

CONDITIONS OF CARRIAGE BUS/COACH TRANSPORT

(Full wording effective from 1 March 2013)

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Chairman of the Board of Directors

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CONDITIONS OF CARRIAGE BUS/COACH TRANSPORT

Part A Regular Bus/Coach Transport (General Provisions)

Article 1 Introductory and Common Provisions

- 1.1 These Conditions of Carriage are issued pursuant to and in order to exercise relevant provisions of Act No. 56/2012 on Road Traffic (hereinafter referred to as "Act No. 56/2012") and pursuant to the Regulation (EU) No. 181/2011 of the European Parliament and the Council of 16 February 2011 concerning the rights of passengers in bus and coach transport (hereinafter referred to as "Directive No. 181/2011").
- 1.2 These Conditions of Carriage enter into effect on the date of their publishing on the Carrier's web site.
- 1.3 These Conditions of Carriage along with the Tariff and timetables represent the Carrier's proposal for a contract of carriage to be entered into between the Carrier and a passenger.
- 1.4 The Conditions of Carriage regulate the terms of carriage of persons, hand luggage, registered luggage and live social animals.
- 1.5 The Tariff for specific types of transport and timetables of respective lines published on the Carrier's web site (www.slovaklines.sk and/or www.eurolines.sk) and at the Carrier's sales points form an integral part of these Conditions of Carriage.

Article 2 Interpretation

- 2.1 **"Carrier"** means an operator of regular passenger road transport services within the scope stipulated by these Conditions of Carriage which holds a valid licence to operate passenger road transport services issued in accordance with applicable Slovak legislation.
The Carrier is: Slovak Lines Express, a.s.
Business name: Slovak Lines Express, a.s.
Registered office: Mlynske nivy 31, 821 09
Company registration number: 44667345
Registered by: District Court Bratislava 1, Business Register, Section Sa, Entry No. 4722/B
- 2.2 **"Passenger"** means a physical person who uses the passenger road transport services provided by the Carrier, and who is obliged to enter into a contract of carriage with the Carrier for such a purpose.
- 2.3 **"Regular services"** means services which provide for the carriage of passengers by buses/coaches at specific intervals and along specific routes, passengers being picked up and set down at predetermined stopping points.
- 2.4 **"Contract of carriage"** means a contract of carriage of persons entered into between the Carrier and passengers for the purpose of carriage of passengers. The contract of carriage is deemed to be concluded upon the acceptance of these Conditions of Carriage by passengers in the form of ticket purchasing.

- 2.5 **"Ticket"** means a document proving the payment of the fare and conclusion of the contract of carriage. The Carrier may issue the ticket in the form of a paper-based or electronic document.
- 2.6 **"Tariff"** means a document issued by the Carrier which stipulates:
- a) standard fare rates and additional charges,
 - b) fare rates for all groups of passengers and trained assistance dogs,
 - c) fares for carriage of registered luggage and live social animals carried along with passengers,
 - d) penalty fines,
 - e) terms under which the fare rates and other charges are applied.
- 2.7 **"Timetable"** means a document which sets the times of departures and arrivals of respective bus/coach services.
- 2.8 **"Obligation to provide carriage services"** is the Carrier's obligation to enter into a contract of carriage of persons with each passenger ready at a stop along the bus/coach service route at the time of bus/coach departure pursuant to the timetable; this does not apply if the bus/coach capacity defined in the vehicle registration certificate is occupied, if a passenger is not eligible for carriage pursuant to the Conditions of Carriage, or if the carriage along the bus/coach service route is temporarily precluded by the temporary technical condition of the route, traffic congestion or the road traffic safety and traffic flow situation.
- 2.9 **"Disabled person"** or **"Person with reduced mobility"** means any person whose **mobility when using transport is reduced** due to any physical disability (sensory or locomotory, permanent or temporary), intellectual disability or impairment, or any other cause of disability, or as a result of age, and whose condition requires appropriate attention and adaptation to their specific needs of the service made available to all passengers.

Article 3

Types of Carriage and Scope of Bus/Coach Transport

- 3.1 The Carrier operates regular national and international public passenger transport services, long-distance transport services, special regular services and occasional services pursuant to these Conditions of Carriage.

Article 4

Scope of the Services Provided

- 4.1 The Carrier provides passengers with regular public passenger carriage services pursuant to applicable timetables from the place of boarding to the place of alighting.
- 4.2 As part of the regular public passenger services, the Carrier also provides for transportation of hand luggage and registered luggage, and live social animals whose carriage is not expressly excluded in these Conditions of Carriage.
- 4.3 The Carrier also provides passengers with other services related to carriage of persons referred to in these Conditions of Carriage, in particular services related to:
- a) passenger rights,
 - b) passengers' claims resulting from potential damages,
 - c) rights ensuing from failure to provide or complete carriage,
 - d) special rights of a selected group of passengers,
 - e) exercise of passengers' rights claimed against the Carrier.

Article 5

Contract of Carriage of Persons

- 5.1 The contract of carriage of persons is deemed concluded upon the payment of fares pursuant to applicable tariffs by passengers. The evidence of conclusion of the contract of carriage and payment of the fare is a ticket.
- 5.2 The contract of carriage of persons establishes the right of a passenger to be carried by the Carrier to the destination duly and timely in accordance with these Conditions of Carriage.
- 5.3 If the maximum passenger capacity of a vehicle does not allow for the carriage of all passengers ready at a bus/coach stop along the bus/coach service route at the time of the bus/coach departure set in the timetable, the Carrier shall be entitled to give priority to board to passengers with advance purchase tickets and to passengers eligible for priority seats provided on the bus/coach pursuant to the Conditions of Carriage, i.e. to physically disabled persons and persons with reduced mobility, and seniors, pregnant women and parents with young children.
- 5.4 The Carrier shall preferentially carry passengers with tickets purchased at ticket counters at points of sale or electronically via internet prior to boarding the bus/coach. The Carrier may give priority to board to a passenger without a previously purchased ticket provided that the bus/coach is not fully occupied by passengers with advance purchase tickets, that tickets for all seats on the bus/coach were not previously sold out and that the passenger pays the driver the fare, no later than at the time of the scheduled bus/coach departure.

Article 6

The Carrier's Fundamental Obligations

- 6.1 The Carrier operates passenger carriage services pursuant to the permits, traffic licences and EC licences granted and pursuant to Act No. 56/2012 and Directive No. 181/2011.
- 6.2 The Carrier is obliged:
 - a) to operate road transport services pursuant to the Conditions of Carriage,
 - b) to designate each vehicle operated with its business name,
 - c) to provide for a technical basis fitted for operation, maintenance, technical inspections, parking and garaging of vehicles, support of vehicle crews, passenger attendance and cargo handling within the scope of the delivered transportation services,
 - d) to ensure that there is a record of the authorisation or Community Licence granted aboard each vehicle operated pursuant to Act No. 56/2012.
 - e) to ensure that the vehicles operated are parked and garaged in the premises of the technical basis or in the premises designated for such a purpose by the municipality,
 - f) to employ as a transport manager only a person that is a holder of a certificate of professional competence,
 - g) to be insured against liability for damage caused to passengers and third parties in respect of the operation of road transport services and the activity of vehicle crews.
- 6.3 The Carrier is obliged to publish the Conditions of Carriage an integral part of which is the Tariff of the company (hereinafter referred to as the "Conditions of Carriage") on its web site and to ensure that at least basic information is made available to the public in the timetable, and, if feasible, also in the premises of bus/coach stations and on buses/coaches, and that bus/coach crews and ticket inspectors are able to inform passengers about prices and other charges prior to the commencement of and throughout carriage.
- 6.4 The Carrier is obliged to fulfil the obligation to provide carriage services.
- 6.5 The Carrier is obliged to publish the timetable and changes thereof on its web site and at bus/coach stations and stops, or in other appropriate manner, well in advance, no later than 10 days before the timetable and changes thereof become effective.

- 6.6 The Carrier is obliged to issue a ticket for a passenger, or, where applicable, to register the passenger in the electronic system if an electronic medium has been used to pay for the ticket.
- 6.7 **The Carrier is furthermore obliged:**
- a) to deliver the transport services through persons with specialist knowledge who are medically fit and possess valid driving licences for respective types of vehicles,
 - b) to use vehicles that are in prescribed mechanical condition,
 - c) to mark, properly and clearly, each vehicle designated for carriage of passengers with the business name of the Carrier and to display on the front and on the side of the vehicle the name of the terminal (and, if necessary, also the boarding) station (stop) of the vehicle,
 - d) to make clearly identifiable the persons authorised to give passengers instructions concerning service safety and continuity (bus/coach driver, dispatcher, ticket inspector),
 - e) to ensure to the maximum possible extent the safety, comfort and smooth carriage of passengers, hand luggage, registered luggage and live social animals in accordance with these Conditions of Carriage,
 - f) in the event of an accident to immediately ensure passenger safety and provide for maximum passenger comfort in accordance with these Conditions of Carriage,
 - g) to create conditions for fluent and comfortable carriage of disabled passengers and passengers with reduced mobility in accordance with these Conditions of Carriage,
 - h) to ensure accessibility of the Conditions of Carriage, timetables, an extract from these Conditions of Carriage concerning passengers' rights as well as other information needed by passengers in the seat of the Carrier, on the Carrier's web site and at the Carrier's information points,
 - i) to allow passengers to claim their rights ensuing from a delay, break in a journey or non-completion of a journey in accordance with these Conditions of Carriage,
 - j) to designate each permanent bus/coach stop with the name of the stop, providing a list of vehicles that service that particular stop and a timetable applicable to that stop (with the exception of the terminal alighting stop),
 - k) to ensure that the driver calls out the name of a stop, no later than upon stopping the vehicle, unless the vehicle is equipped with an audio announcer of bus stops, and that the driver informs passengers about prolonged stoppage time of the vehicle at a bus/coach stop in excess of 5 minutes and about the shortening of the stoppage time set out in the timetable,
 - l) to ensure that the vehicle crew or other persons authorised by the Carrier provide passengers with necessary information concerning the terms of carriage of passengers, in particular passengers' rights and obligations within the carriage, the course of the carriage, fares, bus/coach service arrivals and departures, possibilities of transferring to other bus/coach services or other types of transport,
 - m) if a passenger appears to need medical attention while carried and if her or she is unable to seek medical assistance on his or her own, to ensure the transfer of such a passenger from the vehicle,
 - n) where there is a shortage of seats in a vehicle, the Carrier is:
 - n1) obliged to give priority to board to passengers included in the group of passengers who are guaranteed preferential carriage services by the Conditions of Carriage,
 - n2) obliged to give priority to board to passengers with advance purchase tickets,
 - n3) entitled to give priority to board to passengers who submit the evidence of serious reasons for which they should be given priority to board or who travel to remote stops or places which are not serviced by any other means of public transport.

This provision does not apply to selected routes and services that employ the system allowing tickets for a journey starting at a stop, other than the initial one, to be purchased in advance at any sales point of the automated reservation system (AMS) and/or through the company's own ticketing system.

- o) to give priority to board to passengers eligible for priority seats in the vehicle (physically disabled people, visually impaired people and mobility-disabled people, holders of the TZP and TZP-S disabled person identification cards, etc.). The right to preferential admission for carriage does not apply if the vehicle's maximum passenger capacity is occupied.

Article 7 Rights of the Carrier

- 7.1 The Carrier is entitled to request a passenger to pay for the service through a ticket purchase in accordance with an applicable tariff set forth in Part B of these Conditions of Carriage, in a form stipulated by these Conditions of Carriage.
- 7.2 The Carrier is entitled to give instructions and orders to passengers through a driver or other member of the bus/coach crew, a ticket inspector or an employee in charge of transport management (hereinafter referred to as the "dispatcher") in order to ensure passenger safety and road traffic safety and continuity, and passengers are obliged to comply with such instructions and orders.
- 7.3 The Carrier may refuse the carriage of a passenger and exclude a passenger from carriage through a bus/coach driver or other authorised person if:
 - a) the passenger refuses to pay the required fare or fails to produce a valid ticket or evidence of his or her entitlement to a discount,
 - b) the passenger's behaviour raises concerns about the safety, life or health of the driver or other passengers,
 - c) the passenger fails to keep the Carrier's vehicle clean or damages it,
 - d) the passenger intends to carry such luggage or animal whose carriage is excluded under these Conditions of Carriage,
 - e) the passenger smokes or consumes alcoholic beverages in the vehicle, or appears to be under the influence of alcohol or addictive or psychotropic substances,
 - f) the passenger consumes any food, drinks, ice-cream, etc. when boarding the vehicle,
 - g) the passenger distracts the driver or other passengers by loud noise, whistling, reproduced music or other sounds or other forms of misconduct,
 - h) the passenger in any other way threatens traffic continuity or safety, especially by entering the driver's compartment or boarding/alighting from the vehicle outside the designated stops, or by any other type of misconduct,
 - i) the passenger fails to comply with any of the provisions of these Conditions of Carriage in spite of being warned by the driver.
- 7.4 In cases referred to in Section 7.3, the Carrier shall be entitled to interrupt the provided carriage services until the passenger, whose behaviour entitles the Carrier to refuse the carriage, leaves the vehicle. The passenger who is removed from the vehicle under Section 7.3 is not entitled to a refund of the fare for the part of the journey not undertaken or the fare paid.
- 7.5 The Carrier may also refuse the carriage of a passenger waiting at a bus/coach stop if the maximum passenger capacity of the vehicle is occupied.
- 7.6 The Carrier may at any time during the carriage check the fare payments made by passengers through its agents, ticket inspectors, who produce the evidence of being appointed for that purpose by submitting the ticket inspector licence featuring the details of the Carrier. If a passenger fails to pay the fare by purchasing a ticket under these Conditions of Carriage, or to give a valid ticket or valid evidence of his or her entitlement to a discount during a ticket inspection, the Carrier shall be entitled to ask such a passenger to pay the fare under an applicable tariff and a

penalty fine set forth in Part B of these Conditions of Carriage, Article 17, Sections 17.3 and 17.4.

Article 8

Fundamental Rights and Obligations of Passengers

- 8.1 A passenger who complies with the terms set forth in these Conditions of Carriage is entitled to be carried to his or her destination by the Carrier safely, duly and timely pursuant to the timetable.
- 8.2 Unless otherwise stated below, a person under 6 years of age is not entitled to travel unless accompanied by a person aged 10 or over. A passenger aged 10 or over is considered to be sufficiently mature in terms of intellect and will to be able to enter into the contract of carriage of persons.
- 8.3 Children under 16 years of age may only be carried on international routes in excess of 250 km of length if they are accompanied by persons aged 18 or over. Children aged 16 – 17 inclusive may only be carried unaccompanied by adults based on a verified authorisation that includes the signatures of the child's legal representatives verified by a notarial authority or register of births. The child shall submit the verified authorisation and a valid ticket when boarding a bus/coach. The driver shall not carry a child without being presented with the aforementioned documents. The Authorisation form is published on the Carrier's web sites www.eurolines.sk and www.slovaklines.sk.
- 8.4 Passengers are also entitled to carry hand luggage, and, where the situation allows it, also registered luggage and live social animals as stipulated by these Conditions of Carriage.
- 8.5 Passengers have the right to be informed about the terms of carriage. The bus/coach driver or any other employee authorised by the Carrier is obliged to provide such information.
- 8.6 Passengers with advance purchase tickets are entitled to take seats identified on their tickets either at the initial stop or at other stops along the route at the time of boarding.
- 8.7 If passengers with advance purchase tickets are not ready to board a bus/coach at the time of departure, their title to an advance purchase seat expires and the driver may occupy the seat with another passenger.
- 8.8 If a driver makes a short halt on a service, passengers must return to the bus/coach punctually within the time allowed for the halt. The driver shall not be obliged to hold up the bus/coach to wait for any passenger and may proceed with the journey.
- 8.9 Unless provided otherwise below, if the service fails to be delivered, passengers shall be entitled to a refund of the fare paid. If the service is provided with a delay in excess of 120 minutes, passengers shall be entitled to adequate fare discounts. The Carrier has the right to determine the discount rate on an individual basis following the examination of each separate case.
- 8.10 Unless provided otherwise below, if any service is cancelled or if carriage within that service is interrupted or stopped, passengers with valid tickets shall have preferential right to be carried to the destinations identified on their tickets by other service along the same bus/coach route or other service along other bus/coach route of the same Carrier. If this is not practicable on the same day, passengers shall be entitled to free carriage back to the initial stop and refund of the fare paid.
- 8.11 Passengers are obliged to comply with the provisions of these Conditions of Carriage and instructions given by the Carrier's authorised employees. Passengers are obliged to follow the instructions given by the Carrier in the form of signs or pictograms in and on vehicles (boarding and alighting instructions, using handrails for safety, etc.)
- 8.12 Passengers are obliged to keep buses/coaches and bus/coach stations, stops and shelters clean.
- 8.13 Smoking is strictly prohibited on buses/coaches and at bus/coach stops and shelters.

- 8.14 If a passenger causes damage to the Carrier's property by its conduct, he or she shall compensate the damage pursuant to provisions of Section 420 et seq. of Act No. 40/1964 Coll., Civil Code. Where damage is caused to the Carrier by a passenger, the passenger shall, upon the request of a person authorised by the Carrier, submit their ID card and allow the Carrier to record the passenger's personal data with the view to claim damage compensations.
- 8.15 Passengers shall refrain from any activity that might threaten the carriage safety and continuity and the safety, life and health of the driver and other passengers and from any conduct that might cause damage to the vehicle and premises of the bus/coach station, stop or shelter (when waiting for a bus/coach). Passengers shall refrain from the following activities in the Carrier's vehicle during carriage:
- a) disturbing and talking to the driver while the vehicle is in motion,
 - b) staying in a place where the passenger might obstruct the driver's vision,
 - c) entering the driver's compartment,
 - d) whistling, singing, behaving noisily or playing a musical instrument in the vehicle (including playing reproduced music and speech),
 - e) opening the vehicle door by force and throwing litter and other objects out of the vehicle,
 - f) smoking in the vehicle and other passenger facilities,
 - g) boarding a vehicle that is fully occupied or that the driver declares to be fully occupied,
 - h) staying in the driver's compartment or in a place where the passenger might obstruct the driver's vision,
 - i) consuming any food and beverages in the vehicle,
 - j) carrying objects in the vehicle in conflict with the Conditions of Carriage,
 - k) boarding and alighting outside designated stops.
- 8.16 Passengers are only allowed to board and alight through doors designed for boarding or alighting. The alighting passengers take priority over boarding passengers in doors that are used both for boarding and alighting. Standing passengers are obliged to hold on to handrails or other components inside the vehicle designed for that purpose in order to prevent to a maximum possible degree any accidents should the vehicle suddenly change speed or direction. If the vehicle seats are equipped with safety belts, passengers shall use such belts in accordance with effective regulations.

Article 9

Special Rights of Passengers

- 9.1 The provisions of this Article apply to long-distance and international carriage where the scheduled transport distance (service route) exceeds 250 km.
- 9.2 If the Carrier reasonably expects cancellation of a regular service departure from a bus/coach station or stop or a delay in a regular service departure from a bus/coach station or stop in excess of 120 minutes, or if the Carrier's ticket reservation system reports overbooking, the Carrier shall, without any delay, offer passengers one of the following options:
- a) continuation of the journey to the agreed alighting station identified on the purchased ticket, at the earliest possible opportunity, without any additional fees and under comparable conditions, or
 - b) compensation of the ticket price and in duly justified cases free bus/coach transport back to the passenger's boarding station at the earliest possible opportunity;
- 9.3 Unless the Carrier offers passengers to choose from the options referred to in Section 9.2, the passengers shall be entitled to reimbursement of 50 per cent of the ticket price in addition to the compensation referred to in Section 9.2, Letter b). The Carrier shall pay out such reimbursement within one month of being presented with the request for refund. Passengers shall submit their requests for refund in writing at the Carrier's ticket sales points or in the Carrier's information centres or

- through third persons (ticket selling agents) from which the passengers purchased their tickets.
- 9.4 Where a regular service is cancelled or delayed in departure from a bus/coach stop for more than 120 minutes, passengers shall have the right to such continuation of their journey or reimbursement of the ticket price by the Carrier as referred to in Section 9.2.
- 9.5 Where a bus/coach becomes inoperable during the carriage, the Carrier shall provide either for continuation of the carriage by other vehicle from the place where the inoperable vehicle is located, or for transport from the location of the inoperable vehicle to a place appropriate for waiting or to a bus/coach station from which the journey may be continued.
- 9.6 The refund set forth in Section 9.2, Letter b) and in Section 9.3 shall be disbursed within 14 days of the submission of an offer or delivery of a passenger's request for refund to the Carrier. The refund paid shall cover the full purchase price of the ticket, for the part or parts of the journey not made, and for the part or parts already made only if the journey no longer serves any purpose in relation to the passenger's original travel plan. In case of travel passes or season tickets the refund payment shall equal to a proportional part of the full cost of such a ticket. The reimbursement shall be paid primarily in cash, or in other form to which a passenger gives its express consent.
- 9.7 In the event of cancellation or delay in departure of a regular service, passengers departing from bus/coach stations concerned shall be informed by the Carrier or bus/coach station operator of the situation as soon as possible and in any event no later than 30 minutes after the scheduled departure time, and of the estimated departure time as soon as such information is available.
- 9.8 If passengers miss a connecting transport service provided for by the timetable due to cancellation of a regular transport service or delay, the Carrier or bus/coach station operator shall make reasonable efforts to inform the passengers concerned of alternative connections.
- 9.9 The Carrier or, where appropriate, the bus/coach station operator shall ensure that disabled persons and persons with reduced mobility receive the information required in Sections 9.7 and 9.8 in accessible formats.
- 9.10 Where possible - if requested by passengers and if passengers provide the Carrier with required contact data - the information referred to in Sections 9.7 and 9.8 is provided in an electronic form to all passengers, including those departing from bus/coach stops, within the time interval set forth in Section 9.7.
- 9.11 Where a journey of a scheduled duration of more than three hours is concerned, the Carrier shall, in case of cancellation of a service or delay in service departure from a bus/coach station of more than 90 minutes, offer passengers free of charge:
- a) snacks, meals or refreshments in reasonable relation to the waiting time or delay provided that they are available on the bus/coach or at a bus/coach station, or can reasonably be supplied;
 - b) a hotel room or other accommodation as well as assistance to arrange transport between the bus/coach station and the place of accommodation in cases where a stay of one or more nights becomes necessary. The costs of accommodation per passenger amount to the maximum of EUR 80 per night and total EUR 160 (the Carrier shall pay for the maximum of two nights); the amount excludes transport from a bus/coach station to the place of accommodation and back. The passenger is not entitled to a hotel room or other accommodation under this provision if the service cancellation or delay is caused by adverse weather conditions or a natural disaster that threaten safe operation of a bus/coach.
- 9.12 Provisions of Sections 9.2 – 9.6 and 9.11 do not apply to passengers who are holders of open tickets with non-specified time of departure, with the exception of passengers who are holders of travel passes or season tickets.

Article 10

Rights of a Special Group of Passengers (Passengers with Reduced Mobility and Disabled Passengers) in Regular Long-distance National and International Transport in General

- 10.1 physical disability, hearing or visual deficiency and/or other disability), holders of disabled person identification cards (so-called TZP cards) and persons with serious disability whose nature or severity requires assistance of another person – a guide (so-called TZP-S cards) and guides to disabled persons. A competent guide to a disabled person is a person aged 15 and over. People with visual deficiency may also be accompanied by guide dogs or children aged 6 and over. People with reduced mobility are provided with priority seats marked with pictograms in vehicles. Disabled persons who meet other criteria set forth in this Article are provided with priority seats marked with pictograms in vehicles. This provision shall not affect the right of persons with reduced mobility to use such priority seats unless such seats are occupied by persons with severe disability. Persons with visual deficiency, accompanied by guide dogs, are provided with priority seats marked with relevant pictograms. If carrying a number of persons who meet the criteria set forth in this Section, the driver has the power to ask passengers who are not entitled to special rights to surrender respective seats.
- 10.2 The Carrier shall ensure that there is a minimum of two priority seats reserved and clearly marked for passengers with special rights in each vehicle. If the number of passengers with special rights in carriage exceeds the number of priority seats, passengers not entitled to special rights shall stand up and surrender the occupied priority seats upon the request of the driver or passengers with special rights. The driver acts with regard to the rights of the requested passengers ensuing from the contract of carriage of passengers.
- 10.3 The driver shall provide passengers entitled to special rights in carriage under Article 10, Section 10.1 with safe preferential boarding and alighting subject to notification by such a person or their guide or other passenger.
- 10.4 The bus/coach driver shall in no case refuse to carry passengers with special rights, except for cases where the maximum passenger capacity of the vehicle is occupied and it is infeasible to provide such passengers with priority seating.
- 10.5 Passengers with prams/pushchairs and/or wheelchairs may board, travel or alight only with prior notification to the driver. The maximum number of prams/pushchairs and/or wheelchairs that may be accommodated in a vehicle at a time is defined by the vehicle manufacturer, the vehicle capacity specified in the vehicle technical certificate or by the capacity of a designated area in the vehicle that is marked with a pictogram. Provided that the vehicle is not equipped with wheelchair or pram/pushchair securing systems, passengers with special rights or their guides shall ensure that other passengers are not threatened by possible movement of wheelchairs or prams/pushchairs along the vehicle.
- 10.6 When carrying passengers with prams/pushchairs and/or wheelchairs, bus/coach drivers shall make maximum effort to arrange for boarding, carriage and alighting of such passengers, generally by asking other passengers to help the passengers in question.
- 10.7 Unless otherwise stated below, people with other disabilities assisted by guide dogs have the right to be carried along with their guide dogs; the dogs shall wear white service dog vests featuring a red cross or orange safety stripes. Guide dogs are carried free of charge.
- 10.8 Unless otherwise stated below, the Carrier shall not refuse to accept a reservation from, to issue or otherwise provide a ticket to or to take on board a person on the grounds of disability or reduced mobility, nor shall it demand any additional fees for tickets or reservations from disabled persons and persons with reduced mobility.
- 10.9 The Carrier may refuse to accept a reservation from, to issue or otherwise provide a ticket to or to take on board a person on the grounds of disability or reduced mobility:

- a) in order to meet applicable safety requirements established by international, Union or national law or in order to meet health and safety requirements established by competent authorities,
 - b) where the design of the vehicle or the infrastructure, including bus/coach stop/station facilities, make it physically impossible for disabled persons or persons with reduced mobility to board, alight or to be carried in a safe and operationally feasible manner.
- 10.10 If the Carrier refuses to accept a reservation from, to issue or otherwise provide a ticket to, or to take on board a person on the grounds of disability or reduced mobility based on the reasons referred to in Section 10.9, such a person may ask to be accompanied by another person of his or her choice who is capable of providing the assistance required by the disabled person or person with reduced mobility to abolish the grounds referred to in Section 10.9. Such an accompanying person shall be carried free of charge and, where feasible, seated next to the disabled person or person with reduced mobility.
- 10.11 If the Carrier has recourse to Section 10.9, it shall immediately inform the disabled person or person with reduced mobility of the reasons thereof, and, upon request, inform the person concerned in writing within five working days of the request.
- 10.12 The Carrier and bus/coach station operators shall be liable where they have caused loss of or damage to wheelchairs, other mobility equipment or assistive devices. The loss or damage shall be compensated by the Carrier or bus/coach station operator liable for the loss or damage.
- 10.13 Where necessary, every effort shall be undertaken by the Carrier to rapidly provide temporary replacement devices or equipment. The wheelchairs, other mobility equipment or assistive devices shall, where possible, have technical and functional features similar to those lost or damaged.

Rights of a Special Group of Passengers in Regular Long-distance National and International Transport Where the Scheduled Distance Exceeds 250km

- 10.14 In the event of refusal to accept a reservation or to issue or otherwise provide a ticket on the grounds referred to in Section 10.9, the Carrier shall inform the person concerned about an acceptable alternative service operated by the Carrier.
- 10.15 If a disabled person or a person with reduced mobility, who holds a reservation or has a ticket and has complied with the requirements of Sections 10.23 and 10.24, is refused permission to board on the grounds of his or her disability or reduced mobility, that person and any accompanying person pursuant to Section 10.10 shall be offered the choice between:
- a) the right to reimbursement of the fare, and where applicable, a return service free of charge to the first point of departure at the earliest opportunity, and
 - b) except where not feasible, continuation of the journey or re-routing by reasonable alternative transport services to the place of destination (alighting station).
- 10.16. In co-operation with bus/coach station operators and organisations representative of disabled persons or persons with reduced mobility, the Carrier shall establish non-discriminatory access conditions for the transport of disabled persons and persons with reduced mobility.
- 10.17. The access conditions established under Section 10.16, including the text of the laws providing for the safety requirements on which non-discriminatory access rules are based, shall be made publicly available by the Carrier and bus/coach station operators physically or on the internet in accessible formats. When providing such information, special attention is paid to the needs of disabled persons and persons with reduced mobility.
- 10.18. The information on the access conditions referred to in Section 10.16 shall be physically distributed at the request of the passenger.

- 10.19. The Carrier shall ensure that all relevant general information concerning the journey and the conditions of carriage (i.e. above all these Conditions of Carriage, timetables and tariffs) and, where applicable, online booking and information is available in appropriate and accessible formats for disabled persons and persons with reduced mobility. The information shall be physically distributed at the request of the passenger.
- 10.20. At bus/coach stations designated as stations where assistance is provided to disabled persons and persons with reduced mobility (hereinafter referred to as the "designated stations"), the Carrier and bus/coach station operators shall, within their respective areas of competence, provide assistance free of charge to disabled persons and persons with reduced mobility to the following extent:
- a) establishing request assistance points, including an electronic address, and enabling the persons in question to communicate their arrival at the bus/coach station and their request for assistance at designated points. Passengers' requests for assistance may be addressed at info@slovaklines.sk non-stop or by telephone at 18211 daily from 6.30 a.m. to 6.30 p.m.
 - b) assisting the persons in question to move from the designated point to the check-in counter, waiting room and platform,
 - c) assisting the persons in question to board the vehicle with the provision of lifts, wheelchairs, ramps or other assistance needed,
 - d) assisting the persons in question to load their luggage and collect it at the alighting station,
 - e) assisting the persons in question to alight the vehicle with the provision of lifts, wheelchairs, ramps or other assistance,
 - f) allowing the persons in question to carry assistance dogs on board a bus/coach,
 - g) assisting the persons in question to proceed to their seats through the driver or other appointed person.
- 10.21. The Carrier shall publish and update a list of designated stations on its web site.
- 10.22. The Carrier shall, on board of buses/coaches, provide assistance free of charge to disabled persons and persons with reduced mobility as specified below:
- a) providing the persons in question with essential information on the journey in accessible formats subject to request made by the passenger,
 - b) enabling and assisting the persons in question to board/alight during pauses in a journey, if there are personnel other than the driver on board.
- 10.23. The Carrier shall provide assistance to disabled persons and persons with reduced mobility on condition that:
- a) the passenger with disability or reduced mobility notifies the Carrier or bus/coach station operator of his or her need for such assistance no later than 36 hours before the assistance is needed, and
 - b) the person in question presents himself or herself at the designated point no later than 30 minutes before the scheduled departure time of the bus/coach or at a time stipulated by the Carrier in advance which shall not be more than 60 minutes before the scheduled time of the bus/coach departure.
- 10.24. The assistance provided is subject to notification of the Carrier of the specific needs with regard to seating for disabled persons or persons with reduced mobility upon reservation or advance purchase of the ticket, where the need is known at that time.
- 10.25. Even where the conditions referred to in Sections 10.23 and 10.24 fail to be fulfilled, the Carrier, in co-operation with bus/coach station operators, shall make every reasonable effort to ensure that the assistance is provided in such a way that the disabled person or person with reduced mobility is able to board the departing service, to change to a corresponding service or to alight from the arriving service for which they purchased a ticket.
- 10.26. The point where disabled persons or persons with reduced mobility can announce their arrival and request assistance is clearly designated and provides basic information about the bus/coach station and assistance provided in accessible formats. Such a point is established in the premises of the Mlynske nivy, Bratislava bus/coach station, ticket counters Nos. 4, 5 and 6. The person in

question shall report at the point upon its arrival at the bus/coach station and shall be provided with assistance within the required time limit.

Article 11

Ticket Sale and Inspection

- 11.1 A ticket is a proof of conclusion of a contract of carriage of persons and the fare paid. A ticket in a paper-based form features the business name of a carrier, its company identification number and tax identification number, type of ticket, period of ticket validity, scope of service and amount of the fare paid.
- 11.2 Carriers who provide regular bus/coach services issue tickets. Types of tickets and eligibility for discounts are specified in Part B), Tariff of these Conditions of Carriage by respective types of transport.
- 11.3 The ticket may be purchased either with cash from a driver directly on a bus/coach prior to the commencement of carriage, or at all contractual points of sale of the Carrier, or in an electronic form via the Carrier's web site, or via a non-cash payment where ticket price is deducted from a chip card.
- 11.4 Tickets may be booked in advance either in person or by telephone at the Carrier's points of sale.
- 11.5 If a passenger purchases a ticket in advance, he or she shall give the ticket and, where applicable, a proof of his or her entitlement to a discount, when boarding a bus/coach without being asked by the Carrier.
- 11.6 A passenger who fails to board a service for which he or she purchased a ticket in advance shall not be entitled to a refund of the ticket price.
- 11.7 One-way tickets entitle passengers to one journey from the boarding stop to the alighting stop. Return tickets entitle passengers to one journey to the destination and one journey back to the starting point of the travel.
- 11.8 A season ticket (carnet, weekly ticket) establishes the passenger's right to undertake a specified number of journeys along a route and within a time limit specified on it.
- 11.9 A one-way ticket that does not bear the passenger's name is non-transferable once the passenger boards the vehicle. A passenger has no right to hand over such a ticket to any other person once aboard. The Carrier shall deem invalid spoiled tickets or chip cards if the data on them is illegible.
- 11.10 A discount ticket is deemed valid only if submitted along with a valid concession identification card. Passengers submit relevant identification documents to the driver to demonstrate their entitlement to a discount. Where doubts arise as to a passenger's entitlement to a discount, the Carrier or an authorised employee of the Carrier shall be entitled to demand from the passenger further documents proving his or her entitlement to a discount.
- 11.11 When taking over a ticket, the passenger shall check if the ticket was issued as requested, especially if the data, date of the journey, route and fare paid correspond to the price stated on the ticket; no later claims shall be taken into consideration by the Carrier.
- 11.12 Passengers are responsible for loss of or damage to their tickets. The Carrier shall provide no compensation for lost tickets or damaged tickets which become unusable. No compensation shall be provided for a ticket lost during carriage, and the passenger shall be considered a person travelling without a valid ticket at the time of a ticket inspection.
- 11.13 Inspections of fare payments shall be performed by the Carrier's authorised employees (bus drivers) or other authorised persons (ticket inspectors) who prove their identity by identification cards or ticket inspector badges.
- 11.14 At any time, during carriage and alighting from a bus/coach, passengers shall, when requested by the Carrier's authorised employee, give their valid tickets and evidence of their entitlement to a discount.
- 11.15 Passengers who fail to give a valid ticket or evidence of their entitlement to a discount, when asked by the Carrier's authorised employee, shall pay the Carrier the fare and a penalty fine for travelling without a valid ticket. The terms and

amount of such a penalty fine for travelling without a valid ticket are specified in Part B, Tariff, Article 17, Sections 17.3 and 17.4 of these Conditions of Carriage

- 11.16 Unless a passenger pays the required fare and/or penalty fine to the Carrier's authorised employee directly in a vehicle, the passenger shall provide the Carrier's authorised employee with his or her personal data needed to exact the fare and penalty. The documents required are ID cards, passports or aliens' residence permits exclusively. If a passenger cannot or refuses to submit his or her personal data, he or she shall be obliged to tolerate any activity related to the involvement of police and establishment of his or her identity.
- 11.17 The Carrier is entitled to require from passengers the following personal data in order to exact the fare and penalty fine for travelling without a valid ticket: name and surname, date of birth, address of the permanent residence, and number of the ID card, passport or other identification document, or, to the same extent, the personal data of the passenger's legal representative where the passenger is a minor.

Article 12

Carriage of Luggage

- 12.1 Where passengers travel with luggage, the Carrier carries such luggage either along with and under the control of the passengers (hand luggage) or separately (registered luggage) in the bus/coach luggage compartment under the terms set forth in these Conditions of Carriage, Tariff and/or timetable.
- 12.2 Hand luggage is carried along by passengers, under their control and responsibility, in overhead lockers, and, where it does not pose any safety risk, obstruct the performance of driver's duties or interfere with boarding and alighting, also in the underseat storage space. If required by passenger safety or comfort, luggage shall be placed as instructed by the driver.
- 12.3 As a rule, registered luggage is carried separately from passengers. Separate carriage means carriage of luggage placed in an area designated by the Carrier or the driver outside the passenger compartment, or in the passenger compartment in a place out of passengers' control. Carriage of luggage is subject to charges pursuant to relevant provisions of these Conditions of Carriage. Registered luggage also means luggage which is subject to overweight and oversize luggage fees and is carried along by passengers and under their control.
- 12.4 Passengers may carry as luggage items which by reason of their size, design, length or weight provide for fast and smooth placement thereof in a vehicle or special luggage compartment, and live social animals subject to special conditions.
- 12.5 Excluded from carriage are:
- a) items the carriage of which is prohibited by law,
 - b) charged weapons except for firearms of members of armed forces and police whose carriage is subject to special provisions,
 - c) items that may threaten operational safety, or damage or stain passengers or vehicles, in particular for being inappropriately packed,
 - d) items whose odour, repugnant aspect, etc. is likely to inconvenience other passengers,
 - e) luggage whose total weight exceeds 50kg.
- 12.6 Passengers are not allowed to carry jewels, valuables or money in their registered luggage.
- 12.7 Passengers may carry four-wheel prams/pushchairs as registered luggage. Prams/pushchairs shall be carried only if accompanied by passengers; where made feasible by the operational situation along the route.
- 12.8 Persons entitled to carry firearms may carry along with their firearms aboard a vehicle an adequate amount of cartridges if these are kept in cartridge belts, hunting bags, cases and similar containers.
- 12.9 Except where otherwise stated below, passengers may carry along as luggage live social animals, unless prevented by special regulations, if such animals do not

- inconvenience other passengers or threaten their health and are kept in closed cages, baskets or other appropriate containers with leak-proof solid bottoms. Carriage of animals in transport boxes is subject to luggage transport provisions.
- 12.10 Only dogs that are muzzled in a safe manner and kept on a short leash shall be carried aboard a bus/coach without the need for a closed container. The luggage fee per dog corresponds to the price of a one-way special ticket set by the Carrier. Only one dog not carried in a closed container is permitted aboard each vehicle. The driver may refuse the carriage of a dog not carried in a closed container at peak hours. Service dogs accompanying blind persons are not subject to this provision.
 - 12.11 Where made feasible by the Carrier's operating conditions, passengers are allowed to carry one pair of skis and one pair of ski poles or one snowboard per person (provided that these are stored in relevant ski/snowboard bags).
 - 12.12 Passengers may carry the maximum of two pieces of registered luggage in the vehicle; outside peak hours passengers may take other pieces of luggage into the vehicle with the driver's consent.
 - 12.13 If the luggage is carried outside the passenger compartment, the passenger shall reclaim it immediately after termination of the carriage.
 - 12.14 If a driver has doubts if a passenger's luggage complies with the terms set forth in these Conditions of Carriage, he or she shall be entitled to inspect the nature and contents of such luggage in the presence of the passenger concerned.
 - 12.15 If a passenger refuses the luggage inspection or if the luggage inspection shows that the items (animals) carried by the passenger are excluded from carriage, the passenger shall be obliged to remove them from the bus/coach. If the passenger fails to obey the instruction to remove the luggage, the luggage shall be removed by an authorised person. The authorised person shall be then entitled to prevent the passenger from continuing his or her journey and the passenger shall not be entitled to a refund of the fare and charge for the carriage of luggage paid.
 - 12.16 If a driver finds luggage left behind in a vehicle, he or she shall inform a competent employee of the Carrier (dispatching office) and ensure that the luggage left behind is handed over to the lost and found office in the Carrier's seat against proof of receipt.
 - 12.17 The Carrier shall be liable for loss or theft of hand luggage and registered luggage carried along by and under the control of passengers to the extent of Section 427 et seq. of the Civil Code.
 - 12.18 The Carrier shall be liable for damage caused to registered luggage carried separately from passengers between the time of the luggage take-over and the time of the luggage delivery. The Carrier shall not be liable for damages caused by passengers, defects on the luggage and its packaging, special nature of the luggage or a circumstance beyond the Carrier's control, or because the passenger failed to notify the driver of the need to handle the luggage in a particular manner. Nor shall the Carrier be liable for damage to luggage left behind.
 - 12.19 The decision if the luggage is to be carried as hand luggage or registered luggage outside the passenger compartment is at the driver's discretion. If the driver decides that the luggage is to be carried in the luggage compartment, the passenger shall notify the Carrier of any special nature of the luggage, in particular of its contents and value, and of his or her requirement that the luggage should be handled in a particular manner or laid down in a particular position. Passengers are not entitled to carry money, jewels or other valuables in excess of EUR 50 in their registered luggage.
 - 12.20 The driver shall label each piece of registered luggage with a luggage registration voucher. Luggage shall only be loaded in and unloaded from the luggage compartment by the driver, if necessary, with the assistance of a passenger. Prior to unloading the luggage from the luggage compartment, passengers shall present the driver with a valid stub of the luggage registration voucher issued by the driver prior to loading the luggage in the luggage compartment. The driver shall only deliver the luggage when presented with a valid stub of the luggage registration voucher. Following the delivery of the luggage, the driver shall discard the stub. The passenger shall only keep the portion of the luggage registration

voucher affixed to the luggage, which shall serve as evidence of payment of the charge for the carriage of luggage.

- 12.21 Carriage of luggage is subject to charges set forth in Part B of the Tariff of these Conditions of Carriage. The Carrier shall provide passengers with evidence of payment of the charge for the carriage of luggage, a luggage registration voucher.
- 12.22 Where there is a suspicion that the luggage fails to comply with the terms set forth in these Conditions of Carriage and Tariff, Part B), the driver of the vehicle shall be entitled to inspect the luggage contents in the presence of a passenger. If the passenger refuses the luggage inspection or if the luggage inspection demonstrates that such luggage is excluded from carriage, the passenger shall be obliged to remove the excluded items from the bus/coach. Should the passenger fail to remove the items from the bus/coach as instructed by the driver, the driver shall ensure the removal of the luggage from the vehicle. The driver shall be then entitled to prevent the passenger from continuing the journey and the passenger shall not be entitled to a refund of the fare and charge for the carriage of luggage paid.
- 12.23 The Carrier shall be liable for damage caused to registered luggage carried separately from passengers between the time of the luggage take-over and the time of the luggage delivery. The Carrier shall not be liable for damages caused by passengers, defects on the luggage and its packaging, special nature of the luggage or a circumstance beyond the Carrier's control, or because the passenger failed to notify the driver of the need to handle the luggage in a particular manner. Nor shall the Carrier be liable for damage to luggage left behind.
- 12.24 If luggage carried separately from passengers is lost or destroyed, the Carrier shall refund the value of the luggage lost or destroyed effective at the time of being accepted for carriage for a standard charge, up to the maximum of EUR 332 per one piece of luggage. In addition, the Carrier shall refund the charge paid by the passenger for the carriage of the lost or damaged luggage.
- 12.25 On long-distance and international services the maximum compensation shall be EUR 332 per one piece of luggage. This shall not apply to damage caused in the event of an accident on a service route in excess of 250km of length.

Article 13

Traffic Accidents and Incidents

- 13.1 Incidents occurring during carriage include in particular:
- a) traffic accident of a vehicle,
 - b) fire in a vehicle,
 - c) accident or sudden illness where the life or health of passengers, the Carrier's employees or other persons is at risk.
- 13.2 If a passenger finds the safety, lives or health of passengers to be in danger, they shall notify the driver.
- 13.3 In the event of an incident, the driver shall halt the vehicle and take precautions to ensure traffic safety in the site of the incident.
- 13.4 The driver shall, without any delay, notify the Carrier of the incident pursuant to internal regulations and provide necessary assistance to passengers, ensure their safety, and, if necessary, call an ambulance and remain at the place of the incident until a traffic dispatcher or any other authorised representative of the Carrier arrive.
- 13.5 If an accident, injury, health damage or death, or damage to the vehicle or vehicle equipment or to any other property of the Carrier or passengers occur, the persons concerned shall provide the Carrier with all data necessary for due investigation of the incident.
- 13.6 Passengers who suffer damage shall without any delay inform the driver of the occurrence and estimated scope of the damage, and provide the driver with the data necessary for investigation of the occurrence of the damage, including identification of the scope of the damage and their personal identification data.

- 13.7 The Carrier shall provide alternative transport service to the terminal station with another vehicle free of charge.
- 13.8 Passengers who suffer injuries due to the specific nature of transport shall be entitled to damage compensation for injury in accordance with Section 427 et seq. of the Civil Code and Act No. 437/2004 Coll. on Compensation for Pain and Compensation for Reduced Social Opportunities (hereinafter referred to as "Act No. 437/2004").
- 13.9 Survivors of deceased passengers whose death was caused by the specific nature of the operated transport service shall be entitled to compensation for death, including compensation of reasonable funeral expenses, pursuant to relevant applicable provisions of the Civil Code.
- 13.10 Passengers whose hand luggage is damaged due to the specific nature of transport shall be entitled to damage compensation pursuant to provisions of Section 427 et seq. of the Civil Code. If damage occurs to passengers' registered luggage, the passengers shall be entitled to damage compensation pursuant to Sections 12.23 - 12.25 of these Conditions of Carriage.
- 13.11 The amount of damage compensation shall be set in accordance with relevant provisions of the Civil Code and Act No. 437/2004.
- 13.12 In the event of an accident arising out of the operation of a bus/coach, the Carrier shall provide adequate and due assistance with regard to passengers' immediate practical needs following the accident. Such assistance includes, where necessary, accommodation, food, clothing, transport and facilitation of first aid. Any assistance shall not constitute recognition of liability. The total cost of accommodation per passenger is limited to EUR 80 and the maximum of two nights. On long-distance and international services where the route exceeds 250km of length, the maximum compensation for damage to luggage in the event of an accident totals EUR 1,200 per one piece of luggage.

Article 14

Exercise of Rights, Complaints Procedure Rules

- 14.1 Passengers shall exercise their rights and claims ensuing from these Conditions of Carriage with the Carrier without any undue delay; where the rights fail to be claimed within three months from the date of origin of the claim that is filed, the rights shall expire. This shall not apply to claims in respect of damage to passengers' luggage which may be claimed by passengers from the Carrier within six months from the occurrence of the damage, and to claims in respect of injuries that may be claimed by passengers directly in court within the limitation period pursuant to applicable provisions of the Civil Code. Passengers may file their complaints by hand to the Carrier, or by mail at the Carrier's address, or via e-mail at secretariat@slovaklines.sk.
- 14.2 Passengers shall pursue their rights and claims in the form of a written complaint that will precisely and clearly define the rights affected, the manner in which they were affected, and the compensation demanded, giving reasonable justification for such claims. Passengers shall deliver their complaints to the Carrier either in writing at the address of the Carrier's seat, or by hand at the Carrier's ticket sales points or at the Carrier's information centres. Where the complaint concerns the carriage services provided by the driver, passengers are entitled to file complaints directly with the driver concerned, filling in the Customer Sheet provided by the driver. Where the ticket was purchased from a ticket selling agent, passengers shall also be entitled to file their complaints in the seat of the ticket selling agent from which the ticket was purchased.
- 14.3 If a passenger files a complaint in oral form, an authorised employee of the Carrier shall draft a report on the complaint filed, and the complaint shall be signed by the passenger in question.
- 14.4 If the complaint lacks the details referred to in Section 14.2, the Carrier shall ask the passenger to supply such additional information within a period of no less than 7 working days. If the passenger supplies the additional information within the time

limit, the complaint shall be deemed to have been filed in time. Where the passenger does not provide the additional information within the time limit and the complaint filed does not constitute a ground for the passenger's claims to be deemed substantiated, the Carrier shall reject the complaint or put it ad acta, and shall inform the passenger.

- 14.5 Within one month of receiving the complaint, the Carrier shall give notice to the passenger that the complaint has been substantiated, rejected or is still being considered. The Carrier shall deliver a notification of the final settlement of the complaint to the passenger concerned no later than 3 months from accepting the complaint.

Article 15

Special Provisions for International Carriage

- 15.1 Provisions of previous Articles are applied to international carriage accordingly unless stipulated otherwise in this Article.
- 15.2 Passengers on international services shall carry on them valid travel documents, passports or ID cards, depending on what travel documents are required by the country through which the international route runs, and any other documents entitling passengers to enter respective countries along the route.
- 15.3 Standard rates of the charge for carriage of luggage, broken down by respective types of services and routes, are set forth in Part B, Tariff of these Conditions of Carriage.

Part B

T A R I F F OF REGULAR LONG-DISTANCE AND INTERNATIONAL BUS/COACH CARRIAGE OF PASSENGERS AND LUGGAGE

Article 1 Fundamental Provisions

- 1.1 This Tariff lays down in particular the Carrier's standard fares, fare surcharges and discounts, and other charges in respect of carriage of passengers and their luggage and live social animals (dogs and small pets), and the conditions of the Carrier under which such charges are applied (hereinafter referred to as "tariff conditions").
- 1.2 The Tariff applies to long-distance and international bus/coach routes and services operated by the Carrier.
- 1.3 Long-distance transport is operated as national transport if the entire route of a bus/coach service is situated within the territory of the Slovak Republic or as international transport if the route of the bus/coach service crosses at least once the state border of the Slovak Republic regardless of whether the purpose is passenger boarding or alighting or a journey of an empty vehicle not in service.
- 1.4 Information on the conditions of carriage and fares is published by the Carrier in a publicly accessible visible place and on the Carrier's website in an appropriate manner.
- 1.5 The Carrier operates the following long-distance services:
- | | |
|--------|--|
| 102502 | Bratislava – Sered – Nitra – Levice – Dudince – Sahy |
| 102503 | Bratislava – Nitra – Banska Bystrica – Lipt. Mikulas/Brezno – Poprad –
- Vysoke Tatry |
| 102505 | Bratislava – Trnava – Topolcany – Partizanske – Bojnice |
- 1.6 The Carrier operates the following international services in co-operation with its partners:
- | | |
|--------|---|
| 102806 | Vienna – Vienna Airport – Bratislava |
| 802831 | Kosice – Bratislava – Stuttgart |
| 802833 | Kosice – Bratislava – Vienna – Brussels - London |
| 802834 | Kosice – Bratislava – Vienna - Paris |
| 802835 | Kosice - Bratislava – Vienna – Frankfurt – Rotterdam |
| 802836 | Kosice – Bratislava – Zurich – Geneva |
| 802898 | Michalovce – Prague - London |
| 802899 | Kosice – Frankfurt - Rotterdam |
| 102807 | Bratislava – Parndorf – Neusiedl am See – Podersdorf (operated during
the summer season) |

Article 2 Fares and Types of Fares; Tickets, Fare Rates, and Forms and Conditions of Ticket Purchase

- 2.1 A fare is the price to be paid by passengers for carriage services, set by the Carrier depending on the tariff distance, type of discount and nature of carriage (carriage of persons). The fares are set on the basis of a "stop-to-stop price list" where fix prices are set for respective sections of the journey between individual stops irrespectively of the number of kilometres travelled.
- 2.2 Long-distance and international bus/coach services are subject to a price list issued by the Carrier which provides for fares and charges for carriage of luggage.
- 2.3 Where services are operated along respective routes on the basis of contracts between various carriers, fares, charges for carriage of luggage and types of

- tickets shall be specified by contract conditions and may differ from the provisions set out in the Conditions of Carriage, Part B), Tariff.
- 2.4 The Carrier is entitled to modify the operation of and fares for the services available. The Carrier is entitled to issue different types of discount tickets on all long-distance and international services, the discounts being provided to passengers on the grounds of multiple journeys.
- 2.5 The fare rates are:
- 2.5.1 standard fare,
 - 2.5.2 discount fare,
 - 2.5.3 free fare.
- 2.6 A standard fare is the price for carriage of passengers who do not claim any entitlement to a discount or free fare.
- 2.7 A discount fare on long-distance national services means the price for carriage of:
- 2.7.1 children aged 2 – 14 inclusive, per journey,
 - 2.7.2 pupils and students in full-time training under a special legal regulation under 26 years of age, per journey,
 - 2.7.3 disabled persons who are holders of TZP and TZP-S disabled person identification cards,
 - 2.7.4 guides to disabled persons who are holders of TZP-S disabled person identification cards or service dogs of disabled persons,
 - 2.7.5 parents or legal representatives of disabled children who visit their disabled children in boarding facilities or schools in the territory of the Slovak Republic,
 - 2.7.6 people aged 70 or over.
- 2.8 The following passengers are carried on long-distance bus/coach services free of charge:
- 2.8.1 children under 2 years of age,
 - 2.8.2 judges of the Constitutional Court of the Slovak Republic.
- 2.9 The following passengers are not entitled to free carriage:
- 2.9.1 children provided with separate seats upon request of the person accompanying them,
 - 2.9.2 children who, along with the passengers accompanying them, occupy two seats in a vehicle where all seats are occupied.
 - 2.9.3 Children who are not entitled to free carriage are carried for reduced standard fares.
- 2.10 Discount fares are provided on the Carrier's international services to:
- 2.10.1 children aged 0 -3 inclusive,
 - 2.10.2 children aged 4 – 12 inclusive,
 - 2.10.3 juveniles aged 13 – 25 inclusive,
 - 2.10.4 people aged 60 and over.
- 2.11 The discount fares referred to in Section 2.10. apply to all passengers (they are not restricted to nationals of the Slovak Republic).
- 2.12 Standard fare rates and discount fare rates are set by price lists for respective services published on the Carrier's web site www.slovaklines.sk and www.eurolines.sk. The Carrier may modify respective price lists (types of discounts and discount rates, internet discounts, days of service departures, seasonal surcharges, etc.). Passengers may request information at all of the Carrier's sales points; or in the Carrier's Contact Centre by telephone, at 18211 for calls made from Slovakia (calls cost EUR 0.162 per minute, including VAT) or at +421 2 55 422 734 for calls made outside Slovakia, daily from 6.30 a.m. to 6.30 p.m.; or at the e-mail address: info@slovaklines.sk.
- 2.13 Standard tickets and discount tickets can be either one-way tickets or return tickets. One-way tickets are issued for a specific date and time of departure of a service. Return tickets are issued for a specific date and timing of an outward and return journey. Return tickets may be purchased either as tickets with a specified return date or as OPEN tickets (tickets with a non-specified return date).
- 2.14 The period of validity of an OPEN return ticket in international transport is 180 calendar days from the date of the first journey unless stipulated otherwise on a

specific route, or depending on the ticketing system. The period of validity of OPEN tickets on seasonal services, if operated, is the period during which the service is operated. No OPEN one-way tickets are issued. It is permitted to issue one-way and return tickets for the first journey starting abroad. Tickets may be normally purchased 6 months in advance.

- 2.15 Tickets reserved through points of sale have to be purchased at the latest by the time of expiration of the reservation. If the ticket fails to be purchased by the time of expiration of the reservation of which passengers were previously informed, the passengers lose their entitlement to the seats reserved.
- 2.16 Tickets may be purchased at ticket counters at the Mlynske nivý bus/coach station and at ticket sales points disclosed on www.slovaklines.sk and www.eurolines.sk. Passengers may also order tickets via internet on www.slovaklines.sk and www.eurolines.sk. Card payments are subject to a service fee of 2.5 per cent of the fare. Where passengers purchase their tickets via internet, they are requested to print all parts of their tickets and present the purchased tickets to drivers at the time of boarding. The portion of the ticket (featuring the text No valid ticket) must be kept by passengers throughout carriage. Where passengers purchased their discount tickets in advance, they shall present the driver with the evidence of their entitlement to a discount when boarding a vehicle. Unless a passenger's name and surname is included in the driver's passenger list, the passenger concerned shall purchase a new ticket from the driver, and may subsequently file a complaint with the Carrier.
- 2.17 National transport (boarding and alighting at stops within a single country) is excluded on international services.
- 2.18 Ticket sales agents who sell tickets for long-distance and international services are responsible for the accuracy of ticket sale and issuance only. The Carrier shall be responsible for any problems arising in the operation of a respective service for which passengers purchased their tickets.

Article 3

Carriage of Children Aged 2 – 14, Inclusive, on Long-distance National Services

- 3.1 Children aged 2 – 14 inclusive are carried for discount fares. The age of the carried child, which makes the child eligible for a discount fare, is proved by the person that claims the reduction from the Carrier.
- 3.2 If a bus/coach driver considers it impossible to identify the age of a carried child, in respect of whom the entitlement to a discount fare is claimed, based on that child's physical aspect, the carried child shall only become entitled to a discount fare if his or her age is sufficiently proved by a document, e.g. an identification document proving the child's age, travel card, health insurance card, passport, etc.

Article 4

Carriage of Pupils and Students under 26 Years of Age in Full-time Training on Long-distance National Services

- 4.1 Pupil and student discount fares are provided to:
- 4.2 pupils and students under a special regulation (Act No. 245/2008 Coll. on Upbringing and Education /School Act/ and on Amendments and Supplements to Certain Acts as amended),
- 4.3 university and faculty students in full-time training under a special regulation (Act No. 131/2002 Coll. on Universities and on Amendments and Supplements to Certain Acts as amended),

- 4.4 pupils and students studying abroad, the courses having to be recognised as equivalent to the courses given at schools/universities established in the Slovak Republic.
- 4.5 Pupils and students are entitled to discount fares regardless of the purpose of their journey.
- 4.6 Pupils and students pursuant to Article 2, Subsection 2.7.2 prove their entitlement to discount fares by the following documents when boarding a bus/coach:
- 4.6.1 travel cards or paper-based identification documents (hereinafter referred to as "identification documents") issued by the Carrier, their validity has to be confirmed by a respective school/university; this shall not apply to pupils and students studying abroad,
- 4.6.2 the International Student Identity Card (ISIC card) issued by a respective school/university - with a valid prolongation sticker for a respective academic year, or with transport functions activated in an electronic form for a relevant academic year, the validity period being set by a respective school/university. Students studying abroad are provided with the discount on the basis of a valid prolongation sticker for a respective academic year.
- 4.6.3 The periods of validity of entitlement to a discount are set as follows: by 31 August of a respective academic year where primary school pupils and secondary school students are involved, and by 30 September and/or by 30 June (students in the final year of study) where university students are involved.
- 4.6.4 Where the entitlement to a special fare cannot be scanned by a card scanning device for technical reasons, students or pupils may submit as evidence their ISIC cards where the validity period is either pre-printed on the cards or is indicated by ISIC or NO ISIC prolongation stickers.
- 4.6.5 No other documents, school attendance certificates, etc. issued by schools/universities shall be recognised as proofs of the entitlement to a discount. Pupils/students shall not be entitled to discount fares.

Article 5

Travel Card Providing for Discount Fares on Long-distance National Services

- 5.1 The Carrier accepts travel cards readable by its card scanning devices to check the entitlement of pupils and students to discount fares pursuant to Article 4, Part B). The decision if the entitlement to a discount fare exists is at the driver's discretion.
- 5.2 A travel card is an electronic data carrier in respect of bus/coach transport provided by the Carrier. It may be used on all long-distance services operated by the Carrier.

Article 6

Use of the Travel Card by All Passengers on Long-distance National Services

- 6.1 The travel card may be used as an electronic wallet to purchase a ticket. The travel card is an electronic device which has to be used under certain conditions set in the following Sections.
- 6.2 The travel card must not be exposed to pressure, bent, broken or mechanically damaged.
- 6.3 The travel card must not be exposed to electric current or discharge or a strong magnetic field.
- 6.4 The travel card must not be exposed to high temperatures.

Article 7

Invalidity of the Travel Card or Identification Document

- 7.1 The travel card or identification document is invalid if:
- 7.1.1 the period for which it was issued has expired,
 - 7.1.2 it is damaged or otherwise mutilated in a manner preventing reliable identification of the data disclosed on it, or data verification through electronic devices,
 - 7.1.3 the photograph of its holder is exchanged in an unwarranted manner,
 - 7.1.4 the data on it is erased, overwritten or modified in any other manner,
 - 7.1.5 it was issued based on false data,
 - 7.1.6 it contains false data.
- 7.2 The Carrier shall not accept identification documents or travel cards invalid on the grounds specified in Sections 7.1.1 through 7.1.6 and shall be entitled to take them and refuse the entitlement to a discount fare. Pupils or students shall pay one-way standard fares pursuant to the price list effective on the Carrier's long-distance service concerned, and, where an authorised controller finds the entitlement to a discount ticket to be unjustified, also penalty fines pursuant to Article 17, Sections 17.3 and 17.4, Part B of these Conditions of Carriage.

Article 8

Carriage of Disabled Persons and Their Guides and Free Carriage of Guide Dogs on Long-distance National Services

- 8.1 Disabled persons who are holders of the TZP and TZP-S disabled person identification cards are carried for discount fares.
- 8.2 If a disabled person who is a holder of the TZP-S disabled person identification card is accompanied by a guide dog, the dog shall be carried free of charge. Where such a person is simultaneously accompanied by a guide, a passenger, the guide shall not be entitled to a discount fare.
- 8.3 Disabled persons assisted by guide dogs are entitled to be carried along with their dogs, the dogs shall wear white service dog vests featuring a red cross or orange safety stripes.
- 8.4 Guides to disabled persons which persons are holders of the TZP-S disabled person identification cards are carried for discount fares. Only persons aged 15 or over shall be recognised as guides. Where a blind passenger is involved, the guide may be a dog or a child aged 6 or over. Guides to disabled persons which persons are holders of the TZP-S disabled person identification cards shall be also entitled to discount fares if the holder of the TZP-S disabled person identification card claims the discount on other grounds.
- 8.5 Guides to holders of the TZP-S disabled person identification cards are carried for discount fares only if they guide the disabled persons in question from the boarding stop to the alighting stop (the same applies to guide dogs where blind persons are involved).
- 8.6 Holders of the TZP and TZP-S disabled person identification cards and their guides prove their entitlement to discount fares by presenting the original copies of the TZP and TZP-S disabled person identification cards, the identification cards being only valid when accompanied by ID cards.

Article 9

Carriage of Parents Travelling to Visit Their Disabled Children Placed in Educational, Social or Health Establishments in the Territory of the Slovak Republic on Long-distance Services

- 9.1 Parents who travel to visit their children with a physical, mental, visual or hearing disability or chronically ill children placed in educational, social or health establishments across the territory of the Slovak Republic are carried for discount fares.

- 9.2 The parents prove their entitlement to a discount fare by certificates issued by the establishments in which their children are placed. The certificate holders prove their identity by their ID cards or passports.
- 9.3 One-way discount fares are also provided when the parents travel accompanied by the children in respect of the visit to whom the discount fares are provided.
- 9.4 Where both parents travel to visit the child, the entitlement to a discount fare shall be proved separately by each parent's own certificate.
- 9.5 The certificate shall be only deemed valid if it is completed by hand or in typescript and bears the stamp of the establishment in which the child is placed and signature of an authorised person.
- 9.6 On the journey back from the establishment in which the parents visited their child, the parents shall be entitled to a discount fare at the latest on the day following the day of the visit under the condition that the visit is proved by a date stamp, signature and stamp of the establishment in question.

Article 10

Carriage of Persons Aged 70 and Over on Long-distance National Services

- 10.1 Persons aged 70 and over are carried for discount fares.
- 10.2 Persons aged 70 and over shall prove their entitlement to a discount fare by a document indicating their age (ID card, passport).

Article 11

Carriage of Passengers with OPEN Tickets and Weekly Tickets on Long-distance National Services

- 11.1 The Carrier issues standard and discount OPEN tickets on long-distance national services. It also issues weekly tickets on the national service 102502.
- 11.2 The holder of an OPEN ticket shall undertake the second journey within 1 month (30 days) from the undertaking of the first journey. Passengers may use OPEN tickets for 1 journey to a destination and 1 journey back. The driver shall indicate the journey undertaken on the ticket based on internal regulations.
- 11.3 The validity period of tickets on the service 102502 is 20 calendar days, inclusive of the day of purchase. Passengers may use the tickets 5 times for a journey to a destination and 5 times for a journey back. The driver shall indicate the journey undertaken on the ticket based on internal regulations.

Article 12

Charges for Carriage of Luggage on Long-distance National Services

- 12.1 The charges for carriage of luggage on long-distance national services are paid for carriage of luggage and live social animals carried pursuant to the conditions set in the Carrier's Conditions of Carriage. The charges for carriage of luggage are set by the Carrier per piece of luggage based on the luggage weight and size.
- 12.2 The charge for carriage of luggage is paid if the luggage dimensions exceed 20cm x 30cm x 50cm, the dimensions of cylinder-shaped luggage exceed 150 cm in length and 10 cm in diameter, the dimensions of plate-shaped luggage exceed 80cm x 100cm or if the luggage weight exceeds 25kg. Passengers shall pay the charge for carriage of each item whose any dimension exceeds the limits set in the previous sentence.
- 12.3 Passengers shall pay an oversize/overweight luggage charge of EUR 0.50 for each piece of oversize/overweight luggage regardless of whether it is carried in the luggage compartment or in the passenger compartment. The driver shall issue luggage registration vouchers through ticketing machines. Where the luggage is

carried as registered luggage, i.e. separated from passengers, in the luggage compartment, the driver shall label such luggage with a luggage registration voucher which has no value. The driver shall affix the luggage registration vouchers on the registered luggage for which the Carrier assumes responsibility. Passengers shall check whether their luggage has been correctly labelled with the luggage registration voucher and see their luggage while being put in the luggage compartment. When boarding a bus/coach, passengers shall advise the driver of the number of pieces of luggage placed in the luggage compartment for which they received stubs from the driver and pay the charge for carriage of the luggage placed in the luggage compartment. Passengers shall present the driver with the stub of the luggage registration voucher when taking off the luggage from the luggage compartment at the alighting or terminal stop. The proof of payment of the charge for carriage of luggage shall be issued by the driver through a ticketing machine.

- 12.4 The Carrier assumes no responsibility for luggage that is subject to oversize/overweight luggage charge and is carried under the passenger's control, and the driver shall not label such luggage with a luggage registration voucher.
- 12.5 Passengers are allowed to take the maximum of two pieces of luggage of any type. Acceptance of other pieces of luggage by the Carrier is subject to space availability in the luggage compartment.
- 12.6 The Carrier may restrict carriage of prams/pushchairs, live social animals and extremely oversized/overweight luggage by special regulations (footnotes to service timetables).
- 12.7 The following luggage is carried free of charge:
- 12.7.1 wheelchairs of travelling disabled persons who are holders of the TZP or TZP-S disabled person identification cards and prams/pushchairs of travelling children who are holders of the TZP or TZP-S disabled person identification cards,
- 12.7.2 luggage carried in the passenger compartment whose dimensions are less than 20cm x 30cm x 50cm, or less than 150cm in length and 10cm in diameter where cylinder-shaped luggage is involved, or less than 100cm in length and 80cm in width where plate-shaped luggage is involved and whose weight does not exceed 25 kg.
- 12.8 It is prohibited to carry luggage which may threaten the safety of passengers or the driver, e.g. glass, waste metal and other waste, sharp objects, scythes in an unfolded state, charged weapons, flammable substances, volatile and narcotic substances, substances with a sharp odour, acids, corrosive substances, drugs, reptiles, bees, etc. It is furthermore prohibited to carry luggage that could stain other passengers or the bus/coach. Passengers are allowed to carry the maximum of two pieces of luggage of any type.

Article 13

Carriage of Dogs on Long-distance National Services

- 13.1 On long-distance national services dogs are carried on buses/coaches for a charge for carriage of luggage which corresponds to a discount fare and under the condition that they are muzzled in a safe manner and kept on a short leash.
- 13.2 Dogs placed in appropriate boxes (e.g. cages, special cases, special bags, etc.) with leak-proof bottoms are carried along as hand luggage by passengers subject to a charge for carriage of luggage set by the Carrier. On long-distance national services the charge amounts to EUR 0.50 per dog carried in the aforementioned manner.
- 12.9 The Carrier may prohibit carriage of dogs by special regulations (footnotes to service timetables).

Article 14

Tariff and Conditions of Carriage on the International Route 102806 Bratislava – Vienna

- 14.1 Persons aged 26 - 59 inclusive who do not claim any entitlement to a discount fare are subject to standard fares.
- 14.2 Discount fares are provided depending on age:
 - 14.2.1 children aged 0 – 3 inclusive are provided with a discount of -80% of the standard fare,
 - 14.2.2 children aged 4 – 12 inclusive are provided with a discount of -50% of the standard fare,
 - 14.2.3 juveniles aged 13 – 25 inclusive are provided with a discount of -10% of the standard fare,
 - 14.2.4 passengers aged 60 and over are provided with a discount of -10% of the standard fare.

Note 1:

Children are carried on separate seats, they cannot be carried in other passenger's lap or on other passenger's knees.

Note 2:

Buses/coaches are equipped with safety belts. Passengers are obliged to use safety belts for their safety.

Note 3:

Passengers prove their entitlement to discounts pursuant to Section 14.2 with ID cards or passports.

- 14.3 Apart from standard and discount tickets, the tickets used on the service also include weekly tickets, standing tickets, carnet tickets and the tickets "Bratislava Ticket" and "Wien Ticket VOR Zone 100".
- 14.4 The ticket validity is subject to the stops and date and time of a service departure indicated. Where a service is missed as a result of a delayed flight or delays in rail and urban transport, passengers may use their tickets for other service/services on the same day, subject to no additional charges. In such a case passengers are recommended to reserve seats on buses/coaches, otherwise the carriage of such passengers shall be subject to seat availability.
- 14.5 The weekly ticket is issued for the categories of passengers aged 6 - 14 inclusive, 15 – 25 inclusive, and 26 – 59 inclusive. The ticket validity period is 7 days, Monday through Sunday. The validity of a weekly ticket cannot be prolonged. A weekly ticket is valid on journeys between the stops indicated, one journey a day to the destination and one journey a day back. Passengers who purchase weekly tickets for respective weeks are obligated to reserve each journey on a respective service in advance. Otherwise the carriage of the passenger shall be subject to seat availability in the vehicle.
- 14.6 Standing tickets may be purchased on the service from the driver only where all seats have been sold out.
- 14.7 Carnet tickets are only issued for the destinations Vienna and Hainburg. There are 10 journeys indicated on each carnet ticket, each of the ten ticket sections allowing passengers to undertake one journey which has to be reserved in advance. Carnet tickets may only be purchased at a ticket counter at the Mlynske nivy bus/coach station, they are issued in the name of a passenger and are non-transferable. A carnet ticket issued has a validity period of one year from the date of issue, the price is fix, and no additional age-related discount is provided.
- 14.8 Passengers travelling from Austria who purchase tickets "Vienna-Bratislava" or "Vienna-Bratislava-Vienna" may also purchase a "BRATISLAVA TICKET" which entitles them to use Bratislava urban public transport on the day for which they have purchased their ticket. The tickets are issued for the categories of passengers aged 0 – 11 inclusive and 12 and over.
- 14.9 Passengers travelling from Slovakia who purchase tickets "Bratislava-Vienna" or "Bratislava-Vienna-Bratislava" may also purchase a "Wien TICKET" which entitles

them to one-day use of the Viennese urban public transport in the Wien VOR Zone 100 only. Passengers who are holders of one-way tickets may use the one-day Wien TICKET on the day of their journey from Bratislava stated on their one-way ticket. Passengers who are holders of return tickets may only use the one-day Wien TICKET for urban public transport on the first day of the journey indicated on the return ticket. Passengers aged 4 to 12 inclusive are eligible for discount fare. Children under 4 are carried free of charge on urban public transport.

- 14.10 Hand luggage no bigger than 20cm x 30cm x 50cm is carried free of charge as carry-on luggage. Passengers shall place their luggage in such a manner that it does not interfere with boarding/alighting or obstruct the aisle. Passengers are responsible for safe placement of their luggage.
- 14.11 Luggage is subject to carriage charges if the luggage dimensions exceed 20cm x 30cm x 50cm or if just any one of the dimensions exceeds the limits. It is permitted to carry the maximum of two pieces of luggage (suitcase, bag, rucksack). The charge per 1 piece of registered luggage is EUR 1. Luggage that is subject to carriage charges is carried separately from passengers in the luggage compartment, or in the passenger compartment on a bus/coach under passengers' control. The driver shall label all luggage carried in the luggage compartment with registered luggage vouchers and provide passengers with stubs of the vouchers which shall be later presented by passengers when collecting their luggage at a terminal stop. Passengers may purchase luggage registration vouchers at sales points in advance, otherwise they may purchase them directly from the driver when boarding. Luggage that is subject to luggage charges and is carried along by passengers is not labelled with luggage registration vouchers; when boarding the vehicle passengers shall receive receipts of payment, issued by the driver through a ticketing machine, proving the payment of luggage carriage charges. Luggage registration vouchers purchased previously at sales points cannot be cancelled.
- 14.12 Excess luggage such as skis or snowboards (carried only if tightly bound together or placed in ski bags), prams/pushchairs, overweight/oversized luggage whose weight exceeds 25kg or whose any other dimension exceeds the specified limits shall be carried subject to space availability in the bus/coach luggage compartment. Each piece of excess luggage is subject to a carriage charge of EUR 2. Prams/pushchairs shall be only carried if accompanied by passengers. No unaccompanied luggage shall be carried.
- 14.13 Luggage is unloaded from the luggage compartment at all stops, except at the Bratislava – Petržalka stop. The driver only unloads luggage at the aforementioned stop if the passenger's intention to alight from the service at the Bratislava – Petržalka stop is previously indicated to the driver and the driver manages, for safety reasons, to place the luggage on the right side of the bus/coach in order to be able to unload it rapidly, safely and without any complications.
- 14.14 Carriage of dogs is permitted on the route. Dogs are carried free of charge. They shall be carried either leashed and muzzled, or in a cage or other special container/bag with a solid bottom. Disabled persons assisted by guide dogs are entitled to be carried along with their guide dogs, the dogs shall wear white service dog vests featuring a red cross or orange safety stripes. Guide dogs are carried free of charge. Passengers are obliged to carry all relevant documents and certificates required for transport of a dog abroad. Passengers shall be liable for any damage arising from presentation of incorrect documents.

Article 15

Tariff and Conditions of Carriage on International Routes, Excluding the Route 102806 Bratislava – Vienna

- 15.1 Persons aged 26 - 59 inclusive who do not claim any entitlement to a discount fare are subject to standard fares.
- 15.2 Discount fares are provided depending on age

- 1.2.1 children aged 0 – 3 inclusive are provided with a discount of -80% of the standard fare,
 - 1.2.2 children aged 4 – 12 inclusive are provided with a discount of -50% of the standard fare,
 - 1.2.3 juveniles aged 13 – 25 inclusive are provided with a discount of -10% of the standard fare,
 - 1.2.4 people aged 60 and over are provided with a discount of -10 % of the standard fare.
- 15.3 Children are carried on separate seats, they cannot be carried in other passenger's lap or on other passenger's knees. Buses/coaches are equipped with safety belts. Passengers are obliged to use safety belts for their safety.
 - 15.4 Passengers prove their entitlement to discounts pursuant to Article 15, Section 15.2. with ID cards or passports.
 - 15.5 Disabled persons assisted by guide dogs are entitled to be carried along with their guide dogs, the dogs shall wear white service dog vests featuring a red cross or orange safety stripes. Guide dogs are carried free of charge. Passengers are obliged to carry all relevant documents and certificates required for transport of dogs abroad. Passengers shall be liable for any damage arising from submission of incorrect documents.
 - 15.6 The entitlement of holders of the EURO 26, ISIC and ITIC cards to travel on the 802833, 802834 and 802835 routes for discount fares is subject to card validity confirmation in the central register of CKM 2000 Travel by a sales place attendant, the cards have to be physically presented. The card holders may purchase discount tickets exclusively at a ticket counter at the Bratislava bus/coach station or in offices of CKM 2000. Discount tickets may not be purchased from drivers or other sales agents, including through the Carrier's web sites.
 - 15.7 Where tickets for international routes operated by the Carrier are issued at a ticket counter at the Bratislava bus/coach station, the tickets are subject to a service charge amounting to EUR 3 if purchased 3 or more days prior to the service departure or a service charge amounting to EUR 6 if purchased less than 3 days prior to the service departure. Tickets may be generally procured 6 months in advance unless stipulated otherwise. Reservation of return journeys within OPEN tickets is subject to a service charge of EUR 3.
 - 15.8 Ticket reservations can be made through contracted sales points 6 and more days prior to the service departure with the reservation being held for 24 hours. Tickets may be only purchased, not reserved, at the contracted sales points within 5 days prior to the service departure. The ticket counter at the Bratislava bus/coach station is entitled to make reservations 4 and more days prior to the service departure with the reservation being held for 24 hours.
 - 15.9 Passengers shall make reservations of their return journeys within their OPEN tickets no later than 4 days prior to the service departure through a booking application available on www.slovaklines.sk or www.eurolines.sk, at the ticket counter at the Bratislava bus/coach station, or within the network of contracted ticket sales points (a complete list to be found on www.slovaklines.sk and www.eurolines.sk). Reservations of return journeys within OPEN tickets are subject to seat availability in respective vehicles. Reservations of return journeys within OPEN tickets can only be made via internet at www.slovaklines.sk and www.eurolines.sk provided that the tickets were purchased through the ticket sale systems of Slovak Lines Express, a. s. No reservations for OPEN tickets can be made through the Carrier's web sites if the tickets were purchased from the Carrier's international partners or other carriers.
 - 15.10 Passengers may also reserve or cancel tickets and request information on the routes and services operated by Slovak Lines Express, a. s., via the Contact Centre by telephone at 18211 for calls made from Slovakia (calls cost EUR 0.162 per minute, including VAT) or at +421 2 55 422 734 for calls made outside Slovakia, daily from 6.30 a.m. to 6.30 p.m.; or at the e-mail address: info@slovaklines.sk.

- 15.11 Hand luggage whose dimensions do not exceed 20cm x 30cm x 50cm is carried along by passengers aboard free of charge. Passengers shall place their luggage in such a manner that it does not interfere with boarding/alighting or obstruct the aisle. Passengers are responsible for safe placement of their luggage.
- 15.12 Registered luggage is carried separately from passengers, in the luggage compartment, its maximum dimensions must not exceed 60cm x 90cm x 40cm and its maximum weight must not exceed 25kg. The Carrier shall not be obliged to carry luggage whose dimensions and weight exceed the above limits.
- 15.13 On international routes serviced by the Carrier, passengers are entitled to free carriage of 2 pieces of registered luggage. No third, other or extra piece of luggage shall be carried.
- 15.14 Luggage such as skis or snowboards (carried only if tightly bound together or placed in ski bags), prams/pushchairs, overweight/oversize luggage whose weight exceeds 25kg or whose other dimensions exceed the specified limits shall be carried subject to space availability in the luggage compartment. Prams/pushchairs shall be only carried if accompanied by travelling children, subject to space availability in the luggage compartment.
- 15.15 No unaccompanied luggage shall be carried.
- 15.16 No dogs (except for guide dogs) or live social animals shall be carried.
- 15.17 We recommend passengers to take out travel and luggage insurance prior to boarding either at the ticket counter at the Bratislava bus/coach station or via internet at www.slovaklines.sk, or via commercial insurance companies.

Article 16

Fare Refunds, Alteration of Departure Date and Passenger's Name

- 16.1 Where the Carrier interrupts carriage or fails to commence it within the scheduled time limits, the Carrier shall return to passengers who claim a refund of the full amount of the fare paid, if no portion of the ticket has been used, or a part of the amount of the fare paid, if only a part of the ticket has been used, the portion of the fare that has not been used or a full amount of the fare for a journey not commenced, provided that a proof, issued by a ticket office or driver, of the fulfilment of the conditions set by the Carrier's Conditions of Carriage is submitted or that the fulfilment of such conditions is proved in any other manner.
- 16.2 Passengers on long-distance national routes are entitled to a refund of the fare for unused tickets purchased in advance at ticket sale points through ticket selling systems if they return the tickets no later than 30 minutes before the departure of a service from the initial stop indicated on the ticket. The amount of the cancellation fee is indicated on the ticket.
- 16.3 Passengers on all international routes are entitled to a refund of the fare for unused tickets if they return the tickets at the ticket sale points where the tickets were purchased in advance or if they advise the cancellation to the Carrier's Contact Centre by telephone at 18211 for calls made from Slovakia (calls cost EUR 0.162 per minute, including VAT) or at +421 2 55 422 734 for calls made outside Slovakia, daily from 6.30 a.m. to 6.30 p.m.; or at the e-mail address: info@slovaklines.sk. Tickets purchased from the Carrier through the AMS system (automated reservation system) cannot be cancelled by telephone.

Terms of ticket cancellation: no later than 48 hours before the service departure from the initial stop, a 25% cancellation fee shall be deducted from the ticket price; if made less than 48 hours but no less than 2 hours before the service departure from the initial stop, a 50% cancellation fee shall be deducted from the ticket price. The fare paid for an OPEN ticket shall only be refunded unless the ticket validity has expired. The entitlement to a fare refund shall cease if the ticket is returned or cancelled later than 2 hours before the service departure. If one journey of a return ticket issued for a specific date or an OPEN ticket is cancelled, an adequate portion of the fare for the unused service (the difference between the price of a return ticket and a one-way ticket) shall be refunded to passengers.

- 16.4 The terms of fare refunds apply only to the routes and services operated by the Carrier.
- 16.5 On the route Bratislava – Vienna a change of the date of a service departure can be made more than 2 hours prior to the service departure and is subject to a cancellation fee amounting to 25% of the ticket price.
- 16.6 On other international routes a change of the date of a service departure can be made more than 48 hours prior to the service departure and is subject to a cancellation fee amounting to 25% of the ticket price.
- 16.7 A change of a passenger's name and address stated on a ticket is subject to a service fee amounting to EUR 3 to be paid at the Carrier's ticket counter. This applies to international routes only, with the exception of the Bratislava – Vienna route.
- 16.8 Where the Carrier fails to comply with the conditions of carriage (route or service cancellation for operational reasons, non-operation of a service or its part, service delay of more than 120 minutes caused by a vehicle failure, etc.), the fare or a portion of the fare paid shall be fully returned, free of a cancellation fee, subject to submission of a passenger's written request accompanied by an original copy of the ticket. The amount of the fare refund shall be set by the Carrier that provided the service following the examination of all facts; the maximum permitted refund being the amount of the fare. Passengers are entitled to file a request for a fare refund no later than three months from the date of boarding.
- 16.9 Where the fare or a proportionate portion of the fare is returned to a passenger by mail, the Carrier shall return the refunded amount less postal fees. Where the fare or a portion of the fare is returned to a passenger for reasons within the Carrier's control, no postal fees shall be charged.
- 16.10 Where a passenger loses his or her ticket, he or she shall be obliged to purchase a new ticket and shall be entitled to no compensation. If, within 30 days from the undertaking of the journey, the passenger finds the original ticket, he or she may ask the Carrier to take back the duplicate ticket. The passenger shall attach the originally purchased ticket along with the duplicate ticket to his or her request.
- 16.11 Passengers shall not be entitled to a fare refund by reason of illness.
- 16.12 On international service routes, except on the service route 102806 Bratislava – Vienna, passengers may be issued a new replacement ticket for a fixed service charge of EUR 33 in special instances (passenger's sudden illness, service departure missed at passenger's fault) provided that the same passenger boards for an alternative journey no later than three days from the date of the original journey.
- 16.13 No fare shall be refunded in cases where passengers are excluded from carriage or detained by customs or passport control authorities during a journey.

Article 17 Penalty Fines

- 17.1 Tickets are inspected by drivers, other members of bus/coach crews or ticket inspectors who shall submit their ticket inspector's licences (hereinafter referred to as the "authorised person").
- 17.2 Passengers are obliged to submit, at the request of an authorised person, their tickets or documents proving their entitlement to a discount fare for inspection at any time during transport or when having alighted from a vehicle.
- 17.3 Passengers who fail to present a driver, or any other member of the bus/coach crew or a ticket inspector with a valid ticket during a ticket inspection on a bus/coach or immediately after alighting from a bus/coach shall pay the following penalty fines:
- a) on long-distance national routes the penalty fine is set to be a twentyfold of the standard fare (i.e. fare for a journey from the initial stop of the service to a stop nearest to the place where such failure was identified), plus the fare for a journey from the initial stop of the service to the passenger's destination,

- b) on the route 102806 Bratislava – Vienna the penalty fine is set to be EUR 40 (forty euros), plus the fare for a journey from the initial stop of the service to the passenger's destination,
 - c) on other international routes the penalty fine is set to be EUR 100 (one hundred euros), plus the fare for a journey from the initial stop of the service to the passenger's destination.
- 17.4 If during a ticket inspection on a long-distance national service a passenger presents a ticket purchased for a part of the journey that had already been undertaken and the ticket is no longer valid at the time of such ticket inspection (a ticket purchased for a section of a journey shorter than the one travelled by the passenger at the time of the inspection), the passenger shall pay a penalty fine of EUR 40 (forty euros).
- 17.5 If the passenger pays the penalty fine to the authorised person on the spot, the penalty fine shall be reduced by 10%. The obligation to pay the fare under Sections 17.3 and 17.4 of this Article remains unchanged.
- 17.6 No later submission of a ticket, whether the ticket was purchased with cash or issued through a non-cash travel card payment, shall be taken into consideration.
- 17.7 A passenger who refuses to or is unable to pay the fare or penalty fine pursuant to Sections 17.3 and 17.4 of this Article shall submit to the authorised person the following data needed to exact the fare and penalty fine: name and surname, date of birth, address of permanent residence and number of his or her ID card or other identification document. Where minors (under 15 years of age) are involved, identification data of their legal representatives are requested. At the same time, the passenger shall lose the right to be carried and may be excluded from carriage. The exclusion from carriage on grounds of the failure to pay the above charges shall have no effect on the passenger's obligation to pay the charges to the Carrier.

Article 18 Further Charges

- 18.1 Passengers who damage a bus/coach or its interior or fail to keep it clean shall pay the Carrier the full cost of the damage caused.
- 18.2 The obligation to submit identification data to the extent set in Section 17.7 of Article 17 shall also apply to passengers who damage a bus/coach or its interior or fail to keep it clean, and fail to pay the damages assessed or compensation for bus/coach cleaning on the spot.

Part C Special Regular Services

1. Unless otherwise stated, provisions of these Conditions of Carriage shall apply to special regular services accordingly.
2. Special regular services provide for carriage of specified categories of passengers to the exclusion of other passengers. These include primarily transport of employees to and from work, and transport of pupils and students to and from educational establishments. The services are provided based on a contract between the Carrier and the Customer along an agreed route and stops at an agreed periodicity.
3. Special regular service routes may be concurrent with regular bus routes and may use the stops or shelters along regular bus routes where agreed with operators of such routes, or may run independently along their own stops.
4. The buses/coaches used shall be designated with the name of the Carrier, and shall display, at the front and at the rear, the name of the destination and special regular service involved, e.g. School Bus or Contracted Transport, or shall feature the business name of the Customer.

5. The Carrier only performs its obligation to provide carriage and duties of a carrier with respect to an agreed group of passengers, subject to no general operational or tariff conditions.
6. Carriage of shipments, registered luggage or standing passengers is excluded from special regular services. This shall not apply if the service is restricted to the territory of a municipality.
7. Withdrawal from a contract of carriage of persons on special regular bus/coach services is subject the terms set in a written contract or in applicable provisions of the Civil Code.
8. If a passenger appears to need medical attention while carried and if the passenger is unable to seek medical assistance on his or her own, the Carrier shall ensure the transfer of such a passenger from the vehicle.
9. Passengers are responsible for making sure that they board the vehicle at the relevant boarding stop in time and get off the service at the right destination. Passengers board the vehicle in the order they arrived to the stops and joined the queue, subject to operational feasibility.
10. If required by operational or other serious reasons, passengers shall alight from the vehicle when asked by the driver.
11. Passengers are not allowed in particular:
 - 11.1 to jump in and out of a moving vehicle, open external doors, lean out of the vehicles or stand on steps,
 - 11.2 to board a vehicle which is fully occupied or which the driver said to be fully occupied,
 - 11.3 to stay in the driver's compartment or in the alighting/boarding area where they might obstruct alighting and boarding, or in areas where they might obstruct the driver's vision,
 - 11.4 to give or imitate any of the Carrier's operating signals,
 - 11.5 to talk to the driver while the vehicle is in motion,
 - 11.6 to smoke in vehicles,
 - 11.7 to allow children to stand or kneel on seats, where they might stain the seats or where such type of carriage might cause inconvenience to other passengers,
 - 11.8 to throw waste and other objects out of the vehicle and let objects stuck out of the vehicle,
 - 11.9 to put things and animals in seats,
 - 11.10 to whistle, sing, behave in a noisy manner or play a music instrument, or to play reproduced music or speech in the vehicle.
12. To allow authorised persons to verify a passenger's entitlement to use the special regular transport service, the passenger shall, when asked by an authorised person, prove his or her identity and submit a document proving that he or she is an employee of the customer that contracted the service or that he or she is a pupil attending the school for which the service is delivered. In principle, the manner in which proofs of identity are provided is set in contract terms.
13. Passengers who fail to submit the aforementioned documents shall be excluded from carriage.
14. A failure to provide the service for reasons within or beyond the Carrier's control is addressed by a contract of delivery of special carriage services.

Part D

Occasional Transport Services

1. Occasional transport services are delivered based on an agreement with a Customer as contracted services providing for single transport of an agreed group of passengers along an agreed route and stops.
2. The Carrier which provides occasional transport services only performs its obligation to provide carriage and duties of a carrier with respect to an agreed group of passengers, subject to no general operational or tariff conditions.

3. Carriage of shipments and standing passengers is excluded from occasional carriage.
4. The buses/coaches used shall be designated with the Carrier's name and with the sign "Excursion" at the front and at the rear.
5. The holder of a regular transport licence is entitled to provide occasional national transport services and, based on a Journey Form, also occasional international transport services.
6. The Carrier provides occasional transport of passengers from an agreed point of boarding to an agreed point of alighting.
7. As part of the occasional transport of persons, the Carrier also provides carriage of hand luggage, registered luggage and animals the carriage of which is not expressly prohibited by these Conditions of Carriage. No luggage is labelled, it is carried under the customer's control and responsibility. At no time during the service shall the Carrier be responsible for hand or registered luggage.
8. The contract of carriage of persons is entered into by the Carrier and the Customer:
 - a) By signing a contractual document named "contract for carriage of persons" or a document designated with any similar title describing a substantially equivalent legal act in which any possible specific terms of carriage of persons other than the ones set in these Conditions of Carriage and Tariff are agreed; these Conditions of Carriage form an integral part of such a contract.
 - b) By acceptance, effected in writing by the Carrier, of the Customer's binding written order for carriage of persons which order shall be delivered to the Carrier in accordance with these Conditions of Carriage. The contract of carriage of persons is deemed concluded once the Carrier confirms the written acceptance of the Customer's order and delivers it to the Customer.
9. The provisions of these Conditions of Carriage, as published on the Carrier's web site, shall apply to any contract entered into between the Carrier and the Customer.
10. The Customer is entitled to deliver a written order for occasional passenger transport to the Carrier:
 - 10.1 to the Carrier's seat indicated in the Business Register, by mail or in any other appropriate manner,
 - 10.2 by fax at the Carrier's fax number indicated on the Carrier's web site,
 - 10.3 via e-mail at: nepravidelna.doprava@slovaklines.sk, an address for delivery of transport orders.
11. The Customer shall specify in the order:
 - 11.1 date and time of the requested service,
 - 11.2 boarding and alighting stations, exact addresses of the points serviced, or any other requested stops,
 - 11.3 the requested bus waiting interval between the arrival at a destination and departure to another determined point, where the Customer orders a return trip or an excursion with a number of stops along the route,
 - 11.4 number of passengers that are to be carried, and number of coaches, if the number of passengers exceeds the standard passenger capacity of a bus/coach,
 - 11.5 identification data (name, surname, telephone number) of a person authorised by the Customer to control the order who shall also be a contact person for the Carrier if any requests are to be addressed throughout the delivery of the transport service,
 - 11.6 the Customer's address for service and invoice data, including company registration number and tax identification number,
 - 11.7 required bus/coach facilities, pursuant to the description published on the Carrier's web site; unless the Customer specifies the facilities requested, the Carrier shall be entitled to provide the service through a bus/coach equipped with standard facilities.
12. The Carrier is entitled to accept the order delivered to it through a written acceptance of the received order which shall contain explicit reference to these Conditions of Carriage, such written acceptance shall be delivered to the Customer:
 - 12.1 at the Customer's address indicated in the order, through a postal service provider, or in any other appropriate manner,

- 12.2 by fax at the Customer's fax number indicated in the order,
12.3 via e-mail at the Customer's e-mail address indicated in the order.
13. The Carrier is entitled to demand an advance payment for the delivery of the transport services ordered, up to the amount of 100% of the preliminarily calculated price of the ordered service.
14. The Carrier shall issue an advance invoice for this purpose, and deliver it to the Customer along with the order acceptance, or separately within the time limit indicated in the order acceptance. Where the advance invoice fails to be paid at the latest 72 hours prior to the commencement of transport, the contract of carriage of persons shall become ineffective in whole.
15. Unless the Carrier delivers the advance invoice for the carriage services ordered to the Customer within a reasonable period of time, the Carrier shall be deemed not to require the advance for payment of the fare and to deliver the carriage services ordered pursuant to the contract of carriage.
16. The contract of carriage may be terminated prior the commencement of the carriage of persons only through a written agreement between the Customer and the Carrier or through a withdrawal from the contract of carriage by the Carrier or the Customer pursuant to this Article.
17. The Carrier is entitled to withdraw from the contract of carriage through a written notice if:
- 17.1 the Customer has failed to pay the advance invoice, and insolvency or restructuring proceedings have been initiated on the Customer's property or the Customer has been put into liquidation;
- 17.2 the Customer makes only a partial payment of the advance amount invoiced and fails to pay the unsettled portion including upon the Carrier's request.
- 17.3 the Carrier is unable to provide the agreed carriage services within the agreed date and time for objective reasons beyond the Carrier's control (force majeure).
18. The Customer is entitled to withdraw from the contract if insolvency or restructuring proceedings have been initiated on the Carrier's property or if the Carrier has been put into liquidation. The withdrawal has to be justified and delivered to the other party:
- 18.1 at the address of the Carrier's seat indicated in the Business Register through a postal service provider or in any other appropriate manner. The withdrawal is deemed delivered on the day of receipt of the delivered mail by the Carrier, and where the delivery fails to be effected, on the date of return of such delivered mail to the Customer,
- 18.2 at the e-mail address indicated in the order, or the e-mail address published on the Carrier's web site, or the e-mail address of a person indicated in the acceptance of the order by the Carrier if the withdrawal is delivered to the Carrier; the date of sending of the e-mail notice shall be deemed the date of delivery.
19. After the completion of the service, the Customer's representative in charge of the carriage management shall confirm by its signature attached to SCL (collective ticket, presented by the driver) the termination of the contractual relationship and authorisation of the details filled in (dates, times, route, kilometres travelled, duration of the journey, extraordinary costs and other data).
20. The Carrier shall issue a final invoice with a final price reflecting all data disclosed on SCL and in the preliminary price calculation.
- 20.1 Any underpayment shall be paid to the Carrier by the Customer no later than on the due date indicated in the final invoice.
- 20.2 Any overpayment shall be returned by the Carrier to the Customer no later than on the due date indicated in the final invoice.

Part E OCCASIONAL SERVICE PRICE LIST

1. The price for transport services is based on respective categories:
 - 1.1 passenger capacity and type of vehicle:
 - a) bus/coach 30-65 seats,
 - b) microbus 15-28 seats,
 - c) minibus 8-14 seats,
 - d) personal vehicle 1-4 seats.
 - 1.2 season:
 - a) Season 1 = June, September
 - b) Season 2 = March, April, May, July, August, October
 - c) Season 3 = January, February, November, December
 - 1.3 fares from EUR 0.60 per km,
 - 1.4 waiting charges from EUR 6 per hour,
 - 1.5 in Bratislava and surrounding areas within 60 km, from EUR 75 per hour.
 - 1.6 where transport is provided within the Slovak Republic, the fare and waiting charges (per total kilometres/hours) shall include a night lodging fee if a journey in excess of 24 hours is involved, the wage of a second driver where a second driver is needed, parking fees, VAT, tolls and other charges;
 - 1.7 where transport is provided abroad, the fare and waiting charges (per total kilometres/hours) include a night lodging fee if a journey in excess of 24 hours is involved, the wage of a second driver where a second driver is needed, subsistence costs, differences in respect of fuel spent, parking, tolls, turnover taxes and other charges.
2. The final price shall consider all objective factors such as the kilometres actually travelled, waiting fees or any other charges, or the price quotation letter submitted to the Customer by the Carrier following the order placement.
3. Terms of cancellation:
 - a) More than 7 days prior to the service -0%,
 - b) 7 - 5 days prior to the service -10 %,
 - c) 4 - 2 prior to the service -40%,
 - d) 48 hours – 24 hours prior to the service -60%,
 - e) 24 hours and less prior to the service -100% from the price of the service.

Part F Closing and Common Provisions

Article 1 Objects Found

1. Any objects found in a vehicle after all passengers leave the vehicle and any luggage left behind shall be handed over by the driver or other member of the vehicle crew at the left luggage office in the Carrier's seat.
2. If the objects found include ID cards or passports, the Carrier shall ensure that these are immediately handed over to the nearest police office.

Article 2 Closing Provisions

1. These Conditions of Carriage take full effect in respect of passengers on the date of their publication on the Carrier's web site. From the aforementioned date the

Conditions of Carriage shall be considered a part of the proposal for conclusion of a contract of carriage of passengers.

2. Any changes and amendments to the Conditions of Carriage enter into force on the date of their publishing on the Carrier's web site.

In Bratislava, 14 February 2013

Ing. Peter Sadovsky
Chairman of the Board of Directors