ENTRY
✓ It is recommended that passengers arrive 5-10 minutes before the bus is due to arrive.
✓ Passengers should board the bus in the order in which they arrived at the bus stop, and only via the front door.
✓ All passengers must present a valid travel ticket or buy one on board. Travel tickets must correspond to the journey being made. Passengers will not be permitted on board without a valid ticket.
✓ E-tickets must be printed or downloaded in PDF form to a smartphone or tablet. Screenshots will not be accepted.
✓ Tickets should be kept safe until the end of the journey. Conductors may ask to see tickets at any time and failure to provide a valid ticket will lead to a penalty fine being issued.
✓ The Navigo Passe is not valid for travel on our lines.
✓ Journeys within the city of Paris and between the airport terminals are not permitted.

VALID TRAVEL TICKETS AND VALIDITY OF PRICES:
Purchase on-board: By bank card (CB, Visa, American Express, MasterCard, JCB). Tickets purchased on-board are subject to an additional €1 fee. Cash is not accepted on board.
Ticket purchases at ticket machines: by bank card (CB, Visa, MasterCard)
Ticket purchases at sales desks (Terminal 2E/2F and Montparnasse): by bank card (CB, Visa, American Express, MasterCard, JCB)
Ticket purchases from a partner: varies depending on the partner, by bank card (CB, Visa, American Express, MasterCard) and cash in euro (list of our partner available on our website).
Online ticket purchases from www.lebusdirect.com: by bank card (CB, Visa, American Express, MasterCard)

PROHIBITED BEHAVIOUR:
✓ In the bus it is prohibited to: smoke; board in a state of intoxication or uncleanliness; soil or damage equipment; spit in the vehicle; board or alight from the bus anywhere other than at designated stops; inconvenience other passengers and/or the driver; operate or obstruct the door closing/opening system; carry flammable, dangerous or illegal substances; sell, beg; distribute leaflets or posters without permission; take food and/or drink on-board.
✓ Use of mobile phones or any other noisy equipment must be restricted to avoid inconveniencing other customers.
✓ Passengers are responsible for any damage they cause to the vehicle or other passengers.

BAGGAGE:
The transporter is responsible for baggage placed in the baggage compartment. All items placed in the baggage compartment must be labelled with the customer's name, a phone number at which the customer can be reached and a valid postal or email address.
✓ It is highly recommended that valuable items are not placed in the baggage compartment. In any event, the company cannot be held liable for the theft of valuable items placed in the baggage compartment (mobile phones, computers, tablets, jewellery, money, etc.).
✓ The transporter reserves the right to refuse transport of baggage that is excessively large or heavy, as well as the transport of any baggage deemed a risk to transport safety.
✓ Theft of baggage in baggage compartment: Compensation is limited, in all events, to €500 per unit of baggage, subject to presentation of the following supporting documents: original receipt of purchase for the lost baggage, original receipts of purchase for the contents of the lost baggage, original travel ticket for the day of the incident, and a theft report made to the relevant police services.
✓ Unusable damaged baggage: Compensation is limited, in all events, to €60 per unit of baggage, subject to presentation of the following supporting documents: original receipt of purchase for the damaged baggage, a photo of the damaged baggage clearing showing the damage, a repair estimate provided by a leather goods merchant, and the original travel ticket for the day of the incident.
✓ Baggage taken in error: Customers are responsible for any baggage mistakenly taken from the bus. The customer in question is wholly responsible for any costs incurred by this mistake.
✓ In the three cases mentioned above, the customer must inform the driver or baggage handler immediately and must confirm the incident in writing to the Customer Services department, accompanied by all supporting documents, within 15 days of the incident occurring. If no complaints are made within the time limits stipulated, any action against the transporter will be inadmissible.

SERVICE:
With the exception of priority boarding (see the paragraph above), seats cannot be reserved on buses.
Passengers may board and alight from the bus only at stops authorized by the IDF (the Ile-de-France public transport authority).

COMPLAINTS:
All complaints (not related to baggage) must be made in writing to the Customer Service Department within two weeks of the incident and be accompanied by the original travel ticket and any supporting documents required for processing the complaint. If no complaints are made within the time limits stipulated, any action against the transporter will be inadmissible.

ANIMALS:
Only small (under 5 kg), harmless domestic animals are allowed on board, on the condition that they are carried in a closed cage on your knees.
Dangerous animals, including Category 1 and 2 dogs, are not permitted on board.
- Guide dogs for visually impaired passengers are permitted on-board, as are guide dogs in training upon presentation of supporting documents.
- In all events, animals must not inconvenience other passengers and/or create obstructions and/or soil the bus in any way. Customers are wholly responsible for their animals.

Le Bus Direct - Customer Service Department
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