

TERMS OF SALE AND USE OF TICKETS (applicable as of 20 April 2018)

- The passenger is obliged to become acquainted with travel rules, terms of sale and use of tickets. Any correction or mistake on the ticket must be reported at the point of purchase of the ticket.
- In case of a mistake by another agency (subagent), "Fudeks" is neither responsible for the mistake, nor do they compensate for the loss.
- The tickets are issued to all passengers under equal conditions. Exceptionally, people with disabilities, pregnant women, mothers with young children up to 6 years old and infirm persons, are entitled to buy tickets without queuing, as well as to board, get off and be provided assistance from the driving staff to this category of passengers.
 - The carrier is obliged to provide passengers with all information related to: the timetable, the price of the transport, the type of transport vehicle, special benefits provided to the passenger during the journey, the privileges for the carriage of certain categories of passengers and other transport-related notices.
- The carrier shall make no refund to the passenger to whom the border authorities forbid further travel, nor can such passenger travel again with that ticket.
- Return ticket i.e. return (second direction) shall be valid for six months from the date of issue of the ticket, except for season tickets.
- Return ticket purchased with an open return date - the passenger can make a reservation of the return date at the point of purchase of the ticket or directly to the Fudeks agency. The passenger is obliged to make a return reservation in a timely manner; otherwise, the carrier shall not provide the passenger with a place at the desired departure, nor are they obliged to provide the passenger with a transport with another carrier.
- If the return ticket with an open return date is used only in one direction, and the passenger wishes to refund the money, meaning they either are not able or do not want to use the ticket in the other direction, the value of the realized route or the amount of the one-way ticket plus 10% for the costs shall be deducted. The rest of the money shall be refunded.
- If the passenger is not able to use the ticket at all, it can be canceled, but in this case the carrier will retain the amount of 10% of the value of the ticket for the costs. If the passenger cancels the ticket less than 48 hours, and more than 2 hours before departure, the amount of 20% of the ticket value shall be deducted. If the ticket is canceled less than 2 hours before departure, the ticket cannot be either used or refunded. The same applies in case the passenger does not appear at all.
- The return ticket cannot be used twice in the same direction.
- The bus ticket bears the name and surname of the passenger and is not transferable, i.e. it cannot be used by anyone else than the passenger whose name the bus ticket bears.
- In case of loss of the ticket, the passenger is obliged to buy a new ticket.
- Changing the date on the ticket or cancellation of a trip is done in the same agency where the ticket was purchased or directly in the Fudeks agency.
- The passenger shall comply with the indicated payment terms. Otherwise, the passenger shall lose the right of reservation. The passenger is also required to show the payment certificate or bus ticket before entering the bus.

- The price of tickets on regular international lines also includes a refreshing drink during the trip.
- For loyal passengers, Fudeks provides free tickets. In order to exercise the right to a free trip, the passenger shall keep and use the previous used (paid) tickets (not older than two years) when applying for a free ticket. The right to a free ticket is provided to passengers who submit at least 5 used tickets bearing the same name and the same destination. If the used tickets are one-way ones, the passenger gets a free one-way ticket. If the used tickets are return ones, they get a free return ticket. The return ticket cannot replace two one-way tickets whereas the return ticket can replace the one-way ticket. Also, two one-way tickets can replace the return ticket.
- Transportation of bicycles is possible under special conditions. A bicycle can be packed in the trunk only if the driver estimates that there will be enough space left after receiving the luggage of all passengers. The bicycle shall be disassembled and nylon protected so as not to be damaged during transport and not to damage and/or dirty someone else's luggage. In case of any bicycle damage that may occur during transportation, Fudeks shall make no reimbursement.
- THE CARRIER RESERVES THE RIGHT TO CHANGE THE TIMETABLE, PRICELIST AND INDIVIDUAL CONDITIONS, IF SPECIAL REASONS ARISE.

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**EXCERPT FROM THE RULEBOOK ON THE PASSENGER TRANSPORTATION
(applicable as of 20 April 2018)**

- The carrier shall not be responsible for the delays caused by events beyond their control, the so-called "force majeure" (weather conditions, crowds at border crossing points, traffic jams) and shall not compensate for any possible damage that may subsequently occur.
- The passenger is obliged to arrive at the starting point 30 minutes before departure - time indicated on the ticket. In the event that the passenger fails to obey the rules, the driver may assign the seat to another passenger instead.
- The carrier is not obliged to wait for the passenger withhold by border authorities by the passenger's mistake for more than 30 minutes or bear the costs of such passenger's further transportation and/or accommodation. The carrier shall not be liable if border or immigration authorities do not approve the entry of the passenger to another country and shall not bear the costs of such passenger's further transportation and/or accommodation. The passenger shall get informed in a timely manner about the conditions of travel to a particular transit country. The carrier shall neither be responsible for nor do they estimate the validity of the passport and /or visa.
- Breaks on the road - during travel - the passenger shall adhere to the time that the driver determines for the break. In the event that the passenger does not arrive in time, the bus driver is not obliged to wait, and the passenger shall bear the costs of further travel/accommodation whereas the carrier shall not refund the ticket and the passenger will not be able to travel once again with this ticket.
- When entering the bus, the passenger can report luggage with a value exceeding 180 EUR per luggage unit, as well as fragile luggage, about which a special note is made on all copies of the

luggage ticket, signed by the passenger, the driver and the conductor, based on the previous inspection of the luggage contents and estimation of its value.

- In case of theft or loss of luggage by the carrier's fault, the carrier may only be responsible for the value of the luggage up to 180 EUR in the RSD counter-value per unit of luggage, with the obligation of the passenger to submit a complaint to the carrier immediately upon completion of the journey, accompanied by the attached luggage ticket as evidence.
- In the event of theft or loss of hand luggage, the carrier shall not assume any liability or make any compensation.
- The carrier shall not bear any responsibility for fragile luggage.
- The permitted amount of luggage is two standard units (bags or suitcases)
- The luggage is charged according to the valid price list. The transportation of the following items shall not be permitted: easily flammable, poisonous, radioactive, explosive or objects of unpleasant odor.
- It is forbidden to bring a fire weapon or any other weapon into the bus.
- The transport of birds and animals, mortal remains, passengers suffering from infectious diseases, passengers in the drunk state, abusers, passengers who can damage or deteriorate the interior of the vehicle, objects that could cause injury to passengers, if not properly protected, shall not be accepted.
- The carrier may, with no obligation to refund the fare, exclude from the vehicle the passenger who, by their behavior, disturbs other passengers, or who does not comply with the rules on public order in the vehicle during the journey.
- Anything not covered by these Terms shall be subject to the provisions of the Law on Contracts on Transport of Passengers in Road Traffic.

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