



Detroit Air Xpress (DAX) Terms and Conditions

Please review these terms before booking or riding Detroit Air Xpress (DAX). By purchasing a ticket or boarding a DAX motor coach, you agree to the policies below.

Fares and Reservations. Fares are valid only on DAX schedules and are payable in U.S. dollars unless otherwise noted. Tickets are valid only for the date and schedule selected at purchase, unless otherwise indicated. Passengers without a prepaid reservation may board on a first-come, first-served basis if seats are available. A \$2 fee may apply to fares paid to the driver by credit card, debit card, or cash. Drivers do not carry change. Customers are encouraged to book online to receive the lowest available fares. Reservations are not made by phone.

Ticket Changes and Refunds. All DAX ticket purchases are non-refundable. Customers may make changes online up to 20 minutes before the scheduled departure time. Up to two changes are allowed per ticket. Tickets remain valid for one year from the date of purchase, subject to the change policy.

Boarding. Please arrive at the boarding location at least 15 minutes before the scheduled departure time so drivers can board passengers efficiently and depart on schedule. Passengers who are not present at the boarding location at least 2 minutes before departure may lose their seats to standby customers.

Baggage. Each passenger may bring two checked bags and one onboard item free of charge. Onboard items may weigh up to 25 pounds and must fit in the overhead compartment or under the seat. Passengers may also bring one personal item, such as a

purse or laptop bag. Checked bags may weigh up to 50 pounds and must not exceed 62 inches in total dimensions. Additional bags are \$10 per bag.

Bicycles, E-Bikes, and E-Scooters. Bicycles are accepted based on available space in the motor coach luggage compartment. Only one bicycle is allowed per passenger. Bicycles must be broken down and contained in a leather or canvas bag, bicycle box, or other carrying case. E-bikes and e-scooters are not permitted on DAX motor coaches.

Lost Items and Luggage Liability. DAX is not responsible for lost or stolen items. Lost or mishandled luggage is covered up to a maximum liability of \$250.00 per reservation.

Pets and Service Animals. Pets are not permitted. Service animals accompanying people with disabilities are welcome onboard at no additional charge. Service animals may ride in the passenger compartment and must remain within the passenger's own space. Service animals may not occupy a separate seat or lie in the aisle.

Passenger Conduct and Safety. DAX may refuse transportation to any passenger whose behavior, in DAX's judgment, may negatively affect operations, safety, employees, or other passengers. This includes, but is not limited to, appearing to be under the influence of alcohol or drugs; conduct that may distract the driver or be objectionable to other passengers or prospective passengers; or behavior that may cause financial harm to DAX. Passengers may be denied boarding, have prior reservations canceled, be removed from the bus by the driver, and/or be reported to law enforcement. In these situations, DAX is not liable for refunds.

Wi-Fi. Wi-Fi may not be available on some routes due to factors beyond DAX's control, including signal strength or technical issues. No refund or credit will be provided if Wi-Fi is unavailable.