

8. CUSTOMER SERVICE

Information requested from passengers related to VRE services that cannot be answered by the Lessee shall be forwarded to VRE's Passenger Support staff on a daily basis. The Lessee shall not give the impression that it represents VRE.

9. HOURS OF OPERATION

- A. At a minimum, the Lessee shall maintain operating hours Monday through Friday, with the exception of federal holidays, between 5:00 A.M. and 9:00 A.M. *and 4:00 P.M. and 8:00 P.M.*
- B. *On VRE service days, the Lessee shall be responsible for opening and closing the gate from the Kiss and Ride area on Route 1 to allow access to the stair tower and pedestrian bridge over the railroad tracks. The gate shall be opened at 5:00 A.M. and closed at 8:00 P.M. promptly.*

10. VENDING OF REFRESHMENTS

The Lessee is permitted to sell pre-packaged snacks and non-alcoholic beverages including coffee, bottled water and soft drinks. With the exception of coffee brewing, no food preparation or cooking shall be allowed on-site.

11. SALE OF VRE FARE MEDIA

- A. The Lessee shall be the sole retailer of fare media, supplied by VRE, at the Woodbridge Station.
- B. The Lessee shall agree to sell all full-fare ticket types and fare zone combinations on behalf of VRE in exchange for certain commission rates as outlined in Section 12 below. It is understood that the ticket types and fare zones available for sale are subject to change at the discretion of VRE.
- C. All sales information will be collected electronically via direct communication lines with VRE.
- D. The Lessee shall accept payment for fare media in the form of cash, personal checks, credit cards, debit cards, Smart Benefits Vouchers and Transportation Fringe Benefit Checks, administered by TranBen Ltd .
- E. Tickets sales shall be conducted exclusively from the leased premises. No marketing or distribution of VRE fare media shall be performed via the internet or mail order processes without prior written authorization from VRE.

