

## Refund & Cancellation Policy

- Tickets may be cancelled for a **50% refund** when a written request is submitted to [contact@bus360.ca](mailto:contact@bus360.ca) at least **24 hours before departure**.
- Tickets may be **moved to another date or time** for a processing fee, with a minimum of **15 minutes' notice**.
- **Online cancellations or modifications** are not permitted **within 15 minutes** of departure.
- **Agent-assisted cancellations or modifications** are not permitted **within 60 minutes** of departure.
- Once a ticket has been **rescheduled**, it is **final** and cannot be rescheduled again or refunded.

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## Boarding Requirements

- Passengers must present their ticket information along with a **government-issued photo ID**.
- **Printed tickets are not required**; digital tickets displayed on a phone are accepted.

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## Additional Terms

- Fees paid for **extra luggage are non-refundable**, even if the items are not brought at check-in.
- Tickets are **non-transferable** and may only be used by the passenger whose name appears on the original ticket.
- Tickets are valid **only for the specific date and time** purchased. Missed trips require the purchase of a new ticket.
- Bus360 is **not responsible for lost or stolen tickets**.

- Bus360 is **not responsible for late arrivals or no-shows**; missed tickets are void and cannot be re-used.
- Bus360 is **not liable for delays or service cancellations** resulting from force majeure events, including severe weather, road closures, accidents, or other factors beyond our control.
- Passengers are encouraged to **check their departure station** on [www.bus360.ca](http://www.bus360.ca) at least **24 hours before departure** for any updates or changes.
- **Discounted, promotional, or fluctuating fares** apply to online bookings or in-person bookings made **24 hours in advance**. Full fare will be charged for any in-person purchase made within 24 hours of departure.

## **Luggage Policy**

- Each passenger is allowed **one (1) personal item** (up to 3 kg) and **one (1) checked luggage** free of charge.
- **Additional luggage** will incur a fee of **\$15.00 per item**.
- A maximum of **four (4) checked bags** is permitted per passenger.
- Each checked bag may weigh up to **23 kg**.

## **Important Notices**

- Agents and drivers reserve the right to **inspect any parcel or luggage** to ensure compliance with company policies.
- **Frozen meat, fish, and all perishable food items are strictly prohibited** from transport. Agents and drivers may refuse any prohibited, unsafe, or non-compliant items at their discretion.

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## **Damaged, Lost, or Abandoned Luggage**

- Bus360 is **not liable** for any loss or damage to luggage or personal belongings brought on board.

- Passengers are responsible for **collecting all checked and carry-on items** at the end of their trip.
- It is the passenger's responsibility to ensure their checked luggage is placed in the **correct luggage compartment** before departure and retrieved upon arrival.
- Bus360 is **not responsible** for items left behind on the coach or for luggage issues resulting from changes in your arrival point.

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## **Pets and Animals Policy**

No pets or animals of any kind are permitted on board any Bus360 service.

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## **Boarding Policy**

- Passengers must **arrive at the departure stop at least 15 minutes before the scheduled departure**. Late arrivals may be considered a **no-show**.
- **Identification Requirements:**
  - Passengers **over 18** must present **one (1) government-issued photo ID or two (2) non-photo government-issued IDs** at check-in.
  - Passengers **under 18** must present a **birth certificate, health card, or other government-issued ID**.
  - **Copies or photos of photo IDs** are accepted; **copies of non-photo IDs are not accepted**.
- **Zero Tolerance Policy:**
  - Smoking (including vaping and marijuana) **inside or around Bus360 vehicles or offices** is strictly prohibited.
  - Illegal drugs, alcohol, weapons, verbal or physical abuse, or any unruly behavior **will not be tolerated** on vehicles or company premises.
  - Passengers violating these rules may be **removed immediately, with no refund or rescheduling**. Future use of Bus360 services will be **prohibited**.

- **Seating & Extra Space:**
  - Passengers unable to sit in their seat without encroaching into another seat or aisle must purchase a **second seat** for comfort and safety.
  - **Front seats** are reserved for **senior passengers and individuals with disabilities**.
- **Front Seat Guidelines:**
  - No conversations with the driver during the trip.
  - No phone calls or loud talking.
  - No strong-smelling food.
  - Passengers feeling unwell, or with cold or flu-like symptoms, are asked to **travel on another day**.
  - Front seats are available **first-come, first-served** and **cannot be reserved in advance**, even for qualifying passengers.

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## Other Terms & Conditions

- Bus360 strives to provide **safe and reliable transportation** to all customers.
- In the event of a delay caused by **Bus360** exceeding **5 hours**, affected passengers will receive a **complimentary voucher or store credit**, valid for **1 year**. The voucher will apply **only to the affected portion of travel** and may not cover the entire trip.
- Bus360 is **not responsible** for any inconvenience, additional expenses, or losses resulting from delays or cancellations.
- Customers will receive **service updates and notices** via the **email or phone number** provided at the time of ticket purchase. Please ensure your contact information is accurate, as Bus360 is **not responsible** for any inconvenience caused by incorrect contact details.

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## **Minor & Child Policy**

Bus360 prioritizes the **safety and security of children**. The following rules apply when travelling with children:

- **All children must have their own seat** and must follow all transportation laws.
- Customers may use **child safety seats** equipped with a **3-point harness**, provided a ticket is purchased for the seat. **Passengers are responsible for securing the child safety seat** to the bus seat's lap/shoulder belt; Bus360 staff will **not secure the seat**.
- Children **aged 13 and above** may travel **unaccompanied**, although parent or guardian assistance during boarding and disembarking is highly recommended.
- Children **under 13** must be accompanied by someone **16 years or older**.

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## **Refusal of Transport Policy**

Bus360 reserves the right to **refuse transport** to any person under the following conditions:

- Under the influence of **alcohol, drugs, or illegal substances**.
- Exhibiting **objectionable conduct or behavior** toward staff, passengers, or prospective passengers.
- Incapable of caring for themselves **without an attendant or carer** (e.g., minors or persons with disabilities).
- **Refusing to comply** with any lawful rules or regulations of Bus360.
- Emitting **strong odors** from themselves or their belongings (including strong perfumes, lotions, or body odor) that may affect other passengers on long journeys.

## **Enforcement:**

- Objectionable persons may be **removed from the bus at any safe location**.
- Passengers already on board may also be removed at the driver's discretion.
- **No refunds or rescheduling** will be provided in such cases, and affected individuals will be **barred from future use** of Bus360 services.