



megabus.com

July 19th, 2016

Council on American-Islamic Relations Pennsylvania Philadelphia Chapter
1501 Cherry St., Suite 330
Philadelphia, PA 19102

Ryan Houldin,

Thank you for contacting megabus.com customer service.

First and foremost I would like to apologize on behalf of megabus.com for the treatment your chaperones and students experienced on their recent trip with us from Philadelphia to New York. As you are aware, megabus.com has a no discrimination policy. Our driver failed to uphold megabus.com standards and we deeply regret the inconveniences this has caused you. The driver of the bus has been identified and proper actions will be taken to ensure that this does not reoccur. A record of this incident will be on the driver's file. As an outline, the main issues considered in our actions are: has the employee been warned about similar conduct before and what is likelihood that the employee will repeat these events going forward. The action discharged will be to prevent a reoccurrence, be fair and reasonable and correlated to the severity of the incident.

We understand that this concern may have altered your perspective about our company and may have caused you to refuse to use our services again. As an apology, we will honor your request of a refund in the amount of \$160.00. Please allow 3-5 business days for the refund to be processed back into the account you used to purchase the reservation.

We will reiterate our no discrimination policy to all of our employees and ensure that every passenger is treated fairly and with the same respect. No passenger should have to feel threatened or ashamed when using our services. Megabus.com strives to provide all our passengers with a comfortable and enjoyable ride.

Sincerely,

Jasmine Toledo

Senior Supervisor

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