

TICKET FAQ's

How do I get my purchased ticket from the website?

- Immediately after successfully purchasing a ticket, you will receive an order confirmation and e-ticket by email.

Are Lucky Star bus tickets refundable?

- No. All Lucky Star Bus tickets are non-refundable, including full-priced tickets.

The bus was late. Am I entitled to a refund?

- No. While Lucky Star bus makes every effort to provide on-time service, we do not guarantee times which may be affected by various factors including weather or traffic.

I lost my ticket. Can I get another one?

- No. Lucky Star Bus is not liable for lost, stolen or destroyed tickets.

Can I buy tickets for my brother?

- Yes. You must, however, make sure when purchasing the ticket your brother's name is placed as the passenger.

Can I book multiple tickets under one name?

- Yes, as long as the person named under the multiple tickets is traveling on the bus.

I would like to change the time of my ticket on the same day of travel. Can I?

- Yes. Please see Same-Day Ticket Change under our Ticket Policy for details. A fee may apply.

I would like to change the date of my ticket. Can I?

- Yes. Please see Date-Change Ticket Changes under our Ticket Policy for details. A fee may apply.

What time should I show up ?

- You must check in at the ticket counter 30 minutes before your scheduled departure time, otherwise we reserve the right to sell your seat to other customers and you will be placed on stand-by status.

How much is the child fare?

- Lucky Star Bus has no child fares.
- A child under two years of age may be held in an adult's lap at no charge when traveling with Lucky Star Bus.
- When one adult travels with two or more infants, the adult passenger may only hold one infant. Additional seat(s) must be purchased for the additional infant(s) with full adult fare.
- Lucky Star Bus recommends that adults not bring children under one month old on the bus.
- Lucky Star Bus recommends car seats be used for infants and toddlers, please note additional purchase of tickets is required, please see Child Safety Seats under our Ticket Policy for additional details.

Can I bring a car seat?

- Car seats are allowed on Lucky Star buses, please see Child Safety Seats under our Ticket Policy for details.
- Any passenger using a car seat must purchase a ticket for themselves and an additional ticket for the car seat as the car seat will occupy an additional seat.

Is there any assistance for customers with disabilities or the elderly?

- Yes. Lucky Star Bus provides persons with disabilities services according to the Federal Disabilities Guideline.
- You MUST call (888) 881-0887 at least 48 hours prior to boarding and we will arrange service for you.
- Our goal is to make your travel on Lucky Star Bus a safe experience. Our drivers, customer service personnel are always available to meet the needs of customers with disabilities.
- We will provide assistance with: boarding, de-boarding, luggage, transfers, and retrieval of mobility devices. This service is provided prior, during and the conclusion of the trip and other times as reasonably requested.