animal must be properly harnessed and must lie or stand at the feet of its master (see "SPECIAL NEEDS" Section). A "Service Animal" is an animal that is required by a person with a disability for assistance and is certified, in writing, as having been trained to assist a person with a disability by a professional service animal institution.

**EXCLUSIVE OCCUPANCY OF COACHES**

Upon payment of a minimum Charge equivalent to thirty-two (32) Regular Adult Fares, this Company will grant exclusive occupancy of a coach, subject to availability of equipment, to any group moving between any two (2) points on its lines where the One-Way Adult Fare is ten dollars (\$10.00) or more, with or without advance notice. Two (2) Half-Fares will be considered the equivalent of one (1) Adult Fare.

**SPECIAL PARTY FARE TICKETS (BASED ON REGULAR FARES)**

Special Party Fare Tickets will be sold to groups of sixteen (16) adult passengers or the equivalent thereof, who travel together on one Group Ticket between points within Canada or, at fifteen (15) times the applicable One-Way or Round-Trip Adult Fare, subject to the following provisions:

- 1) That this arrangement shall apply only between points where the One-Way Fare is ten dollars (\$10.00) or more.
- 2) Mark each ticket coupon "Party Special".

A Round-Trip Rate on purchase of Twenty (20) or more adult (or equivalent) Round-Trip tickets equal to fare and one-half. Mark each ticket coupon "Party 1½".

Two (2) half-fare passengers will be equivalent of one (1) adult passenger.

**PRIORITY SEATING**

Priority Seating and Seat Selection is available in select markets, reserve seat and pre-board for an extra \$5 including GST

To purchase Priority Seating service and reserve a seat, visit the designated ticket counter line at the terminal no later than 30 minutes prior to schedule departure and speak with an agent. Priority Seating service is currently only offered at select locations and is not available for online purchase.

Priority Seating is for one-way travel only and can only be used on a specific date and schedule.

Priority Seating is non-refundable and non-transferable.

Passengers must be present at the gate no less than 20 minutes prior to schedule.

Advance purchase for Priority Boarding is available no more than 30 days in advance and up to 45 minutes before a specific scheduled departure.

If a Print at Home ticket is purchased, passenger must go to designated ticket counter line no later than 45 minutes before the scheduled departure to purchase a Priority Seat ticket.

If a Web Only Fare is purchased, the customer must take their confirmation to the Will Call designated ticket booth no more than 45 minutes before the scheduled departure to separately purchase Priority Boarding.

Passenger must present a valid boarding pass before purchasing a Priority Seat.

Priority Seating can only be offered up to the first stop-over location. Once passengers have to change buses, the original seat selection no longer applies. The passenger can then purchase another priority seating/seat selection if available at the stop-over location

See ticket agent for more details.

**PURCHASING TICKETS:**

A Greyhound ticket may be purchased using one of the methods outlined below. A fee applies to select purchases as shown on page 1.10.

**TYPES OF TICKETS:**

**WILL CALL TICKETS:**

A Will Call ticket allows one to purchase a ticket online and then pick it up at the terminal/station counter. If the credit card holder is traveling on the trip, present the credit card used for purchase, the reference number (displayed after purchase), and valid photo ID. If the credit card holder is not traveling on the trip, the reference number and valid photo ID are required to pick up tickets. A password can be created for the traveler to use as ID.

**PRINT at HOME TICKETS:**

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:

- 1) Print at Home Tickets are available on many routes and locations.
- 2) Print at Home Tickets can be purchased as Refundable or Non-Refundable Fare.
- 3) Online ticket purchases must be made at least two hours in advance of travel.
- 4) Each passenger must present a ticket and a valid photo ID before boarding. Passenger ID must match the name on the ticket.
- 5) Customer **MUST** print ticket prior to boarding the bus. Driver will not allow boarding without paper ticket.
- 6) If customer has trouble printing ticket and has not received an email confirmation, the customer can use the reprint link to reprint ticket (<https://www.greyhound.ca/en/reprint.aspx>).

**ONLINE TICKET SALES:**

Greyhound currently offers a variety of advance purchase and unrestricted fares, including student, senior, children's and military fares. Tickets can be purchased for pickup at the terminal using our **Will Call** service. **Print at Home tickets** are currently available at selected routes across Canada with continuous expanding availability of this service (Canadian credit card required).

**TICKET SALES BY PHONE:**

Greyhound customers can purchase tickets by phone using Canadian credit card. Call 1-800-661-8747.

**TICKET SALES AT A GREYHOUND TERMINAL:**

Greyhound operates terminals nation-wide where tickets are sold. Tickets can be purchase for travel weeks in advance or for the next bus available. Greyhound accepts cash and traveler's cheques, as well as Visa, MasterCard, American Express, Interact and Diners Club cards.

**TICKET SALES AT A GREYHOUND AGENCY:**

In addition to the major terminals, Greyhound offers ticket services at independent agents across Canada. These locations accept cash and traveler's cheques and most accept major credit and debit cards. Greyhound does not accept personal or company cheques or money orders.

**SPECIAL INSTRUCTIONS FOR INTERNATIONAL CUSTOMERS:**

An International credit card can be used for Will Call online ticket purchases. International customers can also purchase their ticket at any Greyhound location upon arrival in the U.S. or Canada. For international customers without toll-free access, please call 214-849-8100 any time between 5:00 a.m. and 1:00 a.m. Central time for fare and schedule information.

**PREPAID TICKET ORDER (PTO):**

To purchase and send a ticket for someone else in another city, a Prepaid Ticket Order (PTO) is available at major Greyhound terminals nation-wide. This ticket is transferred from one bus station to the other, under the following criteria:

- The buyer pays a non-refundable service charge at time of purchase, regardless of number of tickets purchased
- Tickets may not be sent outside of Canada.
- Both stations must be open at the time of transaction and ticket pick-up
- Buyer and recipient should allow three hours from time of purchase to departure time to complete the transaction
- Appropriate ID or a password is required to pick up the ticket
- Only the purchaser may cancel the ticket or apply for a refund (as long as ticket is a refundable fare).
- The recipient has 10 days from the date of purchase to pick up the ticket in Canada and US.
- Some discounted fares are city-specific and are not available for purchase at all locations. These fares are available for purchase as PTOs at all locations by calling 1-800-661-8747.
- When purchasing in person, cash, debit or credit card acceptable as forms of payment where applicable.

**GIFT TICKET ORDERS (GTO):**

Gift Ticket Orders are available for purchase on [www.greyhound.ca](http://www.greyhound.ca) Web site. GTO allows you to purchase a ticket online for another person. This ticket is delivered to the departure bus station, under the following criteria:

- Tickets may not be sent outside Canada.
- Both stations must be open at the time of the transaction and of ticket pick-up
- Buyer and recipient should allow three hours from time of purchase to departure time to complete the transaction
- Appropriate ID or a password is required to pick up the ticket
- Only the purchaser may cancel the ticket or apply for a refund
- Call 1-800-661-TRIP (8747) for information

**SCHEDULE OF FEES:**

<b>METHOD OF PURCHASE</b>	<b>TYPE OF PURCHASE</b>	<b>FEE</b>
<b>Passenger Call Center (1-800-661-8747)</b>		
	Will Call (for Pick Up)	\$ 10.00
<b>Terminal</b>		
	Prepaid Ticket Order	\$ 18.00