

# The COMET Bus Fare Exchange Policy

## Policy:

The COMET does not issue any refunds for bus passes/tickets or merchandise purchased. All sales are final.

## Exceptions to the Policy:

When natural distracters and pandemics, labor difficulties, acts of God, discontinuance of a route or matters that have been defined by the Board of Directors that are beyond the control of The COMET or the customer, The COMET under limited exceptions defined in this policy may provide credits to the customer for future travel as defined in the procedure below:

## Bus Pass Exchange Procedure:

Customers who have purchased U-Pass, 7-Day, 31-Day Passes are eligible for a credit. Customers who received these passes from any other governmental entity or community service agency are not eligible for a credit. The COMET has the ability to verify how a pass was distributed. The COMET may require a receipt or some other form of proof of purchase.

## For purchased bus passes that *have not* been used/activated:

The customer should hold onto this as it has not been activated and can be used when fares are reinstated.

## For purchased bus passes that *have been* used/activated:

There must be at least ten (10) days remaining on a 31-day pass, or at least three (3) days remaining on a 7-Day Ticket to obtain a new bus pass. The U-Pass must not have been activated for the period in question to receive a new bus pass.

## In Person:

- Customers can bring their U-Pass, 7-Day and/or 31-Day bus passes to The COMET's Administrative Office at 3613 Lucius Road; Columbia SC 29201 or to COMET Central at 1745 Sumter Street; Columbia SC, 29201
- Please note that The COMET Accounting team will only be collecting bus passes. When dropping them off please provide name and address so that The COMET can mail a replacement. Please also include a phone number in case someone from The COMET will need to call you with questions or concerns.
- No bus passes will be provided at the time of drop off. All passes are subject to verification prior to mailing of a replacement to ensure compliance with this policy. Should a pass not pass the verification test, the original pass will be mailed back to the customer.

Adopted August 26, 2020

By Mail:

Customers can mail the bus pass to:

The COMET  
Attn: Accounting  
3613 Lucius Road  
Columbia, SC 29201

- Please include your name and address so that we can mail you the replacement. Also include a phone number in case we need to call you with questions or concerns.

***Once the bus pass is received by The COMET***, The Accounting team will need to verify the value remaining on the bus pass. The COMET will then mail a new bus pass for the remaining balance to use to the customer. All passes are subject to verification prior to mailing of a replacement to ensure compliance with this policy. Should a pass not pass the verification test, the original pass will be mailed back to the customer.

Additional Information:

The COMET does not provide any exchanges for 1-Day, 5-Day Passes, 10-Ride Passes, or agency issued passes.

The policy is posted on The COMET's website at: <http://catchthecometsc.gov/fare-info/>.

Please contact our Customer Service team with questions at (803) 255-7100 or the [Contact Us](#) page on The COMET's website.