



## Greyhound Lines, Inc. Media Protocol

Greyhound makes every effort to accommodate the media. We do our best to balance the needs of reporters, our customers, and our employees. We care about safety and customer service. We understand your deadlines and will do everything we can to help you get the information you need.

When you arrive at any Greyhound location, please ask for the city manager or manager on duty before filming or interviewing on company property. To ensure that your experience at any one of our locations goes as smoothly as possible, we ask that you follow a few simple ground rules:

1. Employees (including drivers) are not designated spokespersons unless authorized by Greyhound media relations. Their priority is taking care of customers and managing the day-to-day operations. To reach an official spokesperson, please email: [News.Media@Greyhound.com](mailto:News.Media@Greyhound.com) and [karina.frayter@flix.com](mailto:karina.frayter@flix.com)
2. Our customers' privacy must be respected at all times. Before interviewing, filming or taking photos of a customer, you must obtain their permission.
3. For safety and security reasons, filming or taking pictures on the bus is not permitted at any time. Please remain seated while the bus is in motion, and equipment must be stored and not obstruct aisles or exits.
4. Drivers must be allowed to concentrate on their driving responsibilities and should not be disturbed while driving or resting.
5. Television and newspaper reporters are welcome in Greyhound terminals to film and photograph in public areas only, such as outside in front of the terminal, ticketing centers and customer waiting areas. For safety reasons, media are not permitted in boarding areas, bus entrance/exit zones or places designated for customers and/or employees only.

Please sign below and email to [News.Media@Greyhound.com](mailto:News.Media@Greyhound.com) and [karina.frayter@flix.com](mailto:karina.frayter@flix.com) as an acknowledgement that you understand and will comply with our protocol. Thank you for your cooperation.

I agree and will comply with the Greyhound Media Protocol.

\_\_\_\_\_  
Reporter Name

\_\_\_\_\_  
Media Outlet (please print)

\_\_\_\_\_  
Date