

TERMS OF SALE AND USE OF TICKETS (applicable as of 01 November 2024)

- 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.
- 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. Tickets with an approved discount can not be used to exercise the right to preferential travel. 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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