

## **TERMS AND CONDITIONS OF TICKET SALE AND USE (applicable as of 11 May 2022)**

The passenger is obliged to get acquainted with the rules of travel, conditions of sale and use of tickets.

Any correction or error on the ticket must be reported where the ticket was purchased.

In case of an error by another agency (subagent), "Fudeks" is not responsible for the error, nor does it compensate for the loss.

Tickets are issued to all passengers under equal conditions. Exceptionally, disabled people, pregnant women, mothers with small children up to 6 years of age, and the elderly have the right to purchase tickets out of turn, as well as the right to board, disembark and be aided by transportation staff to this category of passengers.

The passenger transport operator is obliged to provide passengers with all information related to timetables, price of transport, type of vehicle used, special benefits provided to the passenger while on the trip, benefits for the transport of certain categories of passengers and other information related to transportation.

The passenger transport operator does not refund the ticket to the passenger who was banned from further travel by the border authorities, nor can he/she travel again with that ticket.

Return ticket, i.e., return (other direction) is valid for six months from the date of ticket issuance, except for seasonal lines.

Return ticket purchased with an open return date - the passenger can make a reservation on the date of return where he/she bought the ticket or directly at the Fudeks agency. The passenger is obliged to make a return reservation in a timely manner, otherwise, the passenger transport operator is not obliged to provide the passenger with a seat on the desired departure date, nor are they obliged to provide the passenger with transport with another passenger transport operator.

If the return ticket with an open return date is used only for a one-way trip, and the passenger wants to get a refund, so he/she cannot or does not want to use the ticket for the return trip, the value of the realized trip is deducted, i.e., the amount of the ticket in one direction plus 10% or the costs. The rest of the money is refunded.

If the passenger cannot use the ticket at all, he/she can cancel it, but in that case, the passenger transport operator retains the amount of 10% of the ticket value 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 is deducted. If the ticket is cancelled less than 2 hours before departure, the ticket cannot be used or refunded. The same applies if the passenger does not arrive at the departure point at all.

The return ticket cannot be used twice in the same direction.

The bus ticket is issued with the name and surname of the passenger and is not transferable, i.e. it cannot be used by anyone other than the passenger in whose name the bus ticket is issued.

In case of loss of the ticket, the passenger is obliged to buy a new ticket.

Changing the date on the ticket or cancelling the trip can be done in the same agency where the ticket was purchased or directly in the Fudeks agency.

The passenger is obliged to adhere to the specified payment deadline. Otherwise, he/she loses the right to the reservation. The passenger is also obliged to show a confirmation of payment or a bus ticket before boarding the bus.

The price of the ticket on regular international lines includes 2 luggage units of standard size. Extra luggage is charged according to the valid pricelist and needs to be checked in. Non-standard luggage is charged according to the valid pricelist and needs to be checked in.

For loyal passengers, Fudeks provides for 5 used tickets a 6<sup>th</sup> ticket for RSD 1.00. In order to exercise the right to a privileged trip, the passenger is obliged to keep and enclose the previously used (charged) tickets (not older than two years) when issuing the privileged ticket. Passengers who submit 5 used tickets for the same name and surname and for the same destination have the right to a ticket at the price of RSD 1.00. If one-way tickets are used, a one-way ticket costs RSD 1.00. If return tickets are used, a return ticket is obtained at a price of RSD 1.00. A return ticket cannot replace two tickets in one direction while a return ticket can replace a ticket in one direction. Also, two tickets in one direction can replace a return ticket.

Transport of bicycles is possible under special conditions. The bicycle can be packed in the luggage space only if the driver estimates that there will be enough space left after receiving the luggage of all passengers. The bicycle must be disassembled and protected with foil so that it is not damaged during transport and so as not to damage and/or taint someone's luggage. If the bicycle is damaged during transport, Fudeks has no obligation to reimburse any costs. The bicycle is in the category of non-standard size luggage. **Transportation of electric bicycles and electric scooters is not allowed!**

IF A SPECIAL REASON ARISES THE PASSENGER TRANSPORT OPERATOR RESERVES THE RIGHT TO CHANGE THE TIMETABLES, PRICELISTS AS WELL AS CERTAIN TERMS AND CONDITIONS.