



2100 East 26th Street
Minneapolis, MN 55404
Phone: (612) 359-3400

Jefferson Lines Pricing & Refund Policy

Date: February 10, 2013

To: Jefferson Lines Employees
Agents

From: Kevin John – Director of Sales and Service

Re: Jefferson Lines pricing and refund policy

There are a variety of pricing options available to our customers and refund policy applications based on the option chosen. This memo will hopefully eliminate any confusion about the appropriate fare and how the Jefferson Lines refund policy will be applied. ***Please note the refund process change at the end of this document.***

FARE TYPES

ECONO FARE: Typical walkup fare generally quoted

- NR-Non refundable
- Subject to change of itinerary fee if used on a different date or schedule that for which ticket was originally issued.
- Valid for transportation for up to year

FLEX FARE: Upgraded walk up fare.

- Valid for a refund
- No penalty to modify date or time of departure
- Valid for transportation for up to 1 year

PROMOTIONAL FARES

- Typically advanced purchase required (example: 3, 7, 14, 21 days prior to departure)
- Subject to change of itinerary fee if reissued for a later date or schedule for which the ticket was originally issued.
- Subject to payment of fare difference and change of itinerary fee if upgraded to an earlier departure date or schedule for which the ticket was originally issued.
- Valid for transportation for up to 1 year

PREPAID TICKET ORDER FEE

- Handling fee assessed on prepaid ticket orders purchased to be picked up at an alternate location. (NR- Non refundable)
- Prepaid ticket orders must be picked up by passenger within 10 days of purchase.

- Once issued, honoring restrictions associated with the applicable fare paid will apply
- All rules and regulations applicable to the fare used for the sale of a PTO will also apply to the PTO, i.e., ticket limits, restrictions, cancellation penalties, etc

ON-LINE TICKETING PRICING

- Some promotional fares and schedules may not be available on line
- Pricing variances may exist between on-line pricing and local agents and local agents will not honor on-line pricing
- Credit card is the only form of payment accepted
- Tickets purchased on-line are NON REFUNDABLE

REFUND POLICY

1. **All standard (mileage) and reduced fares, are non-refundable (restriction NR), unless otherwise indicated.**
2. In most cases the customer can purchase an upgraded (Flex Fare) which removes the NR restriction and thus makes the ticket both refundable and exchangeable for no extra charges or penalties. When refunds are available they are always less transportation used.
3. Unused tickets marked as "non-refundable" have no refund value.
4. Unused one way and round trip walk-up fare tickets designated as "refundable" will have a refund value equal to the fare paid by the passenger, less any cancellation fee noted in the ticket restrictions (example C 20%).
5. Partially used one way tickets will have no refund value.
6. Partially used round trip tickets designated as "refundable" in which the going or return portion is unused will have a refund value equal to the fare paid, less the applicable lowest one way fare, and less any applicable cancellation fee off the remaining value. Partially used round-trip tickets in which parts of both the going and return portions of the ticket have been used will have no refund value.
7. Tickets which are refundable will only be refunded by Jefferson Lines to the original purchaser only.
8. Refundable tickets must be presented for refund within one (1) year from date of purchase. Tickets submitted for refund after this time period will have no refund value.

Refund Process – Revised February 10, 2013

In the event a ticket must be refunded please use the following procedure so our customers can receive their refund within 14 days.

1. Complete a Jefferson Lines refund request. Copies can be printed, ordered or downloaded from <http://jeffersonlines.com/refund-policy.asp>.
2. If possible, scan a copy of the ticket or PTO and email along with the refund form to refunds@jeffersonlines.com. Then mail the original documents to the address listed below.
3. If an electronic version can not be sent then immediately Bus Mail or U.S. Mail the refund request and ticket or PTO to **Jefferson Lines 9184 265th St Ste 5, Clear Lake, IA 50428.**
4. Questions about refunds can be directed to 800-451-5333 or refunds@jeffersonlines.com

<p>PLEASE DISCARD OR CHANGE THE REFUND ENVELOPES TO REFLECT THE NEW ADDRESS IN CLEAR LAKE, IA. SENDING REQUESTS TO MINNEAPOLIS WILL ONLY DELAY THE CUSTOMER'S REFUND.</p>
--