

## Intercity Motorcoach Customer Bill of Rights

**We at Greyhound Lines, Inc., pledge that as an intercity bus rider, you should experience a safe and reliable bus ride with professional and courteous service. This includes having a clean and comfortable bus with clear rules for how to ride and be safe onboard the bus and in case of emergency.**

### **I. A safe ride every time**

- Compliance with all vehicle and traffic laws and regulations.
- Fully trained drivers.
- Vehicles that meet all applicable safety requirements.
- Safe and orderly loading and unloading of passengers.

### **II. Courteous, clean and accessible service**

- Clean, comfortable and well-maintained vehicles and terminals.
- Professional courteous drivers.
- Assistance for disabled persons at terminals, street side locations and on board.
- No discrimination with respect to prices or carriage.

### **III. Dependable service**

- On-time service with consideration given to events outside the operator's control including weather, construction, congestion, etc.
- Adequate assistance determined on a case-by-case basis in situations of last minute cancellations or following a material delay caused by the operator.
- Reasonable compensation or rerouting in situations of overbooking or in cases of cancellation or a material delay caused by the operator.

### **IV. Accurate and timely information**

- Accurate information regarding routes, schedules and fares, including onboard announcements of stops.
- Timely information on service delays, including cancellations.
- Travel information for all passengers before and during their journey as well as general information about travel in terminals and online.

### **V. Communications**

- A complaint handling mechanism available to all passengers for issues involving travel, baggage, package express and accommodations for disabled persons.
- Knowledge of the bus number to report incidents.
- Diligent investigation and timely redress of complaints.
- Please feel free to contact us at <https://www.greyhound.com/en/help-and-info/contact-us>

## VI. Transparent safety measures

- Travelers planning a bus trip are encouraged to think safety first before buying a ticket or chartering a bus by using the Federal Motor Carrier Safety Administration's (FMCSA) "Look Before You Book" video and safety tips, available at <http://www.fmcsa.dot.gov/safety/look-you-book/passengers-%E2%80%93-stay-safe-and-look-you-book>.
- The SaferBus mobile app gives bus riders a quick and free way to review a bus company's safety record before buying a ticket or booking group travel. The SaferBus app, available for iPhone, iPad and Android phone users, can be downloaded for free by visiting FMCSA's webpage at <http://www.fmcsa.dot.gov/safety/passenger-safety/saferbus-mobile-application>.
- Consumers can also file a complaint by calling FMCSA's toll free hotline 1-888-DOT-SAFT (1-888-368-7238) from 9:00 a.m. to 7:00 p.m. eastern time, Monday through Friday or through the online National Consumer Complaint Database.