

## **Downeast Transportation and Island Explorer:**

### **Code of Customer Conduct**

Customers are expected to adhere to commonly accepted rules of decorum when conducting business with Downeast Transportation (DTI).

Please be courteous with everyone you encounter, including office personnel, your driver, and other passengers.

Customers are expected to dress appropriately (e.g. shoes, shirt, no clothing that is indecent, profane or otherwise inflammatory).

DTI and its authorized personnel may refuse to transport a customer who appears to be under the influence of alcohol, illegal or dangerous substances, whose behavior and/or language is abusive, offensive, disorderly, or dangerous to himself, the driver, or DTI office personnel.

DTI reserves the right to deny service as appropriate.

DTI may suspend a rider for incidents of disruptive behavior and/or breaking of DTI rules / policies or breaking the law.

Updated November 29, 2021