Customers with Disabilities

ShortLine/Coach USA is committed to providing accessible transportation service to customers with special requirements and does not discriminate on the basis of disability. We welcome all customers on ShortLine/ Coach USA and can provide assistance to those with walking difficulties, those who normally use wheelchairs or scooters, and customers with service animals and breathing aids, among others.

Additional Information

Whenever one of our buses makes an intermediate or rest stop, a customer with a disability is permitted to leave and return to the bus in the same manner as any other customer.

If you are a disabled customer traveling on a bus without a handicap accessible restroom making an express run of three hours or more without a rest stop, and you are unable to use the inaccessible restroom, you may request an unscheduled rest stop.

Ticket Refunds

• Commutation Tickets

Except in the case of job loss, cash refunds will no longer be allowed on commutation tickets. In the event of illness, business travel or vacation, unused tickets may be returned for credit toward the purchase of additional commuter tickets by using the commutation credit voucher. A letter stating the reason for returning tickets with the actual tickets must be mailed within fifteen (15) days after the last date of possible use to:

Refund Department / ShortLine
66 Tetz Road
Chester, NY 10918

A personal voucher will be issued and mailed. Only one credit voucher may be redeemed at one time against the purchase of another commuter book of tickets.

• Commuter Ticket Policy

10 Trips (Good for 20 days): No Credit, No Refund
40 Trips (Good for 40 days): Up to 10 tickets may be returned for credit or refund (if turned in 15 days after last date valid)
One Way (Good for 30 days): Refundable up to 90 days after last date of possible use
Round Trip (Good for 120 days): Refundable up to 90 days after last date of possible use
A 10% Service Charge will be deducted on all refunds.

Non-Discrimination Policy

Hudson Transit Lines, Inc. is committed to ensuring that no person is excluded from, or denied the benefits of our services on the basis of race, color, or national origin as protected by Title VI of the Civil Rights Act of 1964, as amended. Any person who believes that they have, individually, or as a member of any specific class of persons, been subjected to discrimination on the basis of race, color or national origin, may file a complaint in writing to Hudson Transit Lines, Inc. To file a complaint, or for more information on Hudson Transit Lines, Inc.’s obligations under Title VI write to: 66 Tetz Road, Chester, NY 10918 or visit www.shortlinebus.com.

HOLIDAYS

There will be no service on the days the following holidays are celebrated: Memorial Day, 4th of July, Labor Day, Thanksgiving Day, Christmas Day, and New Year’s Day. All other holidays subject to change.

For customer service and information, call
800-631-8405 ext. 2647
COACH USA
66 Tetz Road, Chester, NY 10918

Buy Your Tickets Online and SAVE!

go to
www.shortlinebus.com
or call
845-610-2647

Commuter tickets will be mailed to your home

Sign up for E-mail service alerts at
www.shortlinebus.com

Like us on Facebook

COACH USA EXPRESS
5TH AVENUE BROADWAY WALL STREET

Serving:
• Overlook Drive
• Exit 14
• Park & Ride
• Nanuet Mall
• Smith Street

Northern District
800-631-8405
www.shortlinebus.com

EFFECTIVE SEPTEMBER 2017