

Express Arrow Terms and Conditions

Customer Bill of Rights

We at Express Arrow pledge that as an intercity bus passenger, 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 of passenger expectations as well as any safety information needed in the event of an 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 passengers with disabilities at terminals, street side locations and on board.

Nondiscriminatory on pricing or any carriage.

III. Dependable Service

On-time service with consideration for events outside the operator's control including weather, construction, congestion, etc.

Assistance on a case-by-case basis for 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 in 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 traveling displayed in terminals and online.

V. Communications

A complaint handling mechanism available to all passengers for issues involving travel, baggage, and accommodations for passengers with disabilities.

Information regarding bus number for reporting incidents.

Diligent investigation and timely redress of complaints.

Please feel free to contact us at expressarrow.com or 877-779-2999.

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.

VII. Combatting Human Trafficking & Sexual Assault

Carriers will endeavor to train all drivers and front-line employees to recognize and report any observable occurrences of human trafficking or sexual assault to the appropriate authorities.

Carriers will endeavor to make reporting avenues available to all passengers and members of the general public passing through or near intercity transportation terminals to enable them to report any observable occurrences of human trafficking or sexual assault to the appropriate authorities.

Ticket Limitations and Restrictions

All Express Arrow tickets are non-refundable unless a refundable fare was purchased. Fees may apply for all refunds. All Express Arrow tickets expire after date of travel. Expired tickets on Express Arrow routes may be rebooked up to 30 days after expiration, but only for the route that it was originally purchased. All Express Arrow tickets hold no value and may be rebooked up to date and time of travel. All rebooked tickets must be for who the ticket was original purchased and may only be rebooked for the original route. Additional fees may apply for any rebooked tickets subject to changes in fares, and or a rebooking fees. All Express Arrow tickets are non-transferable and, if presented for transportation by

any person other than the one for whom originally purchased, will be void and will be confiscated by an Express Arrow agent or authorized employee of any bus carrier over which the ticket is issued. Express Arrow is not responsible for damaged, lost, or stolen tickets. All digital tickets presented for travel must be in a format that is legible and easily scanned. All seating is unassigned and is on a first-come, first-served basis. Advance purchase tickets do not guarantee a seat. Passengers must be ready to board 30 minutes prior to departure time.

Express Arrow does not guarantee arrival and departure times and will not be responsible for delays caused by breakdowns, road conditions, weather, or other conditions beyond the carrier's control. Express Arrow is not responsible and will not cover lodging or accrued travel expenses when situations occur outside of the carrier's control.

Passengers With Disabilities

Welcome to Express Arrow. We are here to meet the transportation needs of all passengers, including those with disabilities, with the respect you deserve. We assist with boarding and alighting the bus, special handling and transferring of luggage, and when we can safely do so, storage and retrieval of mobility devices. These services are provided from the beginning to the end of your trip with Express Arrow and any interlining carriers, should part of your trip involve travel on another bus company.

Help Us Help You

We can better assist you if you call us 48 hours in advance of your travel at 877-779-2999. Express Arrow agents are available to take your call during the following times: 8 am to 5 pm, Monday through Friday. When calling this number, please provide our information center with your specific assistance and/or travel needs and travel schedule. When you arrive at the bus terminal, please make our drivers and agents aware of your needs during your trip.

Lift-Equipped Buses*

If your travel needs require a lift-equipped bus, please call us with your travel schedule 48 hours in advance of your trip at 877-779-2999, Monday through Friday between 8 am and 5 pm. During your call, please be prepared to provide us with your contact information, so that we may confirm your request. If you are unable to provide 48 hours advance notice, Express Arrow will make every reasonable effort to provide travel, including alternative boarding assistance or re-routing you on another schedule operated by Express Arrow or another bus company.

When requesting a lift-equipped bus or any additional assistance and your trip originates on an Express Arrow and continues with another bus company or your return trip is provided by another bus company with a connection with Express Arrow, Express Arrow will notify the connecting bus company of your request. Express Arrow, however, makes no representations about what that other bus company may be able to offer in terms of service or lift-equipped buses.

Because Express Arrow assigns wheelchair seating on a first come, first serve basis, even if you called 48 hours in advance, we encourage you to arrive at least 30 to 45 minutes before departure time. For many of the routes served by Express Arrow, customers line up for boarding 45 minutes prior to the scheduled departure time.

*The passenger and mobility device must have a combined weight of no more than 600 pounds and be within 30 inches wide and 48 inches long.

Storing And Handling Your Mobility Aids

Your mobility aids may travel inside the bus in the overhead compartment or under your seat. If your aid will not fit safely in either of these locations, it will need to have a baggage tag placed on it and stored in the baggage compartment under the bus, limits may apply. A baggage tag can be obtained at the ticket counter at no additional cost. The maximum weight for a stowed mobility device cannot exceed 200 pounds, and it must be no larger than 30 inches wide and 48 inches long. Mobility aids that exceed either or both of these dimensions will not be accepted.

Ask a ticket agent/driver for a baggage tag if your mobility aid needs to be stowed in the baggage compartment. Assistive devices are not considered extra baggage and are transported free of charge unless you have more than one, in which case the second device would be considered additional baggage and subject to a charge.

Under the federal baggage tariff, if a mobility device is placed in the baggage compartment and it gets damaged or lost, the maximum reimbursement allowed per adult ticket purchased is the cost of replacing the device or \$250.00 whichever is lesser.

Please arrive at the departure point in plenty of time for us to store your wheelchair or mobility aid device for an on-time departure.

Rest Stops

When the bus stops at designated intermediate, rest, or meal stops on the scheduled route, you may request assistance from the operator for alighting, boarding the bus or any other assistance. If the assistance requires the use of the lift on the bus, the non-use of the lift may be subject to any hazardous conditions that may exist at the stop.

Oxygen

The use of portable oxygen tanks are permissible on the bus with a maximum of 4 canisters per passengers as follows: 2 canisters aboard the bus for your use and 2 canisters stowed in the baggage compartment. Passengers are responsible for ensuring that they have enough oxygen to complete their travel and are responsible for arranging for refills while in route. The maximum dimensions of any single canister cannot exceed 4.5 inches in diameter and 21 inches high. All oxygen canisters not in use must have safety caps on the valves.

Medicine

All medicine must be in your carry-on luggage. Do not put it in your checked luggage under the bus.

Service Animals

Service animals are welcome to travel with the passenger with a disability, as long as the animal does not occupy a seat or obstruct the aisle. Service animals must always be in the control of their owners or handlers, such as on a leash or in a carrier. Express Arrow reserves the right to refuse travel to any animal which poses a direct threat to other customers or Express Arrow drivers or employees.

Customer Complaints

In accordance with the provisions of the Civil Rights Act of 1964, Express Arrow does not discriminate on the basis of a disability, race, color, national origin, or gender. Express Arrow is committed to protecting your rights. If you feel that you have experience any type of discrimination, including but not limited to discrimination as a person with a disability under the Americans with Disabilities Act (ADA) you may file a complaint. Please send a written statement to: Tony Barrios, Director of Operations at 12295 E 37th Ave, Denver, CO 80239. Please provide a detailed description of the incident. Include a copy of your ticket showing your travel itinerary, the trip schedule, bus number, date, time, and location, as well as the names(s) and/or description(s) of any Express Arrow personnel you believe did not provide you appropriate assistance. You may also send your complaint and any required documents by email to tony@arrowstagelines.com.

Traveling With Express Arrow

Baggage Information

Passengers are responsible for transferring their own bags. Baggage assistance is available upon request. Special handling ID tags are available for customers that need help with their luggage, such as elderly passengers, passengers with disabilities, and or passengers traveling with small children.

Be sure that all checked bags have a bag tag attached to them. Bag tags are provided at the ticket counter or with the driver prior to boarding. Please make sure your bags are properly marked and tagged. Please provide all the information on the bag tag in a legible format. Be include current contact information inside of the checked bag as well should the tag become lost during transit, this will allow us to identify the owner the bag.

Please hand your baggage to the baggage handler/driver alongside the appropriate scheduled bus. They will insure to load your baggage underneath the bus in one of the luggage compartments. You are responsible for claiming and retrieving your bags bus side at each transfer location or point. You must then take your baggage and transfer them to your connecting bus.

Baggage Restrictions

One (1) piece of baggage is checked free of charge for each adult and child ticket fare. Additional pieces of baggage may be checked for an additional charge for each adult paid fare. Bags 2 to 5 will be charged a fee of \$20 per bag. Items contained in plastic bags will not be accepted. Items must be in proper baggage/box containers.

One (1) small bag up to 25 pounds can be taken on board for each adult or child. Carry-on bags must fit in the overhead compartment or under your seat. Plastic bags will not be accepted. Items must be in proper baggage/box containers.

The maximum allowable weight for checked baggage is 50 pounds per individual piece of baggage. Any checked bag over the 50 pounds limit may be assessed an additional fee (depending on the distance traveled).

Baggage must not exceed 62 inches when adding the total exterior dimensions of the piece (length + width + height). An over-size charge (depending on the distance traveled) will be applied to any baggage above the 62-inch limit.

Packaging exceptions will only be made for the following items: bicycles, skis and ski poles must be packed in wood, canvas, or other substantial container, and securely fastened; towing equipment must be enclosed in rigid containers or wrapped in a strong material such as canvas and securely strapped or tied. Towing equipment is limited to 100 pounds actual weight. These items are not exempt from oversize charges.

Acceptable Types of Baggage

In general, acceptable baggage includes suitcases, duffel bags, toolboxes, trunks, and securely tied cardboard boxes. A plastic and/or a paper bag is not acceptable as checked baggage. Shipping containers are available for a nominal fee at many terminals.

Prohibited Items for Checked Baggage

Acids, ammunition, animals, combustible liquids, compressed gases, corpses, cremated remains, explosives, firearms of all types, fireworks, flammable liquids, furniture, hazardous materials (poisons, radioactive materials, etc.), materials with a disagreeable odor, matches, merchandise for resale, protruding articles, or any unsecured articles including those in plastic or paper bags are prohibited. Items such as money and prescription medication may not be checked as baggage and are to be carried in the customer's possession.

Laptop computers are considered “electronic items” and are prohibited as checked baggage; however, they may be brought aboard as a carry-on item and passenger assumes all responsibility for all carry-on items.

If you have any questions about what specific items are allowed on board (as carry-on or checked), please check our Prohibited Items List. Some items we allow on the list may be considered illegal on-board public transportation in certain states. Express Arrow will follow local law in these cases.

Liability On Lost Luggage

Express Arrow expressly disclaims liability for any lost or damaged baggage. Passenger(s) are responsible for their baggage at all times including transferring bags between buses and collecting their bags at their final destination.

Carriers will not deliver lost or delayed baggage. It is the responsibility of the passenger to arrange for any such lost or delayed baggage to be shipped to destinations outside the Continental United States. The Continental United States does not include Alaska or Hawaii.

Children Traveling

Children under the age of 12 years cannot travel alone. They must travel with someone age 17 or older.

Children 12-16 years of age can travel alone with restrictions, including completion of the Unaccompanied Child Form for a fee of \$15.00 each way. No Transfers Allowed. Children 12-16 (traveling alone) can now travel a maximum of 8 hours between the hours of 7:00 am and 8:00 pm.

No restrictions for ages 17 years old and older.

Tickets for unaccompanied children are not sold online.