

Inspection Checklist: Sightseeing Bus

Does your business operate sightseeing buses?

Definitions:

A **sightseeing bus** is a bus that operates for hire either to take eight or more passengers from a fixed point in New York City to a place(s) of interest or amusement or to be used exclusively for a specific or special trip or excursion from a starting point within New York City.

An **open-air sightseeing bus** is a sightseeing bus that has seating that is partially or entirely unenclosed.

A **headphone-limited sound reproduction system** is a sound reproduction system that transmits sound through personal headphones and is not otherwise audible.

Use this checklist to learn what our inspectors look for and help avoid violations:

	Requirement	Do you meet this requirement?
	License	
1	Sightseeing buses must have a DCA <u>Sightseeing Bus license</u> .	<input type="checkbox"/> Yes
2	The DCA license plate must be securely affixed to an easy-to-see and indispensable part of the bus (for example, the passenger side rear or front bumper).	<input type="checkbox"/> Yes
3	The DCA license plate must have a current date tag or renewal sticker from DCA.	<input type="checkbox"/> Yes
	Rates and Signs	
4	There must be a sign attached to the bus near the entrance that shows the schedule of rates for every trip or tour offered. Tip: The sign must be clearly posted where customers can see it and be at least 13 inches long and 9 inches wide. The letters and numbers on the sign must be at least 3 inches high.	<input type="checkbox"/> Yes
5	The bus must have signs that can be prominently displayed in the forward part of the bus facing passengers that show the rates for the particular tour about to be conducted. Tip: The letters and numbers must be at least 3/4 inch high and must state the following: "The fare for this tour (specifying tour number) including all expenses and admissions is (insert price). Report all violations to the Department of Consumer Affairs, 42 Broadway, New York, NY 10004 or call 311."	<input type="checkbox"/> Yes

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	Requirement	Do you meet this requirement?
	<p>Tip: Download the editable template (shown below) from nyc.gov/BusinessToolbox.</p> <div style="border: 1px solid black; padding: 5px; width: fit-content;"> <p>THE FARE FOR THIS TOUR _____ INCLUDING ALL EXPENSES AND ADMISSIONS IS \$ _____ .</p> <p>REPORT ALL VIOLATIONS TO THE DEPARTMENT OF CONSUMER AFFAIRS, 42 BROADWAY, NEW YORK, NY 10004. CALL 311.</p> </div>	
6	<p>Every bus must have two signs showing the time the bus is scheduled to leave. The sign must read:</p> <p>“This bus leaves (specifying time) sharp or money refunded upon request.”</p> <p>Tip: One sign must be hung on the inside of the windshield and the other sign must be hung on the outside of the bus near the door where passengers enter.</p> <p>Tip: These signs must be removed as soon as the bus departs.</p> <p>Tip: The letters and numbers on signs must be at least 3 inches tall, and the signs must be at least 13 inches long and 9 inches wide.</p> <p>Tip: Download the editable template (shown below) from nyc.gov/BusinessToolbox.</p> <div style="border: 1px solid black; padding: 5px; width: fit-content;"> <p>THIS BUS LEAVES _____ SHARP OR MONEY REFUNDED UPON REQUEST.</p> </div>	<input type="checkbox"/> Yes
7	<p>The bus must be clean and sanitary and in good working condition, with brakes, lights, and signaling devices.</p>	<input type="checkbox"/> Yes

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8	<p>Sightseeing bus companies that own open-air buses must follow the schedule below for equipping open-air sightseeing buses with a headphone-limited sound reproduction system:</p> <p>By July 1, 2011: at least 10 percent of each fleet By July 1, 2012: at least 40 percent of each fleet By July 1, 2013: at least 60 percent of each fleet By July 1, 2014: at least 80 percent of each fleet By July 1, 2015: Every open-air sightseeing bus in the fleet must be equipped with a headphone-limited sound reproduction system.</p> <p>Tip: Each seat must have a functioning headphone.</p>	<input type="checkbox"/> Yes
	Receipts	
9	<p>Customers must receive a printed receipt upon payment that includes the following information:</p> <ul style="list-style-type: none"> ■ The amount of fare paid ■ The description or number of the trip ■ The time the bus is scheduled to leave the starting point ■ The sightseeing bus' DCA license number 	<input type="checkbox"/> Yes

Updated 08/07/2013



**Department of
Consumer Affairs**

Julie Menin
Commissioner

42 Broadway
New York, NY
10004

Visit nyc.gov and
search "Business
Toolbox"

Contact 311
(212) NEW-YORK
(Outside NYC)

New York City businesses must comply with all relevant federal, State, and City laws and rules, which are available in DCA's Business Toolbox. Businesses are responsible for knowing and complying with current regulations that affect their business.



Inspection Checklist: General Retail

Does your business sell goods or services?

Use this checklist to learn what our inspectors look for and help avoid violations:

	Requirement	Do you meet this requirement?
	Price Lists for Services	
1	A price list with the types of services and the prices of those services must be displayed.	<input type="checkbox"/> Yes
2	The price list must be clearly posted or clearly displayed near the cash register and/or at the place(s) where orders are placed.	<input type="checkbox"/> Yes
3	If the price list states a minimum charge (e.g., “from \$. . .”) or states a price “and up,” it must state the reason for the different prices and include the range of prices.	<input type="checkbox"/> Yes
4	If there is a sale or promotion, the pre-sale prices must also be posted for comparison.	<input type="checkbox"/> Yes
5	<p>Prices for services cannot be based on gender.</p> <p>Tip: Words like “men’s,” “women’s,” and “ladies” cannot be used to describe the price; the difference must be described in a gender neutral way. (Example: Above the shoulder hair = \$15; Below the shoulder hair = \$30)</p> <p>Tip: Instead of listing prices for shirts and blouses, the price must be described based on physical differences between the shirts. (Example: sequins, ruffles, fancy buttons)</p>	<input type="checkbox"/> Yes
	Pricing for Goods	
6	All items offered for sale must have a clearly visible price.	<input type="checkbox"/> Yes
7	For most items, the price must be attached to the item or on a sign where the item is displayed.	<input type="checkbox"/> Yes
8	If your store’s annual revenue is more than \$2 million or you are a chain store, you must individually price most food products, as well as paper products, detergents, soaps, nonprescription drugs, and health and beauty aids.	<input type="checkbox"/> Yes
9	Milk; eggs; fresh produce; snack foods that are less than 5 ounces; frozen foods; jars of baby food; and items that are less than 3 cubic inches, under 3 ounces and under \$1 do not have to be individually priced, but must have shelf prices.	<input type="checkbox"/> Yes

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	Requirement	Do you meet this requirement?
	Signs	
10	<p>Sale signs that advertise a percent discount—example: 20-50% off—must state the minimum percent discount.</p> <p>Tip: Both the minimum and maximum numbers must be of equal size.</p> <div style="display: flex; justify-content: space-around; align-items: center;">   </div>	<input type="checkbox"/> Yes
11	<p>Sale signs cannot contain any of the following phrases:</p> <ul style="list-style-type: none"> ■ “Our list price” ■ Below “manufacturer’s wholesale cost” ■ “Manufacturer’s cost” 	<input type="checkbox"/> Yes
12	<p>Businesses that sell goods and services must post a refund policy.</p> <p>Tip: A refund policy must be posted at each register, point of sale, or at each entrance.</p> <p>Tip: Even if the policy is not to give refunds, a sign must be posted stating “No Refunds.”</p>	<input type="checkbox"/> Yes
13	<p>The refund policy must state any and all conditions or limitations to getting a refund. For example:</p> <ul style="list-style-type: none"> ■ Businesses must disclose any fees charged for refunds, such as “restocking fees.” ■ If a business will not provide refunds for “as is” items, it must disclose that. ■ Businesses must also disclose whether the refund will be in cash, credit, or store credit only. ■ If proof of purchase is required for a refund, the sign must say so. ■ A business that chooses not to offer refunds must post a sign that states, “No Refund,” or words to that effect. ■ The sign must state that a written copy of the store’s refund policy is available on request. 	<input type="checkbox"/> Yes

Inspection Checklist: General Retail

	Requirement	Do you meet this requirement?
14	If there are limitations on using credit cards, such as minimum purchase amounts, the policy must be clearly posted near the register and the entrance.	<input type="checkbox"/> Yes
	Receipts	
15	Receipts must be given to customers for purchases over \$20 and upon request for purchases between \$5 and \$20. Tip: This does not apply to food and drink that is meant to be consumed on the premises.	<input type="checkbox"/> Yes
16	The receipt must include each of the following: <ul style="list-style-type: none"> ■ Date of purchase ■ Amount paid for each item ■ Total amount paid ■ Separate statement of tax ■ Name and address of store 	<input type="checkbox"/> Yes
17	Receipts for electronics that cost more than \$100 must also include the make and model number of the item.	<input type="checkbox"/> Yes
	Price Accuracy	
18	When items are scanned, the price must match the lowest item price, shelf price, sale price, or advertised price.	<input type="checkbox"/> Yes
19	If no scanners are used, the price at checkout must still match the lowest item price, shelf price, sale price, or advertised price.	<input type="checkbox"/> Yes
20	Tax cannot be charged on tax-exempt items. Tip: Check with the New York State Department of Taxation and Finance for a complete list of which items are exempt.	<input type="checkbox"/> Yes

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	Requirement	Do you meet this requirement?
	Layaway Plans	
21	<p>If layaway is offered, each of the following written disclosures must be provided to consumers prior to accepting any payments over \$50 in 4 installments or more:</p> <ul style="list-style-type: none"> ■ Description of the item, including name, brand, color, and model number ■ Total cost of the item including tax ■ Charge to use layaway and any cancellation fee ■ Duration of the layaway plan ■ Payment schedule and any consequences of missed payments ■ Refund policy ■ Notice of whether or not the item won't be removed from inventory until a certain number of payments have been made <p><i>Example 1:</i> NOTICE: NO MERCHANDISE WILL BE REMOVED FROM INVENTORY UNTIL X% OF THE PURCHASE PRICE HAS BEEN PAID.</p> <p><i>Example 2:</i> ATTENTION: YOUR SELECTION OF MERCHANDISE WILL NOT BE ORDERED UNTIL YOU HAVE MADE YOUR NEXT TO FINAL PAYMENT.</p>	<input type="checkbox"/> Yes
	Expired Over-the-counter Medication	
22	It is illegal to sell over-the-counter medication after the expiration date on the label.	<input type="checkbox"/> Yes