

CONDITIONS OF CARRIAGE BUS/COACH TRANSPORT – BUS LINE 102806 BRATISLAVA - VIENNA

(Full wording effective from 20 January 2016)

Ing. Peter Sadovsky
Chairman of the Board of Directors

Bratislava, 5.1.2016

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CONDITIONS OF CARRIAGE BUS/COACH TRANSPORT

Part A Regular Bus/Coach Transport (General Provisions)

Article 1 Introductory and Common Provisions

- 1.1 These Conditions of Carriage are issued pursuant to and in order to exercise relevant provisions of Act No. 56/2012 on Road Traffic (hereinafter referred to as "Act No. 56/2012") and pursuant to the Regulation (EU) No. 181/2011 of the European Parliament and the Council of 16 February 2011 concerning the rights of passengers in bus and coach transport (hereinafter referred to as "Directive No. 181/2011").
- 1.2 These Conditions of Carriage enter into effect on the date of their publishing on the Carrier's web site.
- 1.3 These Conditions of Carriage along with the Tariff and timetables represent the Carrier's proposal for a contract of carriage to be entered into between the Carrier and a passenger.
- 1.4 The Conditions of Carriage regulate the terms of carriage of persons, hand luggage, registered luggage and live social animals.
- 1.5 The Tariff for specific types of transport and timetable of bus line 102806 Bratislava – Vienna of published on the Carrier's web site (www.slovaklines.sk) and at the Carrier's sales points form an integral part of these Conditions of Carriage.

Article 2 Interpretation

- 2.1 **"Carrier"** means an operator of regular passenger road transport services within the scope stipulated by these Conditions of Carriage which holds a valid licence to operate passenger road transport services issued in accordance with applicable Slovak legislation.
The Carrier is: Slovak Lines Express, a.s.
Business name: Slovak Lines Express, a.s.
Registered office: Mlynske nivy 31, 821 09
Company registration number: 44667345
Registered by: District Court Bratislava 1, Business Register, Section Sa, Entry No. 4722/B
- 2.2 **"Passenger"** means a physical person who uses the passenger road transport services provided by the Carrier, and who is obliged to enter into a contract of carriage with the Carrier for such a purpose.
- 2.3 **"Regular services"** means services which provide for the carriage of passengers by buses/coaches at specific intervals and along specific routes, passengers being picked up and set down at predetermined stopping points.
- 2.4 **"Contract of carriage"** means a contract of carriage of persons entered into between the Carrier and passengers for the purpose of carriage of passengers. The contract of carriage is deemed to be concluded upon the acceptance of these Conditions of Carriage by passengers in the form of ticket purchasing.
- 2.5 **"Ticket"** means a document proving the payment of the fare and conclusion of the contract of carriage. The Carrier may issue the ticket in the form of a paper-based or electronic document.
- 2.6 **"Tariff"** means a document issued by the Carrier which stipulates:
 - a) standard fare rates and additional charges,

- b) fare rates for all groups of passengers and trained assistance dogs,
 - c) fares for carriage of registered luggage and live social animals carried along with passengers,
 - d) penalty fines,
 - e) terms under which the fare rates and other charges are applied.
- 2.7 **"Timetable"** means a document which sets the times of departures and arrivals of respective bus/coach service.
- 2.8 **"Obligation to provide carriage services"** is the Carrier's obligation to enter into a contract of carriage of persons with each passenger ready at a stop along the bus/coach service route at the time of bus/coach departure pursuant to the timetable; this does not apply if the bus/coach capacity defined in the vehicle registration certificate is occupied, if a passenger is not eligible for carriage pursuant to the Conditions of Carriage, or if the carriage along the bus/coach service route is temporarily precluded by the temporary technical condition of the route, traffic congestion or the road traffic safety and traffic flow situation.
- 2.9 **"Disabled person"** or **"Person with reduced mobility"** means any person whose **mobility when using transport is reduced** due to any physical disability (sensory or locomotory, permanent or temporary), intellectual disability or impairment, or any other cause of disability, or as a result of age, and whose condition requires appropriate attention and adaptation to their specific needs of the service made available to all passengers.

Article 3

Types of Carriage and Scope of Bus/Coach Transport

- 3.1 The Carrier operates regular international public passenger transport services pursuant to these Conditions of Carriage.

Article 4

Scope of the Services Provided

- 4.1 The Carrier provides passengers with regular public passenger carriage services pursuant to applicable timetables from the place of boarding to the place of alighting.
- 4.2 As part of the regular public passenger services, the Carrier also provides for transportation of hand luggage and registered luggage, and live social animals whose carriage is not expressly excluded in these Conditions of Carriage.
- 4.3 The Carrier also provides passengers with other services related to carriage of persons referred to in these Conditions of Carriage, in particular services related to:
- a) passenger rights,
 - b) passengers' claims resulting from potential damages,
 - c) rights ensuing from failure to provide or complete carriage,
 - d) special rights of a selected group of passengers,
 - e) exercise of passengers' rights claimed against the Carrier.

Article 5

Contract of Carriage of Persons

- 5.1 The contract of carriage of persons is deemed concluded upon the payment of fares pursuant to applicable tariffs by passengers. The evidence of conclusion of the contract of carriage and payment of the fare is a ticket.
- 5.2 The contract of carriage of persons establishes the right of a passenger to be carried by the Carrier to the destination duly and timely in accordance with these Conditions of Carriage.

- 5.3 If the maximum passenger capacity of a vehicle does not allow for the carriage of all passengers ready at a bus/coach stop along the bus/coach service route at the time of the bus/coach departure set in the timetable, the Carrier shall be entitled to give priority to board to passengers with advance purchase tickets and to passengers eligible for priority seats provided on the bus/coach pursuant to the Conditions of Carriage, i.e. to physically disabled persons and persons with reduced mobility, and seniors, pregnant women and parents with young children.
- 5.4 The Carrier shall preferentially carry passengers with tickets purchased at ticket counters at points of sale or electronically via internet prior to boarding the bus/coach. The Carrier may give priority to board to a passenger without a previously purchased ticket provided that the bus/coach is not fully occupied by passengers with advance purchase tickets, that tickets for all seats on the bus/coach were not previously sold out and that the passenger pays the driver the fare, no later than at the time of the scheduled bus/coach departure.

Article 6

The Carrier's Fundamental Obligations

- 6.1 The Carrier operates passenger carriage services pursuant to the permits, traffic licences and EC licences granted and pursuant to Act No. 56/2012 and Directive No. 181/2011.
- 6.2 The Carrier is obliged:
- a) to operate road transport services pursuant to the Conditions of Carriage,
 - b) to designate each vehicle operated with its business name,
 - c) to provide for a technical basis fitted for operation, maintenance, technical inspections, parking and garaging of vehicles, support of vehicle crews, passenger attendance and cargo handling within the scope of the delivered transportation services,
 - d) to ensure that there is a record of the authorisation or Community Licence granted aboard each vehicle operated pursuant to Act No. 56/2012.
 - e) to ensure that the vehicles operated are parked and garaged in the premises of the technical basis or in the premises designated for such a purpose by the municipality,
 - f) to employ as a transport manager only a person that is a holder of a certificate of professional competence,
 - g) to be insured against liability for damage caused to passengers and third parties in respect of the operation of road transport services and the activity of vehicle crews.
- 6.3 The Carrier is obliged to publish the Conditions of Carriage an integral part of which is the Tariff of the company (hereinafter referred to as the "Conditions of Carriage") on its web site and to ensure that at least basic information is made available to the public in the timetable, and, if feasible, also in the premises of bus/coach stations and on buses/coaches, and that bus/coach crews and ticket inspectors are able to inform passengers about prices and other charges prior to the commencement of and throughout carriage.
- 6.4 The Carrier is obliged to fulfil the obligation to provide carriage services.
- 6.5 The Carrier is obliged to publish the timetable and changes thereof on its web site and at bus/coach stations and stops, or in other appropriate manner, well in advance, no later than 10 days before the timetable and changes thereof become effective.
- 6.6 The Carrier is obliged to issue a ticket for a passenger, or, where applicable, to register the passenger in the electronic system if an electronic medium has been used to pay for the ticket.
- 6.7 The Carrier is furthermore obliged:
- a) to deliver the transport services through persons with specialist knowledge who are medically fit and possess valid driving licences for respective types of vehicles,
 - b) to use vehicles that are in prescribed mechanical condition,

- c) to mark, properly and clearly, each vehicle designated for carriage of passengers with the business name of the Carrier and to display on the front and on the side of the vehicle the name of the terminal (and, if necessary, also the boarding) station (stop) of the vehicle,
 - d) to make clearly identifiable the persons authorised to give passengers instructions concerning service safety and continuity (bus/coach driver, dispatcher, ticket inspector),
 - e) to ensure to the maximum possible extent the safety, comfort and smooth carriage of passengers, hand luggage, registered luggage and live social animals in accordance with these Conditions of Carriage,
 - f) in the event of an accident to immediately ensure passenger safety and provide for maximum passenger comfort in accordance with these Conditions of Carriage,
 - g) to create conditions for fluent and comfortable carriage of disabled passengers and passengers with reduced mobility in accordance with these Conditions of Carriage,
 - h) to ensure accessibility of the Conditions of Carriage, timetables, an extract from these Conditions of Carriage concerning passengers' rights as well as other information needed by passengers in the seat of the Carrier, on the Carrier's web site and at the Carrier's information points,
 - i) to allow passengers to claim their rights ensuing from a delay, break in a journey or non-completion of a journey in accordance with these Conditions of Carriage,
 - j) to designate each permanent bus/coach stop with the name of the stop, providing a list of vehicles that service that particular stop and a timetable applicable to that stop (with the exception of the terminal alighting stop),
 - k) to ensure that the driver calls out the name of a stop, no later than upon stopping the vehicle, unless the vehicle is equipped with an audio announcer of bus stops, and that the driver informs passengers about prolonged stoppage time of the vehicle at a bus/coach stop in excess of 5 minutes and about the shortening of the stoppage time set out in the timetable,
 - l) to ensure that the vehicle crew or other persons authorised by the Carrier provide passengers with necessary information concerning the terms of carriage of passengers, in particular passengers' rights and obligations within the carriage, the course of the carriage, fares, bus/coach service arrivals and departures, possibilities of transferring to other bus/coach services or other types of transport,
 - m) if a passenger appears to need medical attention while carried and if her or she is unable to seek medical assistance on his or her own, to ensure the transfer of such a passenger from the vehicle,
 - n) where there is a shortage of seats in a vehicle, the Carrier is:
 - n1) obliged to give priority to board to passengers included in the group of passengers who are guaranteed preferential carriage services by the Conditions of Carriage,
 - n2) obliged to give priority to board to passengers with advance purchase tickets,
 - n3) entitled to give priority to board to passengers who submit the evidence of serious reasons for which they should be given priority to board or who travel to remote stops or places which are not serviced by any other means of public transport.
 - o) to give priority to board to passengers eligible for priority seats in the vehicle (physically disabled people, visually impaired people and mobility-disabled people, holders of the TZP and TZP-S disabled person identification cards, etc.). The right to preferential admission for carriage does not apply if the vehicle's maximum passenger capacity is occupied.
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Article 7

Rights of the Carrier

- 7.1 The Carrier is entitled to request a passenger to pay for the service through a ticket purchase in accordance with an applicable tariff set forth in Part B of these Conditions of Carriage, in a form stipulated by these Conditions of Carriage.
- 7.2 The Carrier is entitled to give instructions and orders to passengers through a driver or other member of the bus/coach crew, a ticket inspector or an employee in charge of transport management (hereinafter referred to as the "dispatcher") in order to ensure passenger safety and road traffic safety and continuity, and passengers are obliged to comply with such instructions and orders.
- 7.3 The Carrier may refuse the carriage of a passenger and exclude a passenger from carriage through a bus/coach driver or other authorised person if:
- a) the passenger refuses to pay the required fare or fails to produce a valid ticket or evidence of his or her entitlement to a discount,
 - b) the passenger's behaviour raises concerns about the safety, life or health of the driver or other passengers,
 - c) the passenger fails to keep the Carrier's vehicle clean or damages it,
 - d) the passenger intends to carry such luggage or animal whose carriage is excluded under these Conditions of Carriage,
 - e) the passenger smokes or consumes alcoholic beverages in the vehicle, or appears to be under the influence of alcohol or addictive or psychotropic substances,
 - f) the passenger consumes any food, drinks, ice-cream, etc. when boarding the vehicle,
 - g) the passenger distracts the driver or other passengers by loud noise, whistling, reproduced music or other sounds or other forms of misconduct,
 - h) the passenger in any other way threatens traffic continuity or safety, especially by entering the driver's compartment or boarding/alighting from the vehicle outside the designated stops, or by any other type of misconduct,
 - i) the passenger fails to comply with any of the provisions of these Conditions of Carriage in spite of being warned by the driver.
- 7.4 In cases referred to in Section 7.3, the Carrier shall be entitled to interrupt the provided carriage services until the passenger, whose behaviour entitles the Carrier to refuse the carriage, leaves the vehicle. The passenger who is removed from the vehicle under Section 7.3 is not entitled to a refund of the fare for the part of the journey not undertaken or the fare paid.
- 7.5 The Carrier may also refuse the carriage of a passenger waiting at a bus/coach stop if the maximum passenger capacity of the vehicle is occupied.
- 7.6 The Carrier may at any time during the carriage check the fare payments made by passengers through its agents, ticket inspectors, who produce the evidence of being appointed for that purpose by submitting the ticket inspector licence featuring the details of the Carrier. If a passenger fails to pay the fare by purchasing a ticket under these Conditions of Carriage, or to give a valid ticket or valid evidence of his or her entitlement to a discount during a ticket inspection, the Carrier shall be entitled to ask such a passenger to pay the fare under an applicable tariff and a penalty fine set forth in Part B of these Conditions of Carriage, Article 10, Sections 10.2 and 10.3

Article 8

Fundamental Rights and Obligations of Passengers

- 8.1 A passenger who complies with the terms set forth in these Conditions of Carriage is entitled to be carried to his or her destination by the Carrier safely, duly and timely pursuant to the timetable.

- 8.2 Unless otherwise stated below, a person under 6 years of age is not entitled to travel unless accompanied by a person aged 10 or over. A passenger aged 10 or over is considered to be sufficiently mature in terms of intellect and will to be able to enter into the contract of carriage of persons.
- 8.3 Passengers are also entitled to carry hand luggage, and, where the situation allows it, also registered luggage and live social animals as stipulated by these Conditions of Carriage.
- 8.4 Passengers have the right to be informed about the terms of carriage. The bus/coach driver or any other employee authorised by the Carrier is obliged to provide such information.
- 8.5 Passengers with advance purchase tickets are entitled to take seats identified on their tickets either at the initial stop or at other stops along the route at the time of boarding.
- 8.6 If passengers with advance purchase tickets are not ready to board a bus/coach at the time of departure, their title to an advance purchase seat expires and the driver may occupy the seat with another passenger.
- 8.7 Unless provided otherwise below, if the service fails to be delivered, passengers shall be entitled to a refund of the fare paid. If the service is provided with a delay in excess of 120 minutes, passengers shall be entitled to adequate fare discounts from the fare paid. The Carrier has the right to determine the discount rate on an individual basis following the examination of each separate case.
- 8.8 Unless provided otherwise below, if the service fails to be delivered in time (delay in excess of 120 minutes by the fault of the carrier), or the service is not delivered at all, the Carrier is obliged to refund the damage to the passenger, up to maximum amount equal to the fare paid.
- 8.9 Unless provided otherwise below, if any service is cancelled or if carriage within that service is interrupted or stopped, passengers with valid tickets shall have preferential right to be carried to the destinations identified on their tickets by other service along the same bus/coach route or other service along other bus/coach route of the same Carrier. If this is not practicable on the same day, passengers shall be entitled to free carriage back to the initial stop and refund of the fare paid.
- 8.10 Passengers are obliged to comply with the provisions of these Conditions of Carriage and instructions given by the Carrier's authorised employees. Passengers are obliged to follow the instructions given by the Carrier in the form of signs or pictograms in and on vehicles (boarding and alighting instructions, using handrails for safety, etc.)
- 8.11 Passengers are obliged to keep buses/coaches and bus/coach stations, stops and shelters clean.
- 8.12 Smoking is strictly prohibited on buses/coaches and at bus/coach stops and shelters.
- 8.13 If a passenger causes damage to the Carrier's property by its conduct, he or she shall compensate the damage pursuant to provisions of Section 420 et seq. of Act No. 40/1964 Coll., Civil Code. Where damage is caused to the Carrier by a passenger, the passenger shall, upon the request of a person authorised by the Carrier, submit their ID card and allow the Carrier to record the passenger's personal data with the view to claim damage compensations.
- 8.14 Passengers shall refrain from any activity that might threaten the carriage safety and continuity and the safety, life and health of the driver and other passengers and from any conduct that might cause damage to the vehicle and premises of the bus/coach station, stop or shelter (when waiting for a bus/coach). Passengers shall refrain from the following activities in the Carrier's vehicle during carriage:
 - a) disturbing and talking to the driver while the vehicle is in motion,
 - b) staying in a place where the passenger might obstruct the driver's vision,
 - c) entering the driver's compartment,
 - d) whistling, singing, behaving noisily or playing a musical instrument in the vehicle (including playing reproduced music and speech),
 - e) opening the vehicle door by force and throwing litter and other objects out of the vehicle,
 - f) smoking in the vehicle and other passenger facilities,

- g) boarding a vehicle that is fully occupied or that the driver declares to be fully occupied,
 - h) staying in the driver's compartment or in a place where the passenger might obstruct the driver's vision,
 - i) consuming any food and beverages in the vehicle,
 - j) carrying objects in the vehicle in conflict with the Conditions of Carriage,
 - k) boarding and alighting outside designated stops.
- 8.16 Passengers are only allowed to board and alight through doors designed for boarding or alighting. The alighting passengers take priority over boarding passengers in doors that are used both for boarding and alighting. Standing passengers are obliged to hold on to handrails or other components inside the vehicle designed for that purpose in order to prevent to a maximum possible degree any accidents should the vehicle suddenly change speed or direction. If the vehicle seats are equipped with safety belts, passengers shall use such belts in accordance with effective regulations.

Article 9

Rights of a Special Group of Passengers (Passengers with Reduced Mobility and Disabled Passengers)

- 9.1 physical disability, hearing or visual deficiency and/or other disability), holders of disabled person identification cards (so-called TZP cards) and persons with serious disability whose nature or severity requires assistance of another person – a guide (so-called TZP-S cards) and guides to disabled persons. A competent guide to a disabled person is a person aged 15 and over. People with visual deficiency may also be accompanied by guide dogs or children aged 6 and over. People with reduced mobility are provided with priority seats marked with pictograms in vehicles. Disabled persons who meet other criteria set forth in this Article are provided with priority seats marked with pictograms in vehicles. This provision shall not affect the right of persons with reduced mobility to use such priority seats unless such seats are occupied by persons with severe disability. Persons with visual deficiency, accompanied by guide dogs, are provided with priority seats marked with relevant pictograms. If carrying a number of persons who meet the criteria set forth in this Section, the driver has the power to ask passengers who are not entitled to special rights to surrender respective seats.
- 9.2 The Carrier shall ensure that there is a minimum of two priority seats reserved and clearly marked for passengers with special rights in each vehicle. If the number of passengers with special rights in carriage exceeds the number of priority seats, passengers not entitled to special rights shall stand up and surrender the occupied priority seats upon the request of the driver or passengers with special rights. The driver acts with regard to the rights of the requested passengers ensuing from the contract of carriage of passengers.
- 9.3 The driver shall provide passengers entitled to special rights in carriage under Article 9, Section 9.1 with safe preferential boarding and alighting subject to notification by such a person or their guide or other passenger.
- 9.4 The bus/coach driver shall in no case refuse to carry passengers with special rights, except for cases where the maximum passenger capacity of the vehicle is occupied and it is infeasible to provide such passengers with priority seating.
- 9.5 Unless otherwise stated below, people with other disabilities assisted by guide dogs have the right to be carried along with their guide dogs; the dogs shall wear white service dog vests featuring a red cross or orange safety stripes. Guide dogs are carried free of charge.
- 9.6 Unless otherwise stated below, the Carrier shall not refuse to accept a reservation from, to issue or otherwise provide a ticket to or to take on board a person on the

- grounds of disability or reduced mobility, nor shall it demand any additional fees for tickets or reservations from disabled persons and persons with reduced mobility.
- 9.7 The Carrier may refuse to accept a reservation from, to issue or otherwise provide a ticket to or to take on board a person on the grounds of disability or reduced mobility:
- a) in order to meet applicable safety requirements established by international, Union or national law or in order to meet health and safety requirements established by competent authorities,
 - b) where the design of the vehicle or the infrastructure, including bus/coach stop/station facilities, make it physically impossible for disabled persons or persons with reduced mobility to board, alight or to be carried in a safe and operationally feasible manner.
- 9.8. If the Carrier refuses to accept a reservation from, to issue or otherwise provide a ticket to, or to take on board a person on the grounds of disability or reduced mobility based on the reasons referred to in Section 9.7, such a person may ask to be accompanied by another person of his or her choice who is capable of providing the assistance required by the disabled person or person with reduced mobility to abolish the grounds referred to in Section 9.7. Such an accompanying person shall be carried free of charge and, where feasible, seated next to the disabled person or person with reduced mobility.
- 9.9. If the Carrier has recourse to Section 9.7, it shall immediately inform the disabled person or person with reduced mobility of the reasons thereof, and, upon request, inform the person concerned in writing within five working days of the request.

Article 10

Ticket Sale and Inspection

- 10.1. A ticket is a proof of conclusion of a contract of carriage of persons and the fare paid. A ticket in a paper-based form features the business name of a carrier, its company identification number and tax identification number, type of ticket, period of ticket validity, scope of service and amount of the fare paid.
- 10.2. Carriers who provide regular bus/coach services issue tickets. Types of tickets and eligibility for discounts are specified in Part B), Tariff of these Conditions of Carriage
- 10.3. The ticket may be purchased either with cash from a driver directly on a bus/coach prior to the commencement of carriage, or at all contractual points of sale of the Carrier, or in an electronic form via the Carrier's web site, or via a non-cash payment where ticket price is deducted from a chip card.
- 10.4. Tickets may be booked in advance either in person or by telephone at the Carrier's points of sale.
- 10.5. If a passenger purchases a ticket in advance, he or she shall give the ticket and, where applicable, a proof of his or her entitlement to a discount, when boarding a bus/coach without being asked by the Carrier.
- 10.6. A passenger who fails to board a service for which he or she purchased a ticket in advance shall not be entitled to a refund of the ticket price.
- 10.7. One-way tickets entitle passengers to one journey from the boarding stop to the alighting stop. Return tickets entitle passengers to one journey to the destination and one journey back to the starting point of the travel.
- 10.8. A season ticket (carnet, weekly ticket, monthly ticket) establishes the passenger's right to undertake a specified number of journeys along a route and within a time limit specified on it.
- 10.9. A one-way ticket that does not bear the passenger's name is non-transferable once the passenger boards the vehicle. A passenger has no right to hand over such a ticket to any other person once aboard. The Carrier shall deem invalid spoiled tickets or chip cards if the data on them is illegible.
- 10.10. A discount ticket is deemed valid only if submitted along with a valid concession identification card. Passengers submit relevant identification documents to the

- driver to demonstrate their entitlement to a discount. Where doubts arise as to a passenger's entitlement to a discount, the Carrier or an authorised employee of the Carrier shall be entitled to demand from the passenger further documents proving his or her entitlement to a discount.
- 10.11. When taking over a ticket, the passenger shall check if the ticket was issued as requested, especially if the data, date of the journey, route and fare paid correspond to the price stated on the ticket; no later claims shall be taken into consideration by the Carrier.
- 10.12. Passengers are responsible for loss of or damage to their tickets. The Carrier shall provide no compensation for lost tickets or damaged tickets which become unusable. No compensation shall be provided for a ticket lost during carriage, and the passenger shall be considered a person travelling without a valid ticket at the time of a ticket inspection.
- 10.13. Inspections of fare payments shall be performed by the Carrier's authorised employees (bus drivers) or other authorised persons (ticket inspectors) who prove their identity by identification cards or ticket inspector badges.
- 10.14. At any time, during carriage and alighting from a bus/coach, passengers shall, when requested by the Carrier's authorised employee, give their valid tickets and evidence of their entitlement to a discount.
- 10.15. Passengers who fail to give a valid ticket or evidence of their entitlement to a discount, when asked by the Carrier's authorised employee, shall pay the Carrier the fare and a penalty fine for travelling without a valid ticket. The terms and amount of such a penalty fine for travelling without a valid ticket are specified in Part B, Tariff, Article 10, Sections 10.2 and 10.3 of these Conditions of Carriage
- 10.16. Unless a passenger pays the required fare and/or penalty fine to the Carrier's authorised employee directly in a vehicle, the passenger shall provide the Carrier's authorised employee with his or her personal data needed to exact the fare and penalty. The documents required are ID cards, passports or aliens' residence permits exclusively. If a passenger cannot or refuses to submit his or her personal data, he or she shall be obliged to tolerate any activity related to the involvement of police and establishment of his or her identity.
- 10.17. The Carrier is entitled to require from passengers the following personal data in order to exact the fare and penalty fine for travelling without a valid ticket: name and surname, date of birth, address of the permanent residence, and number of the ID card, passport or other identification document, or, to the same extent, the personal data of the passenger's legal representative where the passenger is a minor.

Article 11

Carriage of Luggage

- 11.1 Where passengers travel with luggage, the Carrier carries such luggage either along with and under the control of the passengers (hand luggage) or separately (registered luggage) in the bus/coach luggage compartment under the terms set forth in these Conditions of Carriage, Tariff and/or timetable.
- 11.2 Hand luggage is carried along by passengers, under their control and responsibility, in overhead lockers, and, where it does not pose any safety risk, obstruct the performance of driver's duties or interfere with boarding and alighting, also in the underseat storage space. If required by passenger safety or comfort, luggage shall be placed as instructed by the driver.
- 11.3 As a rule, registered luggage is carried separately from passengers. Separate carriage means carriage of luggage placed in an area designated by the Carrier or the driver outside the passenger compartment, or in the passenger compartment in a place out of passengers' control. Carriage of luggage is subject to charges pursuant to relevant provisions of these Conditions of Carriage. Registered luggage also means luggage which is subject to overweight and oversize luggage fees and is carried along by passengers and under their control.

- 11.4 Passengers may carry as luggage items which by reason of their size, design, length or weight provide for fast and smooth placement thereof in a vehicle or special luggage compartment, and live social animals subject to special conditions.
- 11.5 Excluded from carriage are:
- a) items the carriage of which is prohibited by law,
 - b) charged weapons except for firearms of members of armed forces and police whose carriage is subject to special provisions,
 - c) items that may threaten operational safety, or damage or stain passengers or vehicles, in particular for being inappropriately packed,
 - d) items whose odour, repugnant aspect, etc. is likely to inconvenience other passengers. .
- 11.6 Passengers are not allowed to carry jewels, valuables, cash, art masterworks, precious metals, collections, other payment instruments like bank cards or securities, mobile phones, laptops, tablets, guns, furcoats, accessories, or documents of identity, in their registered luggage.
- 11.7 Passengers may carry four-wheel prams/pushchairs as registered luggage. Prams/pushchairs shall be carried only if accompanied by passengers; where made feasible by the operational situation along the route.
- 11.8 Persons entitled to carry firearms may carry along with their firearms aboard a vehicle an adequate amount of cartridges if these are kept in cartridge belts, hunting bags, cases and similar containers.
- 11.9 Except where otherwise stated below, passengers may carry along as luggage live social animals, unless prevented by special regulations, if such animals do not inconvenience other passengers or threaten their health and are kept in closed cages, baskets or other appropriate containers with leak-proof solid bottoms. Carriage of animals in transport boxes is subject to luggage transport provisions.
- 11.10 Only dogs that are muzzled in a safe manner and kept on a short leash shall be carried aboard a bus/coach without the need for a closed container. The luggage fee per dog corresponds to the price of a one-way special ticket set by the Carrier. Only one dog not carried in a closed container is permitted aboard each vehicle. The driver may refuse the carriage of a dog not carried in a closed container at peak hours. Service dogs accompanying blind persons are not subject to this provision.
- 11.11 Where made feasible by the Carrier's operating conditions, passengers are allowed to carry one pair of skis and one pair of ski poles or one snowboard per person (provided that these are stored in relevant ski/snowboard bags).
- 11.12 Passengers may carry the maximum of two pieces of registered luggage in the vehicle; outside peak hours passengers may take other pieces of luggage into the vehicle with the driver's consent.
- 11.13 If the luggage is carried outside the passenger compartment, the passenger shall reclaim it immediately after termination of the carriage.
- 11.14 If a driver has doubts if a passenger's luggage complies with the terms set forth in these Conditions of Carriage, he or she shall be entitled to inspect the nature and contents of such luggage in the presence of the passenger concerned.
- 11.15 If a passenger refuses the luggage inspection or if the luggage inspection shows that the items (animals) carried by the passenger are excluded from carriage, the passenger shall be obliged to remove them from the bus/coach. If the passenger fails to obey the instruction to remove the luggage, the luggage shall be removed by an authorised person. The authorised person shall be then entitled to prevent the passenger from continuing his or her journey and the passenger shall not be entitled to a refund of the fare
- 11.16 If a driver finds luggage left behind in a vehicle, he or she shall inform a competent employee of the Carrier (dispatching office) and ensure that the luggage left behind is handed over to the lost and found office in the Carrier's seat against proof of receipt.
- 11.17 The Carrier shall be liable for loss or theft of hand luggage and registered luggage carried along by and under the control of passengers to the extent of Section 427 et seq. of the Civil Code.

- 11.18 The Carrier shall be liable for damage caused to registered luggage carried separately from passengers between the time of the luggage take-over and the time of the luggage delivery. The Carrier shall not be liable for damages caused by passengers, defects on the luggage and its packaging, special nature of the luggage or a circumstance beyond the Carrier's control, or because the passenger failed to notify the driver of the need to handle the luggage in a particular manner. Nor shall the Carrier be liable for damage to luggage left behind.
- 11.19 The decision if the luggage is to be carried as hand luggage or registered luggage outside the passenger compartment is at the driver's discretion. If the driver decides that the luggage is to be carried in the luggage compartment, the passenger shall notify the Carrier of any special nature of the luggage, in particular of its contents and value, and of his or her requirement that the luggage should be handled in a particular manner or laid down in a particular position. Passengers are not entitled to carry money, jewels or other valuables in excess of EUR 50 in their registered luggage.
- 11.20 The driver shall label each piece of registered luggage with a luggage registration voucher. Luggage shall only be loaded in and unloaded from the luggage compartment by the driver, if necessary, with the assistance of a passenger. Prior to unloading the luggage from the luggage compartment, passengers shall present the driver with a valid stub of the luggage registration voucher issued by the driver prior to loading the luggage in the luggage compartment. The driver shall only deliver the luggage when presented with a valid stub of the luggage registration voucher. Following the delivery of the luggage, the driver shall discard the stub. The passenger shall only keep the portion of the luggage registration voucher affixed to the luggage.
- 11.21 The Carrier shall be liable for damage caused to registered luggage carried separately from passengers between the time of the luggage take-over and the time of the luggage delivery. The Carrier shall not be liable for damages caused by passengers, defects on the luggage and its packaging, special nature of the luggage or a circumstance beyond the Carrier's control, or because the passenger failed to notify the driver of the need to handle the luggage in a particular manner. Nor shall the Carrier be liable for damage to luggage left behind.
- 11.22 If luggage carried separately from passengers is lost or destroyed, the Carrier shall refund the value of the luggage lost or destroyed effective at the time of being accepted for carriage for a standard charge, up to the maximum of EUR 332 per one piece of luggage. In addition, the Carrier shall refund the charge paid by the passenger for the carriage of the lost or damaged luggage.

Article 12

Traffic Accidents and Incidents

- 12.1 Incidents occurring during carriage include in particular:
- a) traffic accident of a vehicle,
 - b) fire in a vehicle,
 - c) accident or sudden illness where the life or health of passengers, the Carrier's employees or other persons is at risk.
- 12.2 If a passenger finds the safety, lives or health of passengers to be in danger, they shall notify the driver.
- 12.3 In the event of an incident, the driver shall halt the vehicle and take precautions to ensure traffic safety in the site of the incident.
- 12.4 The driver shall, without any delay, notify the Carrier of the incident pursuant to internal regulations and provide necessary assistance to passengers, ensure their safety, and, if necessary, call an ambulance and remain at the place of the incident until a traffic dispatcher or any other authorised representative of the Carrier arrive.
- 12.5 If an accident, injury, health damage or death, or damage to the vehicle or vehicle equipment or to any other property of the Carrier or passengers occur, the

- persons concerned shall provide the Carrier with all data necessary for due investigation of the incident.
- 12.6 Passengers who suffer damage shall without any delay inform the driver of the occurrence and estimated scope of the damage, and provide the driver with the data necessary for investigation of the occurrence of the damage, including identification of the scope of the damage and their personal identification data.
 - 12.7 The Carrier shall provide alternative transport service to the terminal station with another vehicle free of charge.
 - 12.8 Passengers who suffer injuries due to the specific nature of transport shall be entitled to damage compensation for injury in accordance with Section 427 et seq. of the Civil Code and Act No. 437/2004 Coll. on Compensation for Pain and Compensation for Reduced Social Opportunities (hereinafter referred to as "Act No. 437/2004").
 - 12.9 Survivors of deceased passengers whose death was caused by the specific nature of the operated transport service shall be entitled to compensation for death, including compensation of reasonable funeral expenses, pursuant to relevant applicable provisions of the Civil Code.
 - 12.10 Passengers whose hand luggage is damaged due to the specific nature of transport shall be entitled to damage compensation pursuant to provisions of Section 427 et seq. of the Civil Code. If damage occurs to passengers' registered luggage, the passengers shall be entitled to damage compensation pursuant to Sections 11.21 of these Conditions of Carriage.
 - 12.11 The amount of damage compensation shall be set in accordance with relevant provisions of the Civil Code and Act No. 437/2004.
 - 12.12 In the event of an accident arising out of the operation of a bus/coach, the Carrier shall provide adequate and due assistance with regard to passengers' immediate practical needs following the accident. Such assistance includes, where necessary, accommodation, food, clothing, transport and facilitation of first aid. Any assistance shall not constitute recognition of liability. The total cost of accommodation per passenger is limited to EUR 80 and the maximum of two nights. On long-distance and international services where the route exceeds 250km of length, the maximum compensation for damage to luggage in the event of an accident totals EUR 1,200 per one piece of luggage.

Article 13

Exercise of Rights, Complaints Procedure Rules

- 13.1 Passengers shall exercise their rights and claims ensuing from these Conditions of Carriage with the Carrier without any undue delay; where the rights fail to be claimed within three months from the date of origin of the claim that is filed, the rights shall expire. This shall not apply to claims in respect of damage to passengers' luggage which may be claimed by passengers from the Carrier within six months from the occurrence of the damage, and to claims in respect of injuries that may be claimed by passengers directly in court within the limitation period pursuant to applicable provisions of the Civil Code. Passengers may file their complaints by hand to the Carrier, or by mail at the Carrier's address, or via e-mail at secretariat@slovaklines.sk.
- 13.2 Passengers shall pursue their rights and claims in the form of a written complaint that will precisely and clearly define the rights affected, the manner in which they were affected, and the compensation demanded, giving reasonable justification for such claims. Passengers shall deliver their complaints to the Carrier either in writing at the address of the Carrier's seat, or by hand at the Carrier's ticket sales points or at the Carrier's information centres. Where the complaint concerns the carriage services provided by the driver, passengers are entitled to file complaints directly with the driver concerned, filling in the Customer Sheet provided by the driver. Where the ticket was purchased from a ticket selling agent, passengers shall also be entitled to file their complaints in the seat of the ticket selling agent from which the ticket was purchased.

- 13.3 If a passenger files a complaint in oral form, an authorised employee of the Carrier shall draft a report on the complaint filed, and the complaint shall be signed by the passenger in question.
- 13.4 If the complaint lacks the details referred to in Section 14.2, the Carrier shall ask the passenger to supply such additional information within a period of no less than 7 working days. If the passenger supplies the additional information within the time limit, the complaint shall be deemed to have been filed in time. Where the passenger does not provide the additional information within the time limit and the complaint filed does not constitute a ground for the passenger's claims to be deemed substantiated, the Carrier shall reject the complaint or put it ad acta, and shall inform the passenger.
- 13.5 Within one month of receiving the complaint, the Carrier shall give notice to the passenger that the complaint has been substantiated, rejected or is still being considered. The Carrier shall deliver a notification of the final settlement of the complaint to the passenger concerned no later than 3 months from accepting the complaint.

Article 14 Special Provisions

- 14.1 Passengers are obliged to check, which documents are required by the country of destination to enable the entry to the country (valid travel documents, passports or ID cards, visa). The passport is obligatory for the in any case, irrespective from their age. Passenger is obliged to show those documents for control when entering the bus upon request of the driver.
- 14.2 Each Passenger is personally responsible to adhere the pass and custom regulations. Any costs, arising as a result of non-adherence of those regulations, shall be born by the Passenger.
- 14.3 In case the customs or police authority do not allow the Passenger to continue its travel, the Passenger is not authorised for any refund of the fair paid, or any part of it.
- 14.4 On the territory of Slovakia, check-in/dispatching is organised by the driver in time, after the bus approaches the platform. The Passenger is obliged to be present at the platform at least 10 minutes before departure.

Part B

T A R I F F

Article 1 Fundamental Provisions

- 1.1 This Tariff lays down in particular the Carrier's standard fares, fare surcharges and discounts, and other charges in respect of carriage of passengers and their luggage and live social animals (dogs and small pets), and the conditions of the Carrier under which such charges are applied (hereinafter referred to as "tariff conditions").
- 1.2 The Tariff applies on bus line 102806 Bratislava – Vienna..

Article 2 Fares and Types of Fares; Tickets, Fare Rates, and Forms and Conditions of Ticket Purchase

- 2.1 A fare is the price to be paid by passengers for carriage services, set by the Carrier depending on the tariff distance, type of discount and nature of carriage (carriage of persons). The fares are set on the basis of a "stop-to-stop price list"

where fix prices are set for respective sections of the journey between individual stops irrespectively of the number of kilometres travelled.

- 2.2 The services on the line are subject to a price list issued by the Carrier
- 2.3 The Carrier is entitled to modify the operation of and fares for the services available. The Carrier is entitled to issue different types of discount tickets on all long-distance and international services, the discounts being provided to passengers on the grounds of multiple journeys.
- 2.4 The fare rates are:
 - 2.5.1 standard fare,
 - 2.5.2 discount fare,
- 2.5 A standard fare is the price for carriage of passengers who do not claim any entitlement to a discount. for Passengers from 26-59 years of age.
- 2.6 A discount fare means the price for carriage of:
 - 2.7.1 children aged 0 – 14 inclusive, per journey,
 - 2.7.2 teens/students aged 15-25 inclusive per journey,
 - 2.7.3 people aged 60 or over.
- 2.7 The discount fares referred to in Section 2.6. apply to all passengers (they are not restricted to nationals of the Slovak Republic).
- 2.8 Standard fare rates and discount fare rates are set by price lists for respective services published on the Carrier's web site www.slovaklines.sk. The Carrier may modify respective price lists (types of discounts and discount rates, internet discounts, days of service departures, seasonal surcharges, etc.). Passengers may request information at all of the Carrier's sales points; or in the Carrier's Contact Centre by telephone at 18211 for calls made from Slovakia or at +421 2 55 422 734 for calls made outside Slovakia, daily from 6.30 a.m. to 6.30 p.m.; or at the e-mail address: info@slovaklines.sk.
- 2.9 Standard tickets and discount tickets can be either one-way tickets or return tickets. One-way tickets are issued for a specific date and time of departure of a service. Return tickets are issued for a specific date and timing of an outward and return journey. Return tickets may be purchased either as tickets with a specified return date or as OPEN tickets (tickets with a non-specified return date).
- 2.10 The period of validity of an OPEN return ticket in international transport is 180 calendar days from the date of the first journey unless stipulated otherwise on a specific route, or depending on the ticketing system. The period of validity of OPEN tickets on seasonal services, if operated, is the period during which the service is operated. No OPEN one-way tickets are issued. It is permitted to issue one-way and return tickets for the first journey starting abroad. Tickets may be normally purchased 6 months in advance.
- 2.11 Tickets reserved through points of sale have to be purchased at the latest by the time of expiration of the reservation. If the ticket fails to be purchased by the time of expiration of the reservation of which passengers were previously informed, the passengers lose their entitlement to the seats reserved.
- 2.12 Tickets may be purchased at ticket counters at the Mlynske nivy bus/coach station and at ticket sales points published on www.slovaklines.sk. Passengers may also purchase tickets via internet on www.slovaklines.sk. Where passengers purchase their tickets via internet, they are requested to print all parts of their tickets and present the purchased tickets to drivers at the time of boarding. The portion of the ticket (featuring the text No valid ticket) must be kept by passengers throughout carriage. Where passengers purchased their discount tickets in advance, they shall present the driver with the evidence of their entitlement to a discount when boarding a vehicle. Unless a passenger's name and surname is included in the driver's passenger list, the passenger concerned shall purchase a new ticket from the driver, and may subsequently file a complaint with the Carrier.
- 2.13 The Passenger can prove the authorisation to board a bus at the time of boarding by valid QR code (if not available, then by the reservation number appeared on the ticket document) in electronic equipment (smart phone, tablet, computer) . If the Passenger is not able to prove the existence of the advance purchased ticket,

- he is obliged to buy new ticket from the driver, and he can claim at the seat of the Carrier afterwards.
- 2.14 Cabotage (domestic transport) on the line in Austria and in Slovakia is excluded.
 - 2.15 Sales agents are responsible for correct sales and correct issuance of tickets only. The Carrier is responsible for any issues or problems arising during the travel in connection with journey, on which the Passengers holds the purchased ticket.
 - 2.16 The Carrier provides a discount for holders of travellers´ s electronic card of Slovak Lines, a.s. as published in valid tariff list.
 - 2.17 The Carrier can offer also furtehr discounts, the information is available on the web site of the Carrier.
 - 2.18 Children are carried in an individual seat, they cannot be transported when seating on the knees of their parents. In case the child requires a special children seat, the Passenger is obliged to arrange for a children seat on its own.
 - 2.19 Buses are equipped by safety belts, the Passenger is obliged to use them in order to assure a safe travel. The right to a discount the Passenger proves by ID card or passport.
 - 2.20 Besides standard fare and discount fare other types of fare apply to this route: weekly tickets, monthly tickets, tickets for standing passenger, carnets, Bratislava Ticket and Wien Ticket VOR ZOne 100.
 - 2.21 Ticket is valid between stated stops for particular date and time of the departure. In case the Passengers misses the connection due to the delayed flight, train or ev. city transport, the Passenger is authorised to use the ticket for the following connection, resp. any other following connections on the same day, without any additional fees. In such case it is recommended to reserve a seat in the bus in advance, because the Passengers shall be transported only in case there are seats available.
 - 2.22 Weekly travel tickets are issued in 4 different categories: age 6-14, 15-25, 25-59, and from 60. The validity of the weekly ticket is 7 calendar days from the designated day of the validity start, for the unlimited travel between designated stops.
 - 2.23 Monthly travel tickets are issued in 4 different categories: age 6-14, 15-25, 25-59, and from 60. The validity of the monthly ticket is 30 calendar days. Monthly ticket is valid for an unlimited travel between designated stops.
 - 2.24 The carriage of standing passengers on the bus is allowed, subject to valid tariff list.
 - 2.25 Carnet ticket is issued to the stops Wien and Hainburg only. Carnet ticket contains 10 journeys, shown on the ticket, each of them authorises the Passenger for one travel, which the Passengers has to book. Carnet can be sold on the counters of Bus station Mlynské nivy only, it is issued per particular person and holding its name, and is not transferable to any other person. The carnet is valid one year from the date of issuance, its price is firm and no discounts are offered to any other category according to age principle. Carnet cannot be cancelled, neither its validity can be prolonged.
 - 2.26 Passengers from Austria can purchase at the ticket purchase for routes Wien – Bratislava or Wien – Bratislava – Wien a special travel ticket BRATISLAVA TICKET, which authorises them to use city transport in Bratislava on the same day of travel, on which they purchased a ticket. BRATISLAVA TICKETS are issued in 4 different categories: age 6-14, 15-25, 25-59, and from 60.
 - 2.27 Passengers from Slovakia can purchase at the ticket purchase for routes Bratislava – Wien or Bratislava – Wien – Bratislava a special travel ticket WIEN TICKET, which authorises them for one day travel in the city transport in Vienna, central zone VOR Zone 100, on the same day of travel, on which they purchased a ticket. Passengers having one day single ticket, can use WIEN TICKET one day travelling only on that day, on which they travelled from Bratislava as stated on their tickets. Passengers having return tickets can use WIEN TICKETS only on the first day of the travel, stated on the ticket. WIEN TICKETS are issued in 4 different categories: age 6-14, 15-25, 25-59, and from 60.

- 2.28 Hand luggage up to maximum size of 20cm x 30cm x 50cm is transported free of charge, jointly with the Passenger. Passenger is responsible for a safe positioning of the hand luggage. It cannot hinder passengers getting along or when embarking or disembarking, and it cannot be placed in the corridor in bus.
- 2.29 It is allowed to transport free of charge maximum 2 pieces of travel luggage (suitcase, backpack etc.). A size of one piece of luggage cannot exceed 20cm x 30cm x 50cm. Total weight of luggage cannot exceed 40 kg. Travel luggage is transported separately from the Passenger in the luggage room and has to be marked by luggage label, Passengers receives one piece of luggage stripe from the driver as a proof of handing over the luggage to the driver. Passenger shows the luggage stripe piece at the destination stop, when taking the luggage back from the driver.
- 2.30 Extra luggage like skies or snowboard (transported only when tightened firmly together or packed in suitable package), baby stroller, extra large luggage weighting more than 25 kgs or above allowed size, is transported only if sufficient space is available in the luggage room. Baby stroller is transported only with the Passenger. It is not allowed to transport luggage only without an assigned Passenger.
- 2.31 Luggage is handed over from luggage room on each stops, special regime applies to the stop Bratislava – Petržalka. On this stop the driver hands over the luggage only in case that the Passenger informed the driver loading the luggage that he intends to disembark at Bratislava – Petržalka. The driver loads such luggage on the right side of the bus for safety reasons, to be able to hand over the luggage quickly, safely a without taking additional risks. If this does not occurs, the luggage shall not be disembarked at Bratislava – Petržalka and the Passenger has to continue the travel to the next stop at Bratislava, AS.

Čl. 3 Travel card

- 3.1 Travel card is an electronic equipment and can be used as electronic vallet to purchase a travel ticket according to valid tariff list. Travel card must be electronically accepted on the card reader of the driver's board computer. Passenger has to credit the travel card, the minumum amount is 3 EUR and maximum amount is 83 EUR. Travel card is valid for 5 years.
- 3.2 Travel card is an electronic equipment, the use of which is subject certain conditions:
- 3.2.1 Travel card cannot be strained, bended, broken or mechanically damaged in any other form,
- 3.2.2 Travel card cannot get into contact with the electric field, electric discharge or strong magnetic field,
- 3.2.3 Travel card cannot get into contact with high temperature. ,

Čl. 4 Non-validity of the Travel card

- 4.1 Travel card is not valid, if:
- 4.1.1 its time of validity expired,
- 4.1.2 the card is damaged or otherwise deteriorated that certain data saved o the card cannot be reliable read, or verified through electronic equipment,,
- 4.1.3 the photograph of the holder was illegitimately replaced,
- 4.1.4 the was issued based on uncorrect data and contains uncorrect data.
- 4.2 Travel card, which is not valid for the reason in the above paragraphs 4.1.1 až 4.1.4 the Carrier shall not acknowledge the card and will issue a new ticket which

the Passengers pays in cash. In case of disruption of the driver's board computer, card reader or travel card, the Passenger is obliged to pay for the ticket in cash according to valid tariff list (for payment with the travel card).

Čl. 5 Free carriage of guide dogs

- 5.1 If visually impaired person, a holder of ŤZP-S certificate, is guided by a guide dog, the guide dog is transported free of charge.
- 5.2 Health impaired persons using a guide dog, are allowed to travel jointly with a guide dog, marked for this purpose with a white label with red cross or using orange safety belts.
- 5.3 Holders of ŤZP-S evidence prove the entitlement to the transport of guide dog by showing the original of ŤZP-S certificate jointly with ID card.
- 5.4 The Passenger has to have along respective documents and authorisations needed to carry a guide dog abroad. In case of uncorrect transport documents the Passenger is reliable for any contingent damage.

Čl. 6 Carriage of dogs

- 6.1. Dog is carried free of charge subject to condition of bearing a mouth piece and having a short dog-lead, or is properly placed in a special case (cage, special bag, etc) with leakproof bottom.
- 6.2. The Passenger has to have along respective documents and authorisations needed to carry a dog abroad. In case of uncorrect transport documents the Passenger is reliable for any contingent damage.

Article 7 Fare Refunds, Alteration of Departure Date

- 7.1 Where the Carrier interrupts carriage or fails to commence it within the scheduled time limits, the Carrier shall return to passengers who claim a refund of the full amount of the fare paid, if no portion of the ticket has been used, or a part of the amount of the fare paid, if only a part of the ticket has been used, the portion of the fare that has not been used or a full amount of the fare for a journey not commenced, provided that a proof, issued by a ticket office or driver, of the fulfilment of the conditions set by the Carrier's Conditions of Carriage is submitted or that the fulfilment of such conditions is proved in any other manner.
- 7.2 Passengers are entitled to a refund of the fare for unused tickets if they return the tickets at the ticket sale points where the tickets were purchased in advance or if they advise the cancellation to the Carrier's Contact Centre by telephone at 18211 for calls made from Slovakia (calls cost EUR 0.162 per minute, including VAT) or at +421 2 55 422 734 for calls made outside Slovakia, daily from 6.30 a.m. to 6.30 p.m.; or at the e-mail address: info@slovaklines.sk. Tickets purchased from the Carrier through the AMS system (automated reservation system) cannot be cancelled by telephone automated reservation system) cannot be cancelled by telephone.

Terms of ticket cancellation: no later than 48 hours before the service departure from the initial stop, a 25% cancellation fee shall be deducted from the ticket price; if made less than 48 hours but no less than 2 hours before the service departure from the initial stop, a 50% cancellation fee shall be deducted from the ticket price. The fare paid for an OPEN ticket shall only be refunded unless the ticket validity has expired. The entitlement to a fare refund shall cease if the ticket is returned or cancelled later than 2 hours before the service departure. If one journey of a return ticket issued for a specific date or an OPEN ticket is cancelled,

- an adequate portion of the fare for the unused service (the difference between the price of a return ticket and a one-way ticket) shall be refunded to passengers.
- 7.3 Change of the date of a service departure can be made more than 2 hours prior to the service departure and is subject to a cancellation fee amounting to 25% of the ticket price.
- 7.4 Where the Carrier fails to comply with the conditions of carriage (route or service cancellation for operational reasons, non-operation of a service or its part, service delay of more than 120 minutes caused by a vehicle failure, etc.), the fare or a portion of the fare paid shall be fully returned, free of a cancellation fee, subject to submission of a passenger's written request accompanied by an original copy of the ticket. The amount of the fare refund shall be set by the Carrier that provided the service following the examination of all facts; the maximum permitted refund being the amount of the fare. Passengers are entitled to file a request for a fare refund no later than three months from the date of boarding.
- 7.5 Where the fare or a proportionate portion of the fare is returned to a passenger by mail, the Carrier shall return the refunded amount less postal fees. Where the fare or a portion of the fare is returned to a passenger for reasons within the Carrier's control, no postal fees shall be charged.
- 7.6 Where a passenger loses his or her ticket, he or she shall be obliged to purchase a new ticket and shall be entitled to no compensation.
- 7.7 Passengers shall not be entitled to a fare refund by reason of illness.
- 7.8 No fare shall be refunded in cases where passengers are excluded from carriage or detained by customs or passport control authorities during a journey. Special offers PROMO PRICE, HOT TICKET etc., which are offered at published conditions, the paid tickets cannot be annulated, no paid fare return or or any any other compensation, or change of date or any other change are allowed

Čl. 8

Damage, loss or theft of travel

- 8.1 Passenger is obliged to report damaged, loss or theft of travel card on the counters of Bus Station Mlynské nivy, Bratislava.
- 8.2 In case of weekly or monthly tickets the Carrier will issue a duplicate of such ticket, if the ticket would be still valid in the time of reporting the damage, loss or theft. Fee of 5 EUR for the issuance of duplicate of weekly or monthly ticket is applicable.

Čl. 9

Return of paid fare at unutilised weekly or monthly tickets.

- 9.1 Passenger is authorised to apply for a return of paid fare, if the weekly or monthly ticket has not been fully utilised. Passenger applies in writing and attaches a travel card, on which weekly or monthly ticket has been recorded. Passengers can apply for a return only within the validity of the ticket. After the expiry of the ticket validity any return is possible only in case of hospitalisation, being within the ticket validity.
- 9.2 Application for return can be submitted on counters of Bus station Mlynské nivy.
- 9.3 Carrier will return to the Passenger an adequate portion of the paid fare. Adequate part is calculated as follows:

$$X = C - (C * d * k),$$

when: X means returned amount,

C means price of the weekly or monthly ticket being returned ,

- d means a number of days of utilisation,
 k means coefficient, the value of which is:
 0,200 000 at 7 days weekly or monthly ticket ,
 0,051 282 at 30 days weekly or monthly ticket.

- 9.4 The day of the submitting the application jointly with travel card is considered as a travel day, as well as the first day of hospitalisation.
 9.5 In case of passenger death the application is submitted by a descendent. The day of death is considered as the last travel date.
 9.6 In case that return is sent by mail or via bank transfer, the cost of that service shall be deducted from the sent amount in respect of valid price list of Slovak Post or bank fees according to fee list of the respective bank.

Article 10 Penalty Fines

- 10.1. Tickets are inspected by drivers, other members of bus/coach crews or ticket inspectors who shall submit their ticket inspector's licences (hereinafter referred to as the "authorised person").
 10.2. Passengers are obliged to submit, at the request of an authorised person, their tickets or documents proving their entitlement to a discount fare for inspection at any time during transport or when having alighted from a vehicle.
 10.3. Passengers who fail to present a driver, or any other member of the bus/coach crew or a ticket inspector with a valid ticket during a ticket inspection on a bus/coach or immediately after alighting from a bus/coach shall pay the following penalty fines is set to be EUR 40 (forty euros), plus the fare for a journey from the initial stop of the service to the passenger's destination,
 10.4. If during a ticket inspection on service a passenger presents a ticket purchased for a part of the journey that had already been undertaken and the ticket is no longer valid at the time of such ticket inspection (a ticket purchased for a section of a journey shorter than the one travelled by the passenger at the time of the inspection), the passenger shall pay a penalty fine of EUR 40 (forty euros).
 10.5. No later submission of a ticket, whether the ticket was purchased with cash or issued through a non-cash travel card payment, shall be taken into consideration.
 10.6. A passenger who refuses to or is unable to pay the fare or penalty fine pursuant to Sections 10.2 and 10.3 of this Article shall submit to the authorised person the following data needed to exact the fare and penalty fine: name and surname, date of birth, address of permanent residence and number of his or her ID card or other identification document. Where minors (under 15 years of age) are involved, identification data of their legal representatives are requested. At the same time, the passenger shall lose the right to be carried and may be excluded from carriage. The exclusion from carriage on grounds of the failure to pay the above charges shall have no effect on the passenger's obligation to pay the charges to the Carrier.

Article 11 Further Charges

- 11.1 Passengers who damage a bus/coach or its interior or fail to keep it clean shall pay the Carrier the full cost of the damage caused.
 11.2 The obligation to submit identification data to the extent set in Section 17.7 of Article 17 shall also apply to passengers who damage a bus/coach or its interior or fail to keep it clean, and fail to pay the damages assessed or compensation for bus/coach cleaning on the spot.

Part C

Closing and Common Provisions

Article 1

Objects Found

1. Any objects found in a vehicle after all passengers leave the vehicle and any luggage left behind shall be handed over by the driver or other member of the vehicle crew at the left luggage office in the Carrier's seat.
2. If the objects found include ID cards or passports, the Carrier shall ensure that these are immediately handed over to the nearest police office.

Article 2

Closing Provisions

1. These Conditions of Carriage take full effect in respect of passengers on the date of their publication on the Carrier's web site. From the aforementioned date the Conditions of Carriage shall be considered a part of the proposal for conclusion of a contract of carriage of passengers.
2. Any changes and amendments to the Conditions of Carriage enter into force on the date of their publishing on the Carrier's web site.

In Bratislava, 5.1.2016

Ing. Peter Sadovsky
Chairman of the Board of Directors