

**EXCERPT FROM THE RULEBOOK ON THE TRANSFER OF PASSENGERS (in effect since 01.03.2015)**

- The carrier shall not be liable for delays caused by circumstances that cannot be influenced, the so-called “Force majeure” events (weather conditions, traffic jams at border crossings, traffic jams) and shall not compensate the possible damage that may occur on such occasions.
- A passenger must be at the place of departure 30 minutes before departure - the time indicated on the ticket. In the event that the passenger fails to comply with the rules, the driver may assign the seat to another passenger instead.
- The carrier shall not be obliged to wait for a passenger who has been retained by border authorities due to his/her own fault more than 30 minutes, and the carrier shall not bear the costs of the passenger’s further transportation, and/or costs of stay. The carrier shall not be responsible if the border or immigration services refuse to allow the entry to another country to the passenger and shall not bear the costs of the passenger’s further transportation, and/or costs of stay. A passenger is obliged to get timely informed the conditions of travel to the destination, and/or transit country. The carrier shall not be responsible for and shall not assess the validity of travel documents and/or visas.
- Travel breaks - during the travel – a passenger shall abide by the time the driver has allocated for the break. If the passenger does not come on time, the bus driver is not obliged to wait for the passenger, while the costs of the passenger’s further travel, and/or stay shall be covered by the passenger and the carrier shall not refund the ticket cost. The passenger cannot use that ticket for further travel.
- When entering the bus, the passenger may report the luggage of the value greater than 100 Euro per unit of luggage, as well as fragile luggage, of which a special note shall be made in all copies of the luggage ticket to be signed by the passenger, the driver and conductor, based on previous inspection of the contents of luggage and assessment of its value.
- In case of theft or loss of luggage due to the carrier’s fault, the carrier may be responsible only for the value of luggage up to 100 EURO in RSD equivalent amount per unit of luggage, provided that a passenger presents a luggage ticket as a proof. In case of theft or loss of hand luggage, the carrier shall not assume responsibility or make compensation in that regard.
- The carrier shall not be responsible for fragile luggage.
- The allowed quantity of luggage shall be two standard units (bags or suitcases).
- The luggage will be charged based on the current price list.
- The following items shall not be accepted for transport: flammable, toxic, radioactive, explosive items or malodorous objects.
- Firearms or any other weapons are forbidden to bring in the bus.
- Transportation of birds and animals, human remains, passengers suffering from infectious diseases, intoxicated passengers, passengers that can damage and make dirty the vehicle’s interior by their clothes, items by use of which injuries can be made to passengers if such items are not properly protected, shall not be allowed.
- All issues not covered by these Terms and Conditions shall be governed by the provisions of the Law on contracts of road transportation of passengers.