



## **TICKET POLICY**

All 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](mailto:info@luckystarbus.com) to check your transaction.
- **There will be no refunds for the any unused or partially used tickets.**

### **CONDITIONS OF USE:**

- **Ticket(s) are valid only for the date and time stated on the ticket.**
- Ticket changes are subject to our Reservation Change policy, please see below.
- Passengers must bring a valid state or country issued ID
- If you arrive late for your departure, 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 date purchased for are expired, non-usable and non-refundable.

## RESERVATION CHANGES

- All reservation changes can be made using our website: [www.LuckyStarBus.com](http://www.LuckyStarBus.com) or Lucky Star App anytime, up to 6 hours before the original scheduled departure time for a guaranteed seat.
- At the ticket counter:
  - Only same day ticket changes are allowed, as long as seats are available.
  - You can only change the time of your ticket to use on the same day.
  - Ticket cannot be changed to a later date.
- Change Fee:
  - **If the initial ticket purchased is a lower fare than the current fare you are changing to, the price difference is charged.**
  - **If the current fare is the same or lower fare than the initial fare, \$5 change fee is applied and any leftover credit is forfeited.**

## SCHEDULES

- Every effort will be made to operate according to our published schedule. While Lucky Star 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.
- Please allow additional time for connections and/or plane travel as scheduled departure and arrival 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.
- We can 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 the price of the ticket, excluding service fee, 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.

## **STOPS DURING TRAVEL**

- A Driver may decide to take a break, location is up to the Driver.
- **It is the passenger's responsibility to return back to the bus within 15 minutes 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.
- Elderly customers and others requiring help boarding and departing the bus can receive assistance. Please call us 48 hours ahead of time to arrange.
- **A customer whom requires wheelchair accessible buses, must purchase their ticket(s) 48 hours before the desired departure time.**

## **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 and distracting 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 person with a disability, at no additional charge.
- 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 considered a Service Animal under ADA regulations and will not be allowed to accompany their owner 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.
- Free Movies are available when connected to the WIFI on the bus, please enjoy!!