



CCRTA Rider Terms & Conditions

Reduced/Free Fares

Riders who are eligible for reduced or free fares may be required to provide proof of eligibility or identification when boarding CCRTA transportation.

Expired Passes

A used or expired pass cannot be reused or recharged. Please recycle or properly dispose of the pass after use.

Purchase Change/Refunds

If a pass is purchased on board, cash change or refunds are not provided. Any change due would be provided through a change card that can be used for future payments.

Change cards cannot be used for purchases at the CCRTA Customer Service Center. No change cards or passes can be refunded for cash, or replaced if lost.

CCRTA assumes no responsibility for replacement if a pass is lost, stolen, defaced, or mutilated in any way.

Group Payment

Individuals must let the Bus Operator know when purchasing multiple passes on board CCRTA transportation.

Lost or Stolen Items

CCRTA is not responsible for any items left behind on CCRTA transportation, and/or at CCRTA facilities, transfer stations, or bus stops.

Recovered lost and found items are turned in to the Customer Service Center and kept for 30 days.

Individuals who have lost their bicycle can contact the CCRTA Customer Service Center and provide a description of the bicycle. If the bicycle was turned into CCRTA, the individual can then make arrangements through Customer Service to pick up their bicycle.

Perishable items, such as food and drinks, are disposed of immediately.