

**WAC 480-30-471 Ticketing requirements.** (1) An auto transportation company must provide its customers with tickets, receipts, or other alternate informational documents that include, but are not limited to, the following information:

- (a) The name of the company;
- (b) The service, trip, or route on which the ticket applies;
- (c) The date or dates on which ticket is valid;
- (d) Information about the company's policy for refunds;
- (e) A list of items that are prohibited from being brought on-board the vehicle or being packed in checked baggage;
- (f) Notice that baggage may be inspected and the consequences of failing to allow access to baggage for such inspection;
- (g) Information related to baggage liability, the ability to declare higher value, and the charges for such declaration;
- (h) The company's toll-free or local business telephone number.

(2) An auto transportation company that maintains an internet web site accessible to the public using generally available browser software may offer tickets or receipts to its customers on request and satisfy the additional information requirements of this rule by:

- (a) Posting the required information to its internet web site;
- (b) Directing customers to its web site; and
- (c) Providing customers with a description of how to contact the company if they have specific questions or need additional information.

[Statutory Authority: RCW 80.01.040, 81.04.160, 81.12.050, 81.68.030, and 81.70.270. WSR 06-13-006 (General Order No. R-533, Docket No. TC-020497), § 480-30-471, filed 6/8/06, effective 7/9/06.]