Additional Information

Wherever one of our buses makes an intermediate stop or discharge stop, a customer with a disability is permitted to leave the bus to the same manner as any other customer.

If you are a disabled customer traveling on a bus without a handicapped 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.

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 visual difficulties, those who normally use wheelchairs or scooters, and customers with service animals and breathing aids, among others.

Additional Information


• Service cancellation due to inclement weather will be announced on radio stations WOUL & WSSL.

• All local buses stop on signal at all intermediate points to pick up and discharge passengers.

• ShortLine/Coach USA (SL) is not responsible for errors in the timetable, or damage and inconvenience resulting from use of expired or失效 tickets for any reason or failure to make connections. Schedules are subject to change at any time.

• Some labor evenings buses may Monticello Raceway instead of the bus station. Call 404-7900 for additional information.

• Customers with disabilities are permitted to leave the bus to the same manner as any other customer.

If you are a disabled customer traveling on a bus without a handicapped 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.

Non-Discrimination Policy

Human Transport Lines, Inc. is committed to ensuring that no service 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. No person or group of persons shall be discriminated against with regards to the rental, scheduling, or quality of transportation services on the basis of race, color, or national origin. Freedom of service, age, and quality of vehicles assigned to routes, quality of buses serving different routes, and location of routes may not be determined on the basis of race, color or national origin.

Whoever are persons who believe that they, individually, or as a member of any specific class of persons, have been subjected to discrimination on the basis of race, color, or national origin, or in seeking to obtain additional information regarding Human Transport Lines, Inc. Title VI complaints, may file a complaint or inquir or in writing to Human Transit Inc., 66 Tetz Road, Chester, NY 10918, or call 914-7900 for additional information.

Ticket Refunds

Reimbursements for Full Fare Tickets:

Wholly or partly unused tickets valid for travel will be refunded if presented within 30 days after the last date of possible use and will not be redeemed if presented thereafter.

Wholly unused tickets, which have not been presented and used for transportation, will be reimbursed at the purchase price paid less 10% in the event, failure to use these tickets was the result of any act or default of the Company, the ten (10%) percent will not be deducted.

Application for refund shall be made to Refund Dept. Shortline, 66 Tetz Road, Chester, NY 10918. Refunds take approximately 4 weeks for processing. Heavily discounted or special fare tickets may not be refundable. Check when purchasing for details.

Commutation Tickets:

Except in the case of a legal job, cash refunds will no longer be allowed on commutation tickets. In the event of illness, business necessity, or other emergencies, tickets may be refunded for credit toward the purchase of additional consider tickets by using the commutation credit voucher. A letter stating the reason for returning tickets with the actual tickets must be mailed to Shortline/Coach USA. A personal voucher will be issued and mailed. Only one credit voucher may be redeemed at one time against the purchase of another consider travel ticket.

Commuter Ticket Policy:

• 1B Trips (Good for 10 days): No Credit, No Refund

• 4B Trips (Good for 40 days): Up to 10 tickets may be returned for credit or refund if turned in 15 days after last date of possible use. Up to 10 ticke

• 50 Trips (Good for 90 days): May be shared by family. No credit, no refund, not for resale.

• One Way: Refundable up to 30 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.
**CATSKILLS (MOUNTAIN DIVISION) – NEW YORK**

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**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: 4 Leisure Lane, Mahwah, NJ 07430 or visit www.shortlinebus.com.

**Effective October 18, 2015**

- Monticello
- Liberty
- Ellenville
- Fallsburg
- Loch Sheldrake
- Woodbourne
- Roscoe
- Fainsburg
- Ferndale
- Ferndale (Exit 101)
- Ferndale (Skaters World)
- Tuxedo
- New Hampton (Jct. of Rt. 17M & 8 4, Rt. 8 4 Citgo)
- New Hampton (Rt. 17M & 8 4 Citgo)
- New Hampton (Rt. 17M & 8 4 Citgo)
- Galleria Mall, NY
- Gothen, NY (Main Street, Bus Stop)
- Gothen, NY (Matthews Street Park & Ride)
- Cheaters NY (Park & Ride)
- Monroe, NY (Park & Ride, Rt. 17)
- Monroe, NY
- Central Valley (Park & Ride)
- Woodbridge Common, NY
- Harrison, NY
- Tuxedo, NY
- Stroudsburg, NY
- Suzann, NY
- Dunham, NY (Rt. 17M)
- New York, NY (PABT)

**Em ail Alerts!** Sign up now for service-related em ail alerts at www.shortlinebus.com

D = Discharge only.