

TICKET POLICY

NONREFUNDABLE

- NO REFUNDS WILL BE GRANTED.
- Please carefully check the selected schedule information before purchasing, ticket purchases are final and are not refundable.
- Duplicate transactions are not refundable as duplicate transactions withhold seats from other customers to purchase tickets. In addition, there will be no refunds for any unused or partially used tickets.
- Reservations are non-transferable and, if presented for transportation by any person other than the named individual on the ticket will be void and may be confiscated.
- Any changes to a ticket is subject to ticket changes policies and may require a fee.

CONDITION OF USE

- The ticket is valid only for the date and time stated on the ticket.
- Changes to a purchased ticket are subject to our ticket changes policy.
- Passengers must bring a valid state or country issued ID and a printout of the boarding pass upon boarding for ID Check.
- Name on the boarding pass must match a passenger's name.
- Passengers must check in at the ticket counter 30 minutes prior to departure, otherwise the passenger will be put on stand-by status and the reservation on the bus could be sold to another customer.
- Late arrivals will not be entertained.
- Once checked-in, all seating on our buses are on a first-come, first-served basis.
- All tickets not used after original ticketed scheduled departure are VOID and non-usable.

SAME-DAY TICKET CHANGES

- Purchased tickets are valid only for the time and date selected.
- Lucky Star Bus allows same-day ticket changes on a stand-by status for no fee (except 2am \$ 25 bus, see below).
- All same-day ticket changes MUST be done at a Lucky Star ticket booth, no exceptions.
- All same-day ticket changes must be done prior to the original scheduled departure, no exceptions. No same-day changes will be allowed after the original ticketed scheduled departure.

- Lucky Star Bus defines same-day beginning with 6:00am bus and ending on the 2:00am bus the following day.
- Any same-day change to the 2am \$ 25 bus will require the customer to pay any difference from the cost of their original ticket to \$ 25.

DATE-CHANGE TICKET CHANGES

- Purchased tickets are valid for the time and date selected only.
- Lucky Star Bus allows date-changes on full-fare purchased tickets for a **\$ 5 change fee** (except for the 2am \$25 bus, see below).
- Discounted Ticket holders are not allowed to make date-changes to their ticket, see Discounted Tickets for detail.
- All date-change tickets must be done prior to original scheduled departure.
- All **Paper Tickets** date-changes purchased at a Lucky Star ticket booth must be changed at a Lucky Star ticket booth, no exceptions.
- All **E-Tickets** date-changes **prior to 24 hours** of the scheduled departure may be done one of two ways:
 - At a Lucky Star ticket booth
 - Online at www.luckystarbus.com
- **All E-Ticket date-change tickets within 24 hours of the scheduled departure MUST be done at a Lucky Star ticket booth, no exceptions.**
- No date-changes will be allowed after the original ticketed scheduled departure.
- No date-changes will be allowed for discounted ticket holders.
- All date-change tickets are guaranteed a seat after the fee, subject to checking-in 30 minutes prior to departure.
- Any date-change to the 2am \$ 25 bus will require the customer to pay any difference from the cost of their original ticket to \$ 25 and the \$ 5 change fee.

DISCOUNTED TICKETS

- Discounted ticket holders may change their ticket for same-day travel by paying the difference to \$15 with a credit card at a Lucky Star ticket booth ONLY, or the difference from the cost of the original ticket to \$25 if changing to the 2am bus.
- Upon the same-day change, ticket holders will be placed on stand-by status.
- **All discounted ticket holders are prohibited from making any date change, no exceptions**

SCHEDULES

- Every effort will be made to operate according to our published schedule. 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 and traffic. Please allow additional time for connections and / or plane travel as scheduled times cannot be guaranteed and are subject to change.

BUS CANCELLATION

- If inclement weather is forecast, all customers are encouraged to call Lucky Star Bus @ (888) 881-0887 during normal office hours of: 9:30am – 5:30pm; 7 days a week and / or check our website www.luckystarbus.com for any bus cancellation notices.
- Lucky Star Bus reserves the right to cancel buses due to weather/traffic/coach conditions.
- If a customer purchased a ticket for which the bus is cancelled for any reason, the customer is allowed to travel on any Lucky Star Bus within 7 days of the original ticketed date (except for the 2am \$ 25 bus, see below) on a stand-by status.
- To board another bus after cancellation the customer simply needs to present the original ticket to board.
- Customers needing a confirmed date and time within 7 days may confirm their seats by exchanging the original cancelled bus ticket at a Lucky Star ticket booth **ONLY**, no exceptions.
- Any change to the 2am \$ 25 bus will require the customer to pay any difference from the cost of their original ticket to \$ 25.

FARES

- Fares are offered based on a variety of fares. A limited amount of seats may be available for any particular fare, and Lucky Star Bus may limit these fares for any reason at any time.
- Reservations will be offered at variety of different priced fares. Lucky Star Bus reserves the right to change, increase or decrease fares for any reason at any time with the exception of already purchased tickets which will be guaranteed the price paid at purchasing.
- All fares are shown in US Dollars (\$) and are payable only in US currency (\$).
- Fares can be subject to processing fees.

LUGGAGE

- All luggage is subject to our luggage and additional luggage policies.

STOPS DURING TRAVEL

- On various buses during various times, there may be a scheduled rest stop for passengers; no longer than 15 minutes for a food and bathroom break; depending on traffic and time conditions and the discretion of the bus driver.
- **It is the passenger's responsibility to return to the bus promptly after 15 minutes in order to maintain our schedule for the other passengers.**

CHILDREN TRAVELING ALONE

- Lucky Star Bus prohibits children under the age of 13 to travel alone due to security and safety concerns.

CHILD SAFETY SEATS

- Customers are welcome to use child safety seats on any Lucky Star Bus.
- Customers are required to purchase an additional ticket(s) whenever using a child seat(s).
- Customers should ensure that the child seat has been approved for use in a motor vehicle, and is used in accordance with the manufacturer's instructions.
- It is the customer responsibility to secure the child seat to the bus seat with strapping or webbing that is approved by the child seat manufacturer.
- It is the customer responsibility for providing the strapping or webbing.
- Customers should also secure your child in the child seat with a manufacturer-approved lap and/or shoulder belt/harness. Lucky Star Bus does not provide lap and/or shoulder belts/harnesses.

ELDERLY CUSTOMERS AND CUSTOMERS WITH DISABILITIES

- Lucky Star Bus provides customers with disabilities services according to the Federal Disabilities Guideline. In addition, elderly customers and others requiring help boarding and departing the bus can receive assistance.
- Customers MUST call (888) 881-0887 at least 48 hours prior to boarding and we will arrange additional assistance for you.

SMOKING

- Smoking is prohibited on all Lucky Star buses at all times in accordance with federal law.

ALCOHOL and CONTROLLED SUBSTANCES

- The consumption and use of alcohol or any controlled substance is strictly prohibited at all times on all Lucky Star buses.

CUSTOMER CONDUCT

- Lucky Star Bus reserves the right to refuse transportation to any person under the influence of alcohol or drugs or who is unable to take care of oneself or to any person whose conduct is such, or likely to be such, as to make one objectionable to other passengers.
- Lucky Star Bus has a zero tolerance for alcohol, drugs, weapons and unruly behavior.
- Customers may use radios, ipods, computers and DVD players provided they do not disturb fellow passengers and headphones are used.
- Cell phone use is allowed although customers must use significant discretion in order not to disturb fellow passengers.
- Lucky Star Bus reserves the right to limit cell phone, radio, ipod, ect. use by passengers deemed boisterous and / or unruly.

PETS

- No dogs, cats, birds, or other animals alive or deceased will be transported.
- However, 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 with proper identification (ex. guide dog with proper SARA identification).
- 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.

WIFI

- Lucky Star Bus provides WIFI on all buses free of charge.
- Lucky Star Bus attempts to have WIFI available at all times however does not guarantee WIFI availability due to various factors not limited to: mechanical failures, transmission failures, router failures, ect.