



Customers with Disabilities

We at Cardinal Buses, Inc. encourage passengers with disabilities to travel with us. We are here to meet the transportation needs of all passengers, including those with disabilities, with the respect and dignity which you deserve. We provide assistance with boarding and departing the bus, special handling and transferring of luggage, and the storage and retrieval of mobility devices.

Help us serve you better

We can better assist you if you call us 48 hours in advance. Our sales staff is available to work with you to make your travel experience as trouble free as possible. Please provide our sales staff with your specific assistance and/or travel needs. Our driver can better assist if you tell us what type of mobility device you have. We can secure scooters, wheel chairs and rollators in the luggage bays of the coach properly knowing what type of equipment to provide the driver with should you not need a lift coach and want to transfer.

Lift-equipped Buses*

Should you require a coach with a lift please call at least 48 hours prior to departure. When you call, please be prepared to give us your contact information, if you wish, so that we may confirm your request.

***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 be stored in the baggage compartment under the bus at no additional cost. The maximum weight for a stowed mobility device should not exceed 200 pounds, and it must be no larger than 30 inches wide and 48 inches long. We encourage you to tell us if your mobility aid exceeds 200 pounds so that we can provide the driver a ramp to load the device.

If you learn, upon disembarking from a Cardinal Buses, Inc. motorcoach, that your mobility aid has been damaged or lost, please notify the driver immediately.

Traveling with a Personal Care Attendant

If you are unable to attend to your own personal needs and/or require assistance that Cardinal Buses, Inc. employees are not required to provide, then we encourage you to consider traveling with a personal care attendant. While on your trip, the driver is willing to hold adjacent seats to make sure that you sit together.

Medicine

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

Rest Stops

When the bus stops at designated intermediate, rest, or meal stops on the route, you may request assistance off and on the bus or other assistance.

Oxygen

Portable oxygen tanks are permissible on the bus for your needs with a maximum of 4 canisters per passenger 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 making arrangements for refills while en 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.

Service animals

Service animals are welcome to travel with the passenger with a disability, as long as the animal doesn't 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. Cardinal Buses, Inc. reserves the right to refuse travel to any animal which poses a direct threat to other customers or Cardinal Buses, Inc. drivers or employees.

Customer Complaints

Cardinal Buses, Inc. is committed to protecting your rights. If you feel that your rights as a person with a disability under the Americans with Disabilities Act (ADA) were violated and would like to file a complaint, please send a written statement to: Greg Lucchese, Cardinal Buses, Inc. P.O. Box 59, Middlebury, IN 46540. Please include a detailed description of the incident, including: the bus number, date, time and location, as well as the names(s) and/or description(s) of any Cardinal Buses, Inc. personnel you believe did not provide you appropriate assistance. You may also provide the written statement and accompanying information by email to glucchese@cardinalbuses.com.