

**TERMS AND CONDITIONS OF TICKETS SALE AND USE (in application since 01.03.2015)**

- A passenger is obliged to become familiar with the travel conditions and with the terms of tickets sale and use.
- Any correction or mistake on the ticket must be reported at the office where the ticket has been purchased.
- Fudeks shall not accept complaints from other agencies.
- In the event a mistake has been made by other agency, "Fudeks" shall not be responsible for the mistake and shall not compensate for the loss.
- Tickets are issued to all passengers under the same conditions. Exceptionally, disabled persons, pregnant women, mothers with children up to 6 years old and infirm persons shall be entitled to purchase tickets before one's turn, as well as to get on/off board and get assistance that is envisaged for this category of passengers by transportation personnel.
- The carrier shall provide all the information to passengers relating to: timetable, cost of transport, type of vehicle used for transport, special amenities provided to passenger during the ride, benefits for the transport of certain categories of passengers and other information regarding the transport.
- A passenger that has been prohibited a further travel by border authorities shall not be entitled to reimbursement of ticket costs, and he/she may not use the same ticket for travelling again.
- A round-trip ticket, and/or return (opposite direction) shall be valid for six months from the date of ticket issuance, except for seasonal lines.
- A round-trip ticket purchased with an open return date – a passenger can make a booking of the return date at the office where he/she has purchase the ticket. The passenger is obliged to make a timely booking of the return, otherwise, the carrier is not obliged to provide a seat for the passenger for the desired departure, or to organize a transport with another carrier.
- If a return ticket with an open return date has been used only in one direction, and the passenger wants to be reimbursed the money, i.e., he/she cannot or does not want to use the ticket in the other direction, the value of the direction that has been realized shall be deducted, and/or the amount of one-way ticket plus 10% on account of the costs. The remaining amount of money shall be reimbursed.
- If a passenger cannot use the ticket at all, it can be cancelled, except that in this case the carrier shall keep the amount of 10% of the ticket value on account of the costs. If a passenger cancels the ticket within less than 48 hours, and more than 24 hours before departure, the amount of 20% of the ticket value shall be deducted. If the ticket is cancelled within less than 24 hours before departure, the ticket can be neither used nor refunded. The same applies in the event that the passenger does not appear at the place designated for departure at all.
- The return ticket cannot be used twice in the same direction.
- Bus ticket is issued in the passenger's name and shall not be transferable, and/or it can be used only by the passenger in whose name a bus ticket has been issued.
- In case of a ticket loss, the passenger is obliged to buy a new ticket.
- The change of the date on the ticket or travel cancellation can be arranged in the same agency where the ticket has been purchased or directly at Fudeks agency.
- Any change of the booking shall be proven by the passenger with the appropriate certificate issued by "Fudeks".
- A passenger shall abide by the designated payment deadline. Otherwise, the booking shall be cancelled. Before getting on the bus, the passenger shall present the certificate of payment.
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- Fudeks provides free tickets for its loyal customers. In order to exercise the right to free travel, a passenger must keep previous tickets (not older than two years) and present them when a free ticket is issued. Passengers who submit 5 to 10 used tickets issued in the same name and surname and for the same destination shall be entitled to a free ticket. If a passenger submits used one-way tickets, a free one-way ticket shall be issued. If a passenger submits used round-trip tickets, a free round-trip ticket shall be issued. The round-trip ticket cannot replace two one-way tickets, while a round-trip ticket can replace one-way ticket. Also, two one-way tickets can replace a round-trip ticket. The number of submitted used tickets depends on the destination.

- THE CARRIER RESERVES THE RIGHT TO CHANGE THE TRIP SCHEDULE, PRICELIST AND SPECIFIC TERMS, IF SPECIAL CIRCUMSTANCES ARISE.