

TERMS OF SERVICE

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General Acceptance of Luggage

Carry-on Items

Guests may bring onboard Brightline trains up to two carry-on items not exceeding 40 pounds (18kg) in weight and 28" x 22" x 14" (71 X 56 x 35 cm) in outside dimensions. Items must fit comfortably within the overhead luggage rail, under the seat, between the seat groupings or in the luggage tower at the end of each car, and are subject to space availability.

Additional small personal items needed for the duration of the trip may be carried on the train and will not count toward the carry-on luggage limit. Such items include but are not limited to:

- Required medical devices and containers
- Pillows, blankets and outer garments
- Small briefcases and purses
- Umbrellas

Items must be kept in the guest's custody, stored in overhead racks, under seats, or designated luggage areas. Items may not be stored in empty seats, aisles, vestibules, or other areas where they cause annoyance to other guests or present a safety hazard. Brightline will determine in its

sole discretion which items may impact the safety, well-being or comfort of other guests and reserves the right to deny access to any item.

Excess luggage or luggage exceeding the weight and dimension limits will be handled as checked items and may be subject to an extra fee. Please refer to luggage fees at the end of this section.

Checked Luggage

Guests may check luggage items onboard Brightline trains not exceeding 50 pounds (22 Kg.) and 33" x 22" x 15" (84 X 56 x 38 cm) in outside dimensions. Overweight luggage is defined as luggage between 51 pounds and 70 pounds. No luggage in excess of 70 lbs. will be accepted.

Luggage must be checked at least 15 minutes before, and no more than four hours prior, to the train's scheduled departure time. Luggage cut-off times are implemented to ensure luggage arrives on time at its scheduled destination. Guests must present their bags to a Brightline Guest Service Agent for check-in no later than the stated cutoff times.

Guests with checked items will be issued a luggage claim ticket by one of our luggage Attendants or Guest Service Agents. The bag will be tagged with the corresponding guest information and destination for easy retrieval upon station arrival.

Brightline reserves the right to refuse luggage whose size, weight or character makes it unsuitable for transportation on the train. Checked luggage will be accepted for transportation only on train journeys in which a guest is traveling. All luggage (checked and carry-on) is subject to inspection by our qualified security officers.

Please refer to the luggage liability section for details on lost, damaged or delayed luggage.

Baby Strollers and Seats

Baby strollers, car seats and booster seats may be carried onboard and will not count towards the guest's carry-on allowance. While on board, strollers must be stowed or in the absence of storage space, strollers may be required to be checked at the platform (included in fare).

Luggage Fees

Car Type	Carry-On Luggage	Maximum Dimensions	Checked Luggage**	Maximum Dimensions
Smart	2 carry-on items + 1 personal item included in fare	28" x 22" x 14" (71 X 56 x 35 cm)	1 st bag included in fare 2 nd bag \$5.00	70 linear inches or 33" x 22" x 15" (84 X 56 x 38 cm)
Select	2 carry-on items + 1 personal item included in fare	28" x 22" x 14" (71 X 56 x 35 cm)	1 st bag included in fare 2 nd bag included in fare	70 linear inches or 33" x 22" x 15" (84 X 56 x 38 cm)

**Overweight items are subject to a \$20 fee.

Other Items

Sporting Equipment

- Sporting equipment maximum weight cannot exceed 50 lbs. (26 Kg.) and dimensions of 70 linear inches (178 linear cm). Checked luggage fees apply; please refer to the “other items fees” at the end of this section.
- Golfing equipment may be transported as checked luggage. It must be presented for transport in a full-length protective case or cover.
- Empty scuba gear may be transported as checked luggage. Guests traveling with a regulator valve must ensure that it is completely disconnected from the cylinder, and the cylinder must have an opening to allow a visual inspection. Maximum weight is 50 lbs. and maximum size cannot exceed 70 linear inches (178 linear cm).
- Surfboards & wakeboards may be checked. Weight must not exceed 50 lbs. and should be no longer than 70 linear inches (178 linear cm). Boards must be presented for transport in a full-length protective case or cover.
- General sporting equipment may be carried on as part of the guests’ carry-on allowance, if it is no larger than 64 linear inches (162 linear cm.), and weighs less than 40lbs.

Bicycles

- Full-size bicycles may be carried onboard the trains as carry-on or checked items provided a reservation for the bicycle has been made when purchasing tickets, subject to space availability. Bicycles must be stowed in the designated space within the body of the car. Brightline trains have a maximum capacity of 4 carry-on bikes, and 4 checked bikes per train. Availability is based on a first come first served basis at the time of booking.
- Bicycles may be transported as checked luggage if traveling inside a bicycle container which must be provided by the guest.
- Motorcycles and motor scooters will not be accepted for transport.

Required Medical Devices

Required medical devices will be accommodated without a fare for guests that must travel with such items.

- Oxygen Tanks: Oxygen equipment transport is only permitted for guests with a medical necessity and under the following conditions:
 - The equipment is able to operate a minimum of two hours without electrical power (in the event of an onboard power disruption).
 - Equipment is listed as Underwriter’s Laboratory (UL) or Factory Mutual (FM)
 - The total weight of all tanks does not exceed 100 lbs. (45kg).
 - Guests may carry no more than 2 tanks, 50 lbs. (22.7 kg) each, or no more than 4 tanks, 20 lbs. (9 kg) each.

Oversized Musical Instruments

Oversized instruments may only be carried onboard as part of a guest’s carry-on allowance and

may not exceed 64" in height. Brightline disclaims liability for instruments traveling as checked items.

Other Items Fees

Car Type	Carry-On Item	Maximum Dimensions	Checked Item	Maximum Dimensions
Smart	Sporting Equipment Included in fare as part of carry-on allowance	64 linear inches or 28" x 22" x 14" (71 X 56 x 35 cm)	Sporting equipment 1st item included in fare 2nd item \$5.00	70 linear inches or 33" x 22" x 15" (84 X 56 x 38 cm)
	Bicycles Included in fare as part of carry-on allowance	N/A	Bicycles \$10 fare	N/A
Select	Sporting Equipment Included in fare as part of carry-on allowance	64 linear inches or 28" x 22" x 14" (71 X 56 x 35 cm)	Sporting Equipment 1st item included in fare 2nd item included in fare 3rd item or more \$5	70 linear inches or 33" x 22" x 15" (84 X 56 x 38 cm)
	Bicycles Included in fare as part of carry-on allowance	N/A	Bicycles Included in fare as part of checked luggage allowance	N/A

Luggage Liability

- Brightline disclaims any liability for damaged luggage or other items traveling onboard our trains even if Brightline personnel have assisted in the loading or unloading of such items/luggage.
- Brightline is not responsible for checked luggage containing electronics, music instruments, cash, cash equivalents, jewelry or prescription medicine.
- Brightline does not assume liability for the following items on board the train whether they are being transported as checked or carry-on items and regardless of whether Brightline was informed or should have known of the presence of such items. If any such items are lost, damaged or delayed, guests will not be entitled to any reimbursement under Brightline standard luggage liability, or under any declared excess valuation. Items include but are not limited to:
 - Antiques, artifacts, artwork, books and documents, china, computers and other electronic equipment, computer software, musical instruments, fragile items (including child/infant restraint devices such as strollers and car seats), eyeglasses, prescription sunglasses, non-prescription sunglasses and all other eyewear and eye/vision

devices whether lenses are glass, plastic, or some other material, furs, heirlooms, keys, liquids, medicines, money, orthotics, surgical support devices, perishable items, photographic, video and optical equipment, precious metals, stones or jewelry, securities and negotiable papers, silverware, samples, unique or irreplaceable items or any other similar valuable items.

- Guests with disabilities traveling with wheelchairs or other mobility devices are exempt from liability restrictions for loss or damage to these items. If damage is caused by Brightline, such items shall be repaired or replaced up to the actual replacement cost for the item.
- Brightline assumes no liability for minor damage to checked luggage such as scratches, scuffs, stains, dents, cuts and dirt resulting from normal wear and tear.
- Brightline assumes no responsibility for damage to or loss of protruding luggage parts such as wheels, straps, pockets, pull handles, hanger hooks or other items attached to the luggage.
- Brightline assumes no liability for any indirect, consequential, incidental, punitive or special damages resulting from loss, damage or delayed delivery of checked or transferred luggage, including, without limitation, damages for lost revenue or profits, loss of use or business interruption.
- Brightline may disallow any claim for loss or damage which contains misrepresentations, including false statements concerning whether the guest has made previous claims with Brightline or other carriers. Brightline may also disallow claims when the guest fails to provide proof of loss in the form of receipts of purchase or comparable evidence of loss.
- Legal action premised on or related to damage, delay or loss must be commenced within 30 days of the date of the incident.

Missing Items

Items missing from checked luggage must be reported to Brightline within 24 hours of the receipt of the bag.

Lost or Delayed Items

In the event a guest's bag or item is delayed or lost, an initial report must be presented to Brightline teammates within 24 hours, although Brightline recommends that all guests endeavor to report the lost/delayed bag or item within 1 hour of the guests' arrival at destination; Guest Service Agents are available to assist guests at each of our stations. Brightline's liability for loss of checked luggage or lost items within the checked luggage is limited to the actual value of the item or \$500 whichever is less.

Guests experiencing a delay of checked luggage longer than 8 hours may be reimbursed for immediate necessity items such as clothing, toiletries and medicine in an amount up to \$100 per day for a maximum of 5 days.

Claims

Failure to report delayed or damaged luggage or missing contents within the prescribed time limit of 24 hours releases Brightline from liability.

All luggage not retrieved by guests will be disposed of in accordance with Florida state law.

Traveling with Children

Unaccompanied Children

Children twelve (12) years and under will not be accepted for travel unless accompanied by an adult guest, Children thirteen (13) and over may travel unaccompanied.

Infants

Infant guests may be carried at no charge on the lap of the accompanying adult. Additional children between the ages of fourteen (14) days and two (2) years old may be accompanied with each fare-paying adult but must occupy a child fare seat. A single infant traveling free may occupy a vacant seat only if the seat is not needed by a paying guest. Train Managers may require that infants occupying a seat without paying a fare be placed on the adult's lap to provide seating to a fare-paying guest.

Groups

Brightline Groups are defined as guests traveling with a party size of 16 or more.

The following Terms & Conditions apply to Brightline Groups:

- Brightline will accommodate group requests up to 96 hours prior to departure.
 - Brightline will present a group rate within 48 hours.
 - Quote expires after 7 days from the issued date unless deposit is received.
 - Group reservations canceled or changed within 96 hours prior to departure will not receive a refund or credit.
 - If a guest in the group would like to travel on a different train, that guest will have to book and pay for an additional ticket on Brightline at the available fare.
 - No name changes are allowed 96 hours prior to departure.
 - Group Leader is required to provide passenger's first/last name, gender and DOB up to 96 hours prior to departure.
 - Group discount can't be combined with any other discounts (promotional codes, affiliations).
 - Payment by credit card
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Precautions for Guests with Allergies

Brightline is unable to guarantee an allergen-free environment. Guests with allergies boarding the train must be able to take all necessary medical precautions including, but not limited to, carrying epinephrine auto-injectors at all times and be knowledgeable on how to self-administer them.

Brightline Loves Pets

Because Brightline loves pets, we know how great it feels to travel with our best buddies by our side. At this moment, our team is working to incorporate the tools that allow guests to book a seat adjacent to theirs so that their pets can travel comfortably and in style; until then, the following checked and carry-on pet policies apply:

Pets are permitted to travel on Brightline trains as checked luggage or carry-on provided that they travel inside a pet carrier placed in the car's luggage tower onboard the train, under the guests' seat or on the guests' lap. Pets must remain in their pet carrier at all times. Guest must indicate their intention to travel with a pet at the time of reservation. Fees may apply.

Checked Pets

Cats and dogs may be accepted for travel as checked luggage based on space availability. No more than two pets will be accepted as checked luggage per trip per person for a maximum of four pets per train.

As a courtesy to our guests traveling with checked pets, Brightline offers two carriers on a first come first served basis. Guests may approach the Guest Service Desk to inquire on the availability of a carrier; a large-sized carrier measuring 32" x 22.5" x 24" and a medium sized carrier measuring 28"x 20.5" x 21.5" is available. All checked pets must travel in a carrier even if one is not available for their use at the station. Cats and Dogs will be accepted as checked when presented for travel in a pet carrier that meets the following requirements:

- Be no larger than 32" x 22.5" x 24" such that it provides for room for the occupying animal to stand, turn, sit and lie in a natural position.
- Be less than 70 lbs. (including the pet and carrier).
- Be made of wood, metal, plastic or similar materials.
- Be secured at the top and bottom with bolts or screws (if the carrier is designed as 2-piece), have a door made of welded or cast metal
- Be leak and escape proof with a secure fastened door, have ventilation on the door and 2 sides.
- Have separate food and watering dishes attached securely inside the carrier (so that if needed, pets can be fed without opening the carrier), have a small bag of food for a 24-hour period attached to the crate.
- Be clean and have absorbent material or litter (no straw, hay or wood shavings).

Owners checking cats and dogs for travel must accompany their contained pet to the luggage cart at the platform level and assist in securing the carrier within the luggage cart. Pets must be on a leash at all times.

Upon arrival at their destination, guests must collect their pet directly from the luggage cart at the platform level. Brightline will provide a suitably sized flatbed cart to assist with transportation and assist the pet owner during transition. Guests are advised to provide extra time at check-in when traveling with a pet.

Carry-on Pets

Carry-on pets may only travel inside a pet carrier under a guest's seat, lap, or in the luggage tower of the car where the guest is traveling, subject to space availability. Please refer to sizing guidelines:

- If the pet is traveling on the guest's lap or under the guest's seat, the size of the carrier may not exceed 17" x 10" x 10".
- If the pet is traveling on the luggage tower, the size of the carrier may not exceed 28" x 20.5" x 21.5". No more than 1 pet may travel on the luggage tower of each available car. A maximum of 4 pets per available car may travel as carry-on pets. Please note that Brightline does not have carriers available for carry-on pets.

Each guest is responsible for the care and supervision of the pet they are transporting. If the animal is disruptive or uncontrollable Brightline may require guests to remove the animal and place it in the checked luggage compartment.

Pet Fare

Car Type	Carry-on Pet	Maximum Carrier Dimensions	Checked Pet	Maximum Carrier Dimensions
Smart	Included in fare as part of carry-on allowance	17" x 10" x 10" under seat or on guest's lap 28" x 20.5" x 21.5" On the luggage tower	\$10 fee	32" x 22.5" x 24"
Select	Included in fare as part of carry-on allowance	17" x 10" x 10" under seat or on guest's lap 28" x 20.5" x 21.5" On the luggage tower	Included in fare as part of checked item allowance	32" x 22.5" x 24"

Service Animals/Psychiatric Service Dogs

Service Animals

Brightline accepts service animals accompanying persons with disabilities at no charge. Such service animals may accompany a guest in the guest's car if they can be accommodated without obstructing an aisle or other area used for emergency evacuations. In the event the service animal is too large to fit under the seat or at the guest's feet, it is recommended that it be checked without charge, and the policy regarding checked pets be followed. Should the presence of the service animal be required by our guests for the equal use and enjoyment of any of our facilities, accommodations will be made for the service animal to remain by its owner.

Brightline's teammates may inquire as to what work or task the service animal has been trained to perform and whether the animal is required because of a disability.

Comfort Animals

"Comfort" animals, and "Emotional Support" Animals are not considered service animals. However, they may be transported without a carrier provided the animal supports a customer with a disability and that such guest is able to provide supporting documentation. Such documentation should be available upon request.

"Comfort" animals, and "Emotional Support" Animals may accompany a guest within the guest car provided that it can be accommodated without obstructing an aisle or other area used for emergency evacuations. In the event the "Comfort" animal or "Emotional Support" animal is too large to fit under the seat or at the guest's feet, it must be checked (without charge) and the policy regarding checked pets will be followed.

Control of Service Animals, Comfort Animals & Emotional Support Animals

The guest is responsible for the care and supervision of their service animal. Pet relief areas are available outside each station.

If the animal is disruptive or uncontrollable Brightline may require guests to remove the animal and place it in the checked luggage compartment. Guests must keep their service animal on a leash, harness or other tether, unless either the handler is unable to do so because of his/her disability to use a harness, leash or other tethers, or the use of a harness, leash or other tether interferes with the service animal's safe and effective performance of its work or tasks, in which case the service animal must still remain under the handler's control.

Other Live Animals

Brightline will not accept for transportation animals other than dogs or cats (with the exception of service animals not of those species, provided that they are accompanied by appropriate documentation). Animals not considered for transportation include but are not limited to birds, fish, primates, reptiles, or invertebrates.

All guests traveling with pets may be asked for a "fit to travel" certificate issued by a registered veterinarian or proof of pet's current vaccines.

Firearms & Hazardous Materials

Firearms

Firearms are not permitted as carry-on items on board the train. Guests traveling with firearms must disclose their transport and proceed to check such items with guest service agents in the luggage check area.

Firearms in Checked Luggage

To be accepted as checked luggage firearms must be unloaded and presented in a locked, hard-

sided container with TSA approved locks. Guests checking firearms must declare them to the ticketing agent processing checked luggage, at least 15 minutes prior to travel. Those checking luggage with firearms are responsible for knowing and following the State of Florida and Federal regulations surrounding transportation with firearms.

The following policies are in effect for guests with firearms in their checked luggage:

- Guests must travel on the same train that is transporting the checked firearms and/or ammunition.
- All firearms and/or ammunition must be checked at least 15 minutes prior to scheduled train departure.
- All firearms (including rifles, shotguns, handguns, starter pistols) regardless of size must be unloaded and secured in an approved, locked hard-sided container not exceeding 70 linear inches. The guest must have sole possession of the key or the combination for the lock to the container. The weight of the container and firearm may not exceed a total of 50 lbs.
- BB guns and Compressed Air Guns (to include paintball markers), are to be treated as firearms and must comply with Brightline's firearm policy. Canisters, tanks, or other devices containing propellants must be emptied prior to checking in and securely stowed in the checked luggage.
- Tasers and other conducted electrical weapons will be treated as firearms and must follow Brightline's firearms policy.

Ammunition in Checked Luggage

Ammunition within checked luggage will be accepted only when it is contained within its original manufacturer's packaging or within packaging specifically designed to carry small amounts of ammunition. Loose ammunition and filled clips or magazines will not be accepted for transport.

Hazardous Materials

The following items are not permitted onboard in either carry-on or checked luggage:

- Incendiary devices including but not limited to flammable gases, liquids, fuels, fireworks, gunpowder or other explosive devices.
- Batteries with acid that can spill or leak. Such batteries that would power mobility assistance vehicles are allowed.
- Corrosive or dangerous chemicals or materials including but not limited to; liquid bleach, tear gas, electronic control devices (stun guns and Taser guns), radioactive or harmful biological material.

Hazardous Materials in Carry-on Luggage

The following items are not permitted onboard in carry-on luggage;

- Gasoline powered hand tools
- Flares or Flare guns
- Mace, Pepper Spray
- Metal knives, straight razors, or ice picks

Guests failing to meet the above mentioned requirements will be denied transportation

Guests failing to meet the above-mentioned requirements will be denied transportation.

Guest Code of Conduct

In order to ensure the quality of travel and safety and security of its guests, Brightline may refuse to carry guests:

- Who have not paid the applicable fare;
- Who present a Brightline ticket purchased from an unauthorized third party. Brightline tickets may only be sold or issued by Brightline. Any ticket purchased from an unauthorized third party will be voided. The ticket holder will not be eligible for travel or for a refund.
- Whose conduct is objectionable (such as, but not limited to, being under the influence of alcohol or narcotics);
- Whose personal hygiene makes them offensive;
- Who pose a health, safety or security hazard to other guests or Teammates;
- Who refuse to comply with safety or security rules or with instructions of Brightline teammates;
- Who would require Brightline teammates to provide personal care services or otherwise do not meet the essential requirements for the receipt of Brightline services;
- Who refuse to consent to Brightline security inspections of persons and/or luggage onboard Brightline trains and/or at designated areas, such as train platforms and guest boarding or waiting areas; or
- Who tamper with emergency windows or tools/equipment unless there is an emergency.

Brightline teammates or other authorized representatives may remove such a guest from the train at any inhabited place, as necessary under the circumstances, for any of the above reasons.

Every guest entering Brightline facilities or trains is required to abide by Brightline's code of conduct:

Be safe –

- Please stand at least two feet behind the edge of the platform
- Do not sit on the platform
- Do not walk on tracks, even if there is not a train in sight
- Boarding guests should allow exiting guests to disembark before boarding the train
- Do not try to force train doors open

Be respectful –

- No guest shall engage in disruptive, disturbing behavior, including having loud conversations, using profane language, or operating an electronic device without the use of headphones.
- No person shall write, mark, scribble, deface or vandalize Brightline property or trains in any manner.
- Soliciting of any kind is strictly prohibited in Brightline property and trains.
- No unauthorized person, shall enter or attempt to enter into any area not open to the public, including but not limited to train operator's cabs, conductor's cabs, bus operator's

public, including but not limited to train operator's cabs, conductor's cabs, bus operator's seat location, station booths, closed-off areas, mechanical or equipment rooms, concession stands, storage areas, interior rooms, emergency stairways (except in cases of an emergency), tracks, train yards, garages, depots or any area marked with a sign restricting access or indicating a dangerous environment.

Be mindful –

- Guests who violate the Code of Conduct are subject to penalties, including fines and suspension of service.
 - Report any unattended packages to a Brightline Security Officer, station or train personnel
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Fares

A ticket shall be valid for carriage or refund one year after date of purchase, a refund fee may apply, unless otherwise provided.

Reservations must be made when required, and tickets are not transferable. If a guest does not board a train as booked, the guest forfeits the current train reservation.

Brightline offers a variety of fares.

- A range of fares may apply.
- Brightline will quote and price your travel at the lowest fare available at the time you make your reservation.
- Changes to your itinerary may affect the fare, and a fare difference may apply when tickets are reissued.

In the event that an erroneous fare is inadvertently published for sale and a ticket is issued at the erroneous fare before it has been corrected, Brightline reserves the right to cancel the ticket purchase and credit all amounts paid by the guest, or at the guest's option, to re-issue the ticket for the correct fare.

Delays, Cancellations, Changes

Brightline will notify guests of any delay or cancellation affecting their itinerary via our website, station display systems, onboard announcements, or via push notifications on the Brightline app, text or email if the guest opts into the Brightline privacy policy.

All guests whose itinerary is canceled by Brightline will receive a fare refund credited to the original form of payment.