

## **GENERAL FAQS**

### **How do I get to the New York bus station?**

- Take the B or D train to Grand Street Station. When you get out of the station, you will be on Chrystie Street.
- We are located at 145 Canal Street Manhattan, NY. Next to Dunkin Donuts and off the Manhattan Bridge.

### **How do I get to the Boston bus station?**

- Take the Red Line and get off at South Station.
- When you get out of the station, follow the signs to the bus terminal.
- We are located on the 3<sup>rd</sup> floor, Ticket Counter is in the lobby and boarding is at Gate 24.

### **Can I bring a pet?**

- No. Under Federal Law, pets are not allowed on the bus, except for service animals. (Ex. A Guide dog with proper SARA ID)
- The owner of the service animal assumes all responsibility for controlling the service animal, and assumes any liability resulting from the conduct or actions of the service animal.

### **Can I use a cell phone?**

- Yes.
- However, Lucky Star asks our passengers to use their cell phones with respect and courtesy of fellow passengers.
- Lucky Star Bus reserves the right to restrict cell phone use by persons deemed overly boisterous, disruptive and disorderly.

### **Can I use a computer or iPod?**

- Yes.
- Lucky Star Bus allows radios, laptops and other electronic items to be used on the bus provided that they do not disturb fellow passengers and that headphones are used.

### **Can I bring food/drinks on the bus?**

- Yes, Lucky Star permits NON-ALCOHOLIC beverages onboard for personal consumption.
- Food is also allowed for consumption; however we do ask that you take any trash with you when you depart the bus. Please be respectful of our buses and help keep them clean.

### **It is snowing outside, will my bus still depart?**

- If inclement weather is forecasted, all customers are encouraged to call Lucky Star Bus at (888) 881-0887 during **normal business hours of 9:30am to 5:30pm 7 days a week** and check our website: **[www.LuckyStarBus.com](http://www.LuckyStarBus.com)** for any cancellation notices.

### **Are there any stops on your trips?**

- Depending on the time of travel, traffic and the discretion of the bus driver, the bus may make a 15 minute rest area break to use the restroom and get food.
- **It is the passenger's responsibility to return to the bus promptly after 15 minutes in order to maintain our schedule.**

### **How long is the bus ride from Boston to New York?**

On average, the bus ride is 4.5 to 5 hours from Boston to New York and New York to Boston. The duration of the trip can take longer depending on traffic.

### **Will I be credited if my new reservation is less expensive than the original ticket?**

No. No payment of further credit will be made to the customer and all unused credit will be forfeited.

### **If I miss my scheduled departure, is my ticket still valid?**

We will allow you to use it for the next available schedule, if seats are available, you have to pay the change fee. Please see our Ticket Policy.