

Refund Policy

At Green Mountain Transit (GMT), we strive to ensure a seamless and reliable experience for our riders. Please review our refund policy regarding funds added to rider accounts.

1. No Refunds on Added Funds/Stored Value

Once funds are added to a rider's account for smart cards or other E-Fare payment method, they are non-refundable. This applies to all payment methods used for fare purchases, including but not limited to cash, credit/debit cards, and mobile payment platforms.

2. System Errors and Glitches

If a system error or technical glitch occurs that results in incorrect charges or issues with accessing your funds, we will investigate the situation. In the event that a system glitch is confirmed, a credit will be issued to your rider account for the amount affected.

- Riders must report any discrepancies within 15 days of the incident to be eligible for a credit.
- Requests for credit due to system errors should be submitted by phone at 802-540-2468 or by email to info@ridegmt.com.

3. Unused Fares from Previous E-Fare Systems

GMT will continue to accept unused paid fares from any previous GMT system and will add the value of the unused fares as credit to your rider account.

Final Decisions

All refund and credit decisions are at the discretion of Green Mountain Transit. We reserve the right to deny any requests not supported by evidence of a system error.