



## **TICKET POLICY**

Tickets are **final sale** and **non-refundable**.

To avoid loss of ticket and money please:

- Carefully check the selected schedule information before finalizing your purchase
- Do not click “purchase” more than once; duplicated transactions are not refundable as duplicate transactions withhold seats from other customers to purchase tickets.
  - If you do not receive your confirmation email within 5 minutes of your transaction, you are encouraged to call our customer service: 617-269-5468 or email customer service: info@luckystarbus.com to check your transaction.
- There will be no refunds for the any unused or partially used tickets.

### **CONDITION OF USE**

- **Ticket is valid only for the date and time stated on the ticket.**
- Changes to eTickets are subject to our Reservation Change policy, please see below.
- Passengers must bring a valid state or country issued ID and a printout of the boarding pass upon boarding for ID Check.
- Passengers **MUST** check in at the ticket counter **30 minutes before departure time**, otherwise your reservation can be sold to another customer.
- Late arrivals will not be allowed to board and there is no refund for your ticket. We will allow you to take the next available bus that has seats available. Reservation Change fees apply, please see below.
- Once checked-in, all seating on the buses are first-come, first serve.
- All tickets that are not used for the scheduled departure time are expired, non-usable and non-refundable.

## **RESERVATION CHANGES**

- Lucky Star Bus allows reservation changes on full-fare purchased tickets for a **\$5 change fee per ticket.**
  - If the initial full fare ticket is less expensive than the current full fare, the difference in price is also applied with the \$5 change fee
  - If, however, the current full fare is less expensive than the initial full fare, the \$5 change fee is applied and any leftover credit is forfeited.
- All reservation changes must be made anytime up to 24 hours before to the original scheduled departure time for a guaranteed seat. Passengers must check-in 30 minutes prior to new departure time.
- Ticket changes that are made on **the same day** of departure, but will be used at a different time can be changed at the ticket counter. Tickets will only be changed if seats are available, the above stated fee and policies apply. Ticket **date** cannot be changed.

## **Discount Ticket Policy**

- Must be used for the date and time purchased for.
- In the event that you are late for your schedule or need to take an earlier schedule on the same date, we can allow ticket change if seats are available, you **MUST** pay the price difference of to the regular fare for that day, at the ticket counter.
- We will not change discount tickets to be used on another day, no exceptions.
- Unused tickets are void and non-refundable

## **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 departure times which may be affected by various factors including weather, traffic/detours and mechanical problems.
- There are no refunds for delayed schedules.
- Please allow additional time for connections and/or plane travel as scheduled times cannot be guaranteed and are subject to change.

## **BUS CANCELLATIONS**

- If inclement weather is forecasted, all customers are encouraged to call Lucky Star Bus at (617) 269-5468 during normal **office hours 9:30am – 5:30pm; 7 days a week.** Or you can check our website: **[www.LuckyStarBus.com](http://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 purchases a ticket that was cancelled, the customer will receive an email with instructions on how to proceed.
- We can also be reached by email: [info@luckystarbus.com](mailto:info@luckystarbus.com)

- *In the event that Lucky Star cancels schedules due to major weather conditions, customers will be refunded their trip in the same manner they purchased their tickets. Customers can then purchase new tickets for their new departure times.*

## **FARES**

- Reservations will be offered at a 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 are subject to a service fee.

## **LUGGAGE**

- We allow each customer one carry-on luggage and one standard size luggage no more than 50 pounds. Please see our Luggage Policy for more details.
- Any additional luggage is \$15.00 per additional luggage. Please see our Luggage Policy.

## **BICYCLES**

- Are an additional \$15.00, please see our Luggage Policy.
- Bicycles are two wheeled, NON-motorized bicycles. We will not allow electric or fuel powered bicycles. (Motorcycles, scooters, etc.)

## **STOPS DURING TRAVEL**

- If a stop is made, it will be no longer than 15 minutes to allow passengers a quick break for food or restroom use.
- **It is the passenger's responsibility to return to the bus promptly after 15 minutes in order to stay on schedule.**

## **CHILDREN TRAVELLING ALONE**

- Lucky Star Bus prohibits children under the age of 18 to travel alone due to security and safety concerns.

## **CHILD SAFETY SEATS**

- Customers are encouraged to use child safety seats on any Lucky Star Bus.
- *Customers are required to purchase ticket(s) whenever using a child seat(s).*
- Customers should ensure that the child seat has been approved for the use in a motor vehicle and is used in accordance with the manufacturer's instructions.
- It is the customer's 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's responsibility for providing the strapping or webbing. Lucky Star Bus does not provide lap, shoulder belts or harnesses.
- Any child under 2 years of age is not required to purchase a ticket, but the child must be accompanied by an adult who has purchased a ticket and must be seated on an adult's lap for the duration of the trip.

## **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 (617) 269-5468 at least 48 hours prior to purchasing their ticket** 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 themselves in a responsible manner.
- Lucky Star Bus has a zero tolerance for alcohol, drugs, weapons and unruly behavior.
- Customers may use radios, iPods, computers, portable DVD players, provided they do not disturb other passengers and headphones are used.
- Lucky Star Bus reserves the right to limit cell phone, radio, iPod use by passengers deemed boisterous and/or unruly to the Driver or other passengers.

## **PETS**

- No dogs, cats, birds, or other animals alive or deceased will be transported.
- Service animals are allowed, given they are trained for the purpose of accompanying a disabled person, at no additional charge. (ex. Guide dog with a 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.
- All service animals must sit under the customers chair for the duration of the trip. The Service animal is not allowed to sit in the aisle of the bus or on the chair.
- Our staff will ask what service your service animal provides to you.
- Emotional support animals are not allowed to ride on the bus.

## **WIFI/Outlets**

- Lucky Star Bus provides WIFI/Outlets on all buses free of charge.
- While we provide WIFI/outlets, we do not guarantee WIFI/outlets for the full duration of the trip due to various factors that include mechanical failures, transmissions failures and router failures.
- In the event that WIFI/outlets are not available, DO NOT ask the driver to fix the problem. This is distracting to the driver and can put everyone on the bus at risk.
- There are no refunds if the WIFI/outlets were not available.