

EXCERPT FROM THE RULEBOOK ON PASSENGER TRANSPORTATION
(applicable as of 11 May 2022)

The passenger transport operator is not responsible for delays caused by situations beyond their control, i.e., "force majeure" (weather conditions, traffic jams at border crossings, traffic jams) and does not compensate for possible damage that occurred on that occasion.

The passenger is obliged to be at the starting point 30 minutes before departure – the time indicated on the ticket. In case he/she does not follow the rules, the passenger transport operator can give the seat to another passenger instead.

The passenger transport operator is not obliged to wait for a passenger who has been detained by the border authorities for more than 30 minutes by his/her own fault and does not bear the costs of his/her further transport and/or stay. The passenger transport operator is not responsible if the border or immigration services do not allow the passenger to enter a certain country and does not bear the costs of his/her further transport and/or stay. The passenger is obliged to be informed in a timely manner about the conditions of travel to the country of destination and/or transit. The passenger transport operator is not responsible and does not have to assure the validity of the travel document and/or visa.

Breaks during the trip – the passenger is obliged to adhere to the time set by the passenger transport operator for the break. In case the passenger does not arrive on time, the bus driver is not obliged to wait, and the costs of further travel and/or stay are borne by the passenger and the passenger transport operator does not refund the ticket and the passenger cannot travel again with that ticket.

When entering the bus, the passenger can report luggage worth more than EUR 180 per unit of luggage, as well as fragile luggage, where a special note on all copies of the luggage tickets is made, signed by the passenger, driver and side driver, based on a prior inspection regarding the contents of luggage and assessments of its value.

In case of theft or loss of luggage by the fault of the passenger transport operator, the operator can only be responsible for the value of luggage up to EUR 180 (in Dinar counter value) per unit of luggage, with the obligation of the passenger to submit a complaint to the passenger transport operator immediately after the trip with the luggage tickets as proof.

In case of theft or loss of hand luggage, the passenger transport operator does not take any responsibility or make compensations.

The passenger transport operator is not responsible for fragile luggage.

The allowed amount of luggage is two standard units (bags or suitcases).

Luggage is charged according to the valid pricelist.

The following items cannot be accepted for transport: flammable, poisonous, radioactive, explosive or unpleasant smelling items.

It is forbidden to bring firearms or any other weapon into the bus.

The transport of birds and animals, mortal remains, passengers suffering from infectious diseases, drunken passengers, vandals, passengers whose clothes can damage and contaminate the interior of the vehicle, and items that can injure passengers if not properly protected is not accepted.

The passenger transport operator may, without the obligation to reimburse the transport fee, exclude from the transport a passenger who disturbs other passengers with his/her behaviour, or who does not comply with the rules of public order in the vehicle during the trip.

The provisions of the Law on Contracts for the Road Traffic Passenger Transport shall apply to everything that is not covered by these Terms.