



RIDER RULES

BUS RULES - For your safety and the safety of others:

- MEO shall comply with mask-wearing mandates based on the most current State, County, or other regulatory agency requirement.
- You shall wait for the driver to assist you with boarding and alighting.
- We strongly suggest that you fasten your seatbelts and keep them fastened throughout the duration of your trip.
- Riders must not talk to the driver while the vehicle is in motion and must refrain from loud noises or other distracting behavior.
- Be alert at all times for sudden or quick stops.
- You shall not change your seat or stand after the bus is in motion.
- Shirt and footwear are required.
- Service animals are allowed on the bus. Comfort animals are not considered service animals.
- Pets are allowed, but must be transported in an enclosed carrier and fit on your lap or under your seat.
- Remain in the vehicle in case of road emergencies unless directed otherwise by the driver to evacuate.
- Only the driver is permitted to open the rear emergency exit door.

PROHIBITED:

- Surfboards and sand boards.
- Bags filled with bottles and can recyclables.
- Wet and/or sandy clothing and footwear.
- Eating or drinking (unless due to medical necessity.)
- Smoking or Vaping.
- Any music or audio device unless using headphones or earbuds.
- Flammable, explosive, or toxic material.
- Weapons and dangerous instruments.
- Littering on the bus or discarding objects out of the vehicle window.
- Obstructing or interfering with the bus driver.
- Tampering with the vehicle or any of its equipment.
- Damaging of seats, windows, parts, or equipment.
- Gambling, fighting, spitting, cursing, or any other inappropriate behavior.
- Failure to follow rider rules.

BAGGAGE RULES

- All baggage and personal items must be stored under a passenger's seat or on the passenger's lap and shall not protrude to another seat or interfere with other passengers.
- Prohibited baggage shall include oversized, dangerous, or articles that may cause harm or discomfort to any passenger.
- All items must be free of sand and debris.
- No baggage may be stored in the aisle or on another seat.
- Riders shall limit packages to whatever they can carry on or off the bus in one trip.

- One (1) Medium-sized suitcase, duffle bag, backpack, carry-on bag, metal-framed child carriers, small metal caddy on wheels, collapsible baby stroller, band instrument, skateboard, soft body board without skegs, beach chair, pet carrier or cage, small cooler, or container with no sharp edges holding a maximum of three (3) golf clubs or detachable fishing poles are allowed.
- Grocery and reusable bags that passengers can carry in their arms are allowed.
- Objects stored in the back of the vehicle can only be retrieved by the rider after the vehicle has come to a complete stop and the driver has opened the back door for unloading purposes.
- Drivers shall not be responsible for lifting and carrying any carry-on item weighing in excess of 25 pounds.

RURAL SHOPPING SHUTTLE RULES

- Riders (except for Hana and Lanai) shall not leave baggage on the bus anytime.
- Riders may request transfers in no less than thirty-minute intervals.
- Riders using the service from Hana and Lana`i shall be limited to space available on the vehicle. Prior to drop-off, the driver shall notify the rider of the carry-on limits for the day. Riders shall be mindful of the shared ride service and space limitations.

NO SHOW RULES

- Should a rider fail to appear within five (5) minutes of a scheduled ride, they shall be marked as a “No Show,” and the driver shall move on to the next client.
- Should a rider need a ride after being marked a “No Show,” they may request a ride under a “Will Call.” Will Call rides are scheduled based on the next available driver.

MEO reserves the right to suspend service to any rider who violates these rules.