



PETS ON BUSES POLICY AND GUIDELINES

- The bus driver has the authority to refuse entry or remove pets and passengers if they believe they are a nuisance or a health and safety risk to themselves and/or passengers.
- Pets are allowed to travel on Connect urban bus services, provided they are enclosed within a suitable pet carrier. The pet carrier will need to be securely placed within the luggage storage or on their caregivers lap, pets are not permitted in the aisles or seats.
- Your pet is your responsibility, this includes getting them on and off the bus. You are responsible for your pet's safety and other passenger's safety.
- As with any public space, you are required to tidy up after your pet if any mess is made.
- Pets and their owners must give up priority seating for those who require it, such as: wheelchair users, the elderly, caregivers with prams or small children and pregnant mothers.
- When you are travelling with your pet and see a disability assist dog (guide dog) entering the bus, please move with your pet away from the disability assist dog team so they can get settled without added distraction.