

## ***Votran Package/Personal Belongings Policy - 2020***

**VOTRAN is not responsible for loss or damage to your personal belongings, packages and/or bags.**

Votran Gold: Customer property that can be carried by the passenger/and or driver in one trip and can be stowed and secured safely on the vehicle, will be allowed to be transported with the customer, subject to the size restrictions outlined herein. Passenger property limitations do not apply to wheelchairs, child seats, secured oxygen, personal assistive devices, or intravenous devices that are scheduled at the time you reserve your trip.

For both the Fixed Route and Gold Service: Packages are restricted to those that can be easily handled by the customer and carried aboard without delaying the vehicle. The packages must fit either on your lap or in front of your area. Votran is unable to permit large items such as bicycles, surfboards or any items that will block the aisle. Strollers must be folded before boarding and while on the bus. Any packages or objects belonging to a customer cannot block aisles or emergency exits. It is important to remember that Votran is a shared-ride system and cannot accommodate packages or items that significantly reduce passenger capacity or otherwise negatively impact the safety or comfort of other passengers.

Customers may use a personal grocery cart. Carts can be no larger than 30" high by 18" deep by 18" wide. However, the customer is required to maneuver his or her own cart. Fixed Route passengers in the courtesy seating area should give priority to the elderly or disabled. Hazardous materials are not permitted on the bus.

A Votran Gold trip must be reserved and approved with the cart, or the driver will be unable to transport the customer with his/her shopping cart.

Small animals in designed pet travel cases are permitted, as long as the customer is able to carry the pet travel case. Service animals are permitted, but must be under the handler's control, housebroken, and not present a direct threat to others. Votran drivers and staff are not responsible for the care or supervision of service animals. Fixed Route passengers should refer to the schedule for additional information. Votran Gold passengers should refer to the Votran Gold User Guide for additional information.