

Passengers with Disabilities

Our goal is to make your travel on Indian Trails a safe, pleasant and convenient experience. Our drivers are available to meet the needs of customers with disabilities. We provide assistance with boarding and de-boarding buses, luggage, transfers, and stowage and retrieval of mobility devices. This service is provided during transfers, meal and rest stops and at other times as reasonably requested. We can help whether you are using various mobility devices, or being accompanied by a service animal. Please make our drivers and personnel aware of your needs during your trip.

Priority Seating

All passenger seats on board are available for use, however please be considerate of senior citizens and individuals with a disability by allowing them to sit in the priority areas of the coach if asked by the customer or company employee.

Help with Getting on and off the Bus

We can help you get on and off the bus and give you a hand with your baggage, wheelchair, or mobility scooter. Just let your driver know that you need assistance.

Assistance During Stops

We're happy to help you with any reasonable request during a stop, such as getting on or off the bus, and retrieving your wheelchair or other assistive device for you. Just ask your driver for assistance. It's also a good idea to let your driver know before your trip if you're going to need help during stops as it helps us serve you better. When the bus is at a scheduled stop, you may request that our driver or personnel assist you with any reasonable request.

Service Animals

Service animals are welcome to travel on Indian Trails with customers with a disability. You must remain in control of your animal at all times, on a leash, harness or carrier and they must ride within your space – they can't occupy a seat or lay down in the aisle. If we think a service animal may threaten the health or safety of our staff or other passengers, we may refuse to have them on board.

Traveling in a Wheelchair or Mobility Scooter

When you book your trip, make sure you tell us if you're traveling with a wheelchair or mobility scooter, and if you plan to sit in it during your journey. If you want to board the bus in your wheelchair and then sit in a regular seat, please let us know and we will stow your device. All of our buses are equipped with a wheelchair lift to help you get on board. Each Indian Trails bus can fit two passengers sitting in a wheelchair or mobility scooter, so we suggest you book your ticket as far in advance as possible to get one of the two spots on your preferred journey.

The maximum weight and size of a wheelchair or mobility scooter that we can accept are:

- Weight including the passenger can't be over 600lbs
- Wheelchair dimensions of 30 x 48 inches
- Mobility scooter with dimensions of 30 x 30 x 48 inches

This is due to the maximum limits of the wheelchair lift. If your wheelchair or mobility scooter doesn't fit within the dimensions above, it will need to be stored in the baggage compartment underneath the bus.

Storing a Wheelchair or Mobility Aid

If you don't want to travel seated in your wheelchair or mobility scooter, we can stow it for you in the baggage compartment. Mobility aids such as canes and walkers can travel inside the bus with you, but only if they can be safely stowed in the overhead compartment. Mobility aids that cannot be safely stowed inside the bus will be placed in the baggage compartment, if possible. Ask our agent or driver for a claim check if your mobility aid is stowed in the baggage compartment. Assistive devices are not considered extra baggage and are transported free.

Under the federal baggage tariff, if an item placed in the baggage compartment is damaged or lost, the maximum reimbursement of \$250.00 is allowed per adult ticket purchased. Claims for damaged mobility aids must be filed within seven (7) days of completing your trip. To purchase excess baggage insurance, ask a ticket agent at any of the terminals at the beginning of your trip. This applies to any mobility aids stored in the baggage bin.

Please arrive at the station or bus stop in plenty of time for us to stow your wheelchair or mobility aid, which will help us depart on time.

Traveling Alone or With a Personal Care Attendant (PCA)

You may travel alone on Indian Trails if you can travel independently and do not require assistance of a personal nature. If you require assistance that we cannot provide, you may wish to include a personal care attendant (PCA) in your travel plans. Your attendant may be issued a fifty percent (50%) discounted ticket to travel with you. The Indian Trails PCA program is voluntary and not mandated by any federal regulation. Approval for participation in the PCA program is based on information we receive from you while making a reservation. The PCA's name must be provided at this time. The following conditions apply to discounted PCA tickets:

- Participation in the PCA program is based on assistance requested and not a customer's disability.
- PCA must provide picture identification for ticket to be issued.
- PCA must be capable of providing the assistance and be at least 12 years of age.
- PCA must sign for tickets at the point of issuance.
- PCA ticket will be issued for the entire length of trip, whether one-way or round-trip.
- If the PCA ticket is lost prior to departure or en route, the PCA must purchase a new ticket at the applicable fare.
- The customer and PCA must travel the entire trip together.

If an adult PCA is traveling with a minor who has a disability, the minor is charged a full adult fare.

Oxygen/Respirators

Portable oxygen tanks and respirators are permissible on the bus for your needs. A maximum of four (4) canisters may travel with you – two (2) aboard the bus and two (2) in the baggage compartment. The maximum dimension for each container may not exceed 4.5 inches in diameter and 26 inches in length. Oxygen canisters stored in the baggage compartment must be in protective cases with safety caps on the valves. You'll need to make sure you have enough oxygen for your journey, and it's up to you to arrange refills in route if you need them.

Medication

You should keep your medicine with you on the bus at all times – please don't put it in your checked baggage as we can't take any responsibility if it gets lost or if it is not accessible to you.

Always keep your medicine with you. Do not leave it in your checked baggage.

Contact Us

If you have any questions regarding your travel, please feel free to contact us at customerservice@indiantrails.com, or send a letter to:

Indian Trails
Customer Service
109 East Comstock St.
Owosso, MI 48867