

Contractual Transport Terms and Conditions
valid for the bus services of RegioJet a.s.

RegioJet a.s. Obchodná 48, 811 06 Bratislava, company registration number (IČO) 4723127 issues these Contractual Transport Terms and Conditions for regular long-distance bus lines operated by RegioJet, a.s. in accordance with the applicable provisions of Act No. 56/2012 on road transport and in accordance with Regulation (EU) No 181/2011 of the European Parliament and of the Council of 16 February 2011 concerning the rights of passengers in bus and coach transport. These Contractual Transport Terms and Conditions become effective as of the day they have been published on the web pages of the Carrier and they are available at all points of sale and on all vehicles belonging to these lines.

1 Conclusion and fulfillment of transport contract on passenger transport

The transport contract is concluded when the passenger claims their right of transport resulting from the transport document by boarding the carrier's vehicle. The transport contract between the passenger and the carrier also abides by these Contractual Transport Terms and Conditions as well as the corresponding tariff.

1.1 Carrier's rights and obligations

1.1.1 By concluding the transport contract the carrier undertakes to transport passengers from the station of departure to the destination station, which are both specified in the transport document, duly and on time.

1.1.2 The passenger acknowledges that the provision of the advertised extra services, especially hot drinks, movie projection and the provision of the entertainment portal, daily press, steward(ess) on board, and Wi-Fi Internet connection, is entirely up to the carrier, and the passenger is in no way entitled to the provision of these services by entering into the contract. When there is not enough time for providing the services, they are not offered.

1.1.3 The carrier reserves the right, in accordance with the applicable legal regulations, for changes in timetables, use of substitute buses, and changes of seats. If the timetable is changed, the passenger is entitled to the compensation of the fare or a part of the fare (in the event of a partly used ticket), when it is not possible to use the ticket completely. When substitute buses are used, the advertised above-standard services cannot be guaranteed. Substitute buses do not have to be equipped with safety belts. If the passengers refuse to travel for this reason, they are entitled to a full refund of the fare.

1.1.4 On extra buses or economy buses, the advertised extra services are not provided.

1.1.5 Fare compensation:

- the passengers are not entitled to any compensation for damage, if they were not transported in time due to a reason which was not caused by the carrier (e.g.: a car accident, impassable highway, a disaster, or any other contingencies caused by force majeure)
- if the delay was caused by the carrier, it is compensated to the clients in accordance with internal rules and regulations depending on the length of the route and the length of the delay
- regardless of the reason for the delay, the compensations do not apply to delays announced in advance prior to the departure from stops (announced at the station through the owner of the stop, announced by a RegioJet employee, or announced via a text message or by phone).

1.1.6 In the event of a delay of a bus on the service Bratislava-Vienna caused by a mistake on the part of the carrier, the carrier bears the costs connected with the provision of substitute transport. If the passenger travels to the Vienna Schwechat stop and due to the above mentioned delay misses his/her flight, the carrier will cover the costs connected with the provision of a substitute flight. To have these costs covered by the carrier, the passenger has to meet the condition of allowing sufficient time between the scheduled arrival of the bus to Vienna Schwechat bus stop according to the valid schedule and the planned departure of the passenger: 2 hours for flights around Europe, 3 hours for flights outside Europe. This does not apply in the event of a delay caused by objective reasons such as the influence of the weather, traffic situation of the roads, a car accident not caused by the carrier, border or other control or check or intervention from the part of the administrative agencies or authorities.

1.1.7 When a ticket reservation is being made, the carrier undertakes to do its best to meet the requirements of the passenger regarding the seats available.

1.1.8 In the event of any payment by the passenger on board of the bus, the carrier is obliged to accept the quintuple of the price of the goods/service at the most, up to the maximum amount of 150 €.

1.2 Passenger's rights and obligation

1.2.1 By concluding the transport contract the passenger pledges to abide by the transport rules and these Contractual Transport Terms and Conditions and to pay the price of the transport (hereinafter referred to as fare) according to the respective tariff.

1.2.2 The passengers are obliged to present a valid transport document for the purposes of checking the conclusion of this contract, throughout the course of the fulfillment of the transport contract. The data on the transport document must correspond with the data in the passenger's travel document. In the event the passenger does not have a valid transport document, the carrier is obliged not to accept him/her for transport and the passenger is in no way entitled to a refund of the fare. Each passenger is personally responsible for abiding by the passport and customs rules and regulations of the countries into which or through which they are traveling, and is obliged to abide by the customs or other administrative rules and regulations related to them or their luggage. If the passenger is not allowed to continue in their journey by the police authorities or customs authorities, the passenger is not entitled to any refund of the fare, neither in full or in part, nor are they entitled to any other compensation or indemnification. The passenger is obliged to pay the carrier the expenses incurred to the carrier as a result of the passenger not complying with the regulations.

1.2.3 By purchasing the ticket/deposit on account/deposit to Credit ticket the customer agrees with the Contractual Transport Terms and Conditions and gives the carrier consent to personal data processing.

1.2.4 The passengers are obliged to check whether the ticket was issued according to their order immediately upon obtaining the ticket. If the ticket does not correspond to the data required, they are entitled to refuse the ticket. If the passengers notify about the discrepancies in the data on the ticket later, we will proceed in accordance with cancellation conditions, and this will not be considered as a complaint.

1.2.5 If the passengers do not present themselves for departure or miss the departure, they are not entitled to any refund of the fare. If the ticket is composed of several sections, presenting themselves for the departure means boarding the first bus from the whole route. If the passenger does not use any section of the composed route, the passenger loses any claim to be transported in the further buses on their ticket or to any refund to the unused fare.

1.2.6 No fare is refunded for unused or partly used ticket.

1.2.7 The passenger is entitled to the refund of the fare if the service they planned to use for transport, is more than thirty (30) minutes

late from the passenger's station of departure and the passenger with a valid ticket gave up the journey for this reason.

1.2.8 The passenger is entitled to a fare refund when the transport is not carried out for reasons on the part of the carrier.

1.2.9 If the delay of the service is caused by reasons on the part of the carrier and results in the passenger missing the connection within one transport contract or if the commenced transport by the service was not completed, the passenger is entitled to one of the following options:

- transport by the nearest suitable bus of the same carrier to the place of destination,
- fare refund for the part of journey that was not carried out,
- transport by the nearest suitable bus of the same carrier to the departure station and fare refund.

1.2.10 If the arrival of the plane is delayed, the passenger on the route Vienna, airport – Bratislava may use a following bus where seats are available on the day. If the passenger does not use a bus on the day, the fare is forfeit without any claim for a refund or compensation.

1.2.11 The passenger is not entitled to compensation if he/she was not transported on time.

1.2.12 The passenger must receive the possible awarded compensation within 12 months from the day it was awarded.

1.2.13 The credit balance on the account/Credit ticket caused by cancellations of tickets/award of compensation/ deposit may be withdrawn in cash in RegioJet a.s. and STUDENT AGENCY s.r.o. points of sale or used for the payment of further tickets. The balance on the no-name ticket (unidentified) may be withdrawn up to the amount of 40 €. When withdrawing an amount larger than 40 € the ticket must be with a name (identifiable), and an ID must be presented. The ID must be presented whenever the ticket is identifiable. The balances cannot be sent to bank accounts and they must be used solely for the purpose of purchase of tickets. The credit balance created by an online deposit by a payment card at www.regiojet.sk cannot be paid to passengers in cash, it will be returned in the same way. Increasing the balance on the account or Credit ticket is only possible in the currency in which this ticket/account was set up.

1.2.14 The passenger is obliged to follow the instructions of the steward(ess) or the driver when being seated. Passengers may be excluded from transport if they come to the bus under the influence of alcohol, narcotic or other psychotropic substances; and/or if they, in spite of being warned:

- smokes, drinks excessive amounts of alcohol or uses narcotics or other psychotropic substances on the bus,
- behaves noisily, plays noisy music, uses audiovisual technology noisily or bothers other passengers by other inappropriate behaviour, smell, etc.,
- dirties other passengers or the vehicle as well as premises and equipment for passengers with his/her clothes or conduct,
- damages the vehicle and/or the premises and equipment for passengers,
- does not comply with the transport rules, these Contractual Transport Terms and Conditions or the instructions or orders of a person authorized by the carrier.

1.2.15 The passenger who was excluded from transport is not entitled to any fare refund or price of seat reservation ticket refund.

1.2.16 If the passenger interrupts the journey, the ticket validity expires.

1.2.17 In the event of any payment by the passenger, the passenger should have the appropriate amount ready in cash with regards to the price of the goods or services; otherwise, it is possible that we will not be able to accept payments with banknotes of higher nominal value due to insufficient amount of change.

2 Transport document and its particulars

2.1 General provisions:

2.1.1 The passenger is obliged to present a valid transport document (hereinafter referred to as ticket) in the course of the fulfillment of the transport contract for the purposes of the control of a proper conclusion of this contract. In the event of the absence of the ticket, the passenger may board the service after stating the reservation code of the ticket which has been booked for this particular line. If the passengers cannot supply these data, they must purchase a new fixed date ticket. The amount paid for the new ticket is non-refundable.

2.1.2 Inspection of the travel documents and reservation codes on the vehicles of the carrier is performed by persons duly authorized by the carrier, equipped with the Inspector ID. The Inspector ID includes: inspector's photo, ID number, stamp and the signature of the organization which issued the ID.

2.1.3 The passenger is obliged to pay the price of transport (hereinafter "fare") according to the tariff valid on the day of transport. The fare includes only the transport itself. The carrier provides other optional services (see 1.1.2) free of charge.

2.1.4 Basic fare according to the price list is the maximum price for the transport of passengers who do not make a claim to any discount fare or transport free of charge.

2.1.5 Reduced fare on domestic services is the maximum price for the transport of

- a) children up to the day of their 15th birthday
- b) pupils and students studying full-time, university and faculty students studying full time for Bachelor's or Master's degrees or their equivalent up to the day of their 26th birthday.
- c) Slovak Republic citizens aged over 70
- d) ĽZP or ĽZP-S card holders,
- e) the person accompanying a disabled person who is a ĽZP- S card holder
- f) parents visiting disabled children who are located in school, social, or medical institutions in the territory of the Slovak Republic.

2.1.6 Only children below 15 years of age are entitled to the reduced fare on international services.

2.1.7 On domestic services, the following are transported free of charge:

- a) members of the National Council of the Slovak Republic and judges of the Constitutional Court of the Slovak Republic (section § 5 subsection 1 and section § 16 subsection 2 of Act No. 120/1993 Coll.).
- b) guide dogs of the visually impaired ĽZP- S card holders
- c) wheelchairs for disabled people who are Ľ ZP or ĽZP-S card holders, prams for children who are ĽZP or ĽZP-S card holders.

2.1.8 The rates of basic and reduced fares are specified in the price lists for individual services and their valid version is made public in the points of sale of the carrier and at their web pages www.regiojet.sk. The carrier may adjust the price lists of individual services by introducing special offer prices, which the carrier will make public in the carrier's points of sale and at the website www.regiojet.sk

2.1.9 All carrier's services compulsorily require seat reservations.

2.1.10 The ticket with a reservation constitutes also a seat reservation.

2.1.11 All passengers, who require a discount offered on the service, are obliged to prove their right to the claimed discount when boarding the bus in the following ways:

- children aged 0-14 incl. present any document showing their date of birth;

- pupils present a valid pupil card, issued by one of the carriers;
- students present either valid ISIC international student card or a card, issued by one of the carriers, or an identification student chip card of a specific university, if it can be inspected visually (the month and year of the expiration of the discount is given)
- seniors or youths present an ID with their photograph and their date of birth;
- disabled people present a valid ŤZP or ŤZP-S card, the person accompanying a person with a ŤZP-S card presents the card of the person he/she is accompanying
- passengers transported free of charge present a valid applicable card with a photograph which gives them license
- to free transport.

2.1.12 If the passengers cannot prove their right to discount when boarding the bus, they are obliged to pay the difference in prices. On domestic services, the passenger must pay the price difference and a 0.5 € handling charge.

2.1.13 If the client is attended to and transported by an earlier service than stated on the purchased ticket and the ticket cannot be cancelled, the client is always obliged to pay a handling fee amounting to 0.5 € when boarding the bus.

2.1.14 When manipulating with the ticket/reservation, the nine/ten digit code of the ticket/account/Credit ticket is always required.

2.1.15 The conditions of a specific ticket are always specified on the ticket and are binding for the ticket.

2.1.16 Special discounts and discounts granted as part of promotional offers always abide by the conditions published along with the respective kind of discount or promotional offer

2.1.17 When purchasing a ticket on board of a bus, only a single ticket for the route of the given service may be bought.

2.1.18 In the event of a non-cash payment of the fare, the fare is considered paid in the moment the amount is credited to the carrier's bank account. If the fare purchased by means of a non-cash payment has not been paid for before the passenger boards the bus, the passenger is obliged to pay the fare to the steward(ess) or the driver and subsequently ask the carrier for a refund of the amount paid non-cash.

2.1.19 The carrier allows the clients to make reservation in the official mobile application called Listky (Tickets) issued by the STUDENT AGENCY k.s. company. The carrier does not guarantee the functionality of the application for the management of reservations in mobile phones when the application is not used in the latest version.

2.1.20 The ticket is invalid if::

- it is damaged to such an extent that the data necessary for inspecting the correctness of its use are not legible;
- the data on the ticket do not correspond to the reality or were changed without authorization.

2.1.21 No substitute is issued or a refund made for destroyed, lost or stolen international tickets. If the passenger does not know the reservation code of this ticket/account number/Credit Ticket number, he/she is obliged to buy a new ticket. The sum paid for the new ticket is non-refundable.

2.2 Types of tickets

- Fixed Date Ticket;
- Open Ticket;
- Credit Ticket;
- Electronic Ticket.

2.2.1 Fixed date ticket

- a) It is issued for a specific date, time and route.
- b) It is possible to cancel the Fixed Date Ticket in person at any point of sale of the carrier according to the terms and conditions and for a cancellation fee given on the ticket after presenting the original of the ticket. The cancellation of the ticket may also be carried out and the credit balance be dealt with in accordance with point 1.2.13.
- c) Fixed date tickets may be cancelled 30 minutes before the departure of the bus at the latest.

2.2.2 Open ticket (hereinafter referred to as OT)

- a) It is a ticket bought without a reservation.
- b) The validity of this ticket is limited by the validity of the price list of the respective line. If there is an increase in prices, a refund of full price of the ticket will be awarded - or it will be possible to deposit the difference in prices on the ticket and subsequently book it.
- c) The booking and the cancellation of the booking of an OT can be made via the Internet at www.regiojet.sk or using the official mobile application or via a text message sent to the phone number +421 902 020 433. The reservations and cancellations made via the Internet, the mobile application, or a text message are free of charge.
- d) OT reservations or cancellations of reservations cannot be made at points of sale.
- e) An OT reservation may be made 5 minutes prior to the departure of the service at the latest.
- f) The booking on an Open Ticket can be cancelled or changed 30 minutes prior to the departure of the service at the latest.
- g) The cancellation (or return) of an OT with or without reservation is possible only in person at any carrier's point of sale free of charge. An OT with reservation must be cancelled 30 minutes prior to the departure of the service at the latest.

2.2.3 Credit ticket (hereinafter referred to as CT)

- a) It is a ticket issued for a specific name, to be used repeatedly.
- b) To acquire a CT, the passenger must register at www.regiojet.sk. Passengers may collect the ticket at labeled points of sale upon proving their identity.
- c) The CT is transferable, the number of bookings is only limited by the amount of credit. Tickets may be booked in any tariff via the website.
- d) CT reservations cannot be made or cancelled at points of sale.
- e) The booking and the cancellation of the booking of can be made via the Internet at www.regiojet.sk or using the official mobile application or via a text message sent to the phone number +421 902 020 433. The reservations and cancellations made via the Internet, the mobile application, or a text message are free of charge.
- f) Deposit to the CT may be made in cash at any RegioJet or STUDENT AGENCY point of sale or by a payment card payment or bank transfer onto our account at www.regiojet.sk. The minimum amount of deposit at points of sale is 10 €.
- g) Withdrawal of the whole amount of money from the CT is possible at any RegioJet or STUDENT AGENCY point of sale upon proving one's identity only when cancelling the CT.
- h) CT reservations may be made 5 minutes prior to the departure of the service at the latest.
- i) The booking can be cancelled or changed 30 minutes prior to the departure of the service at the latest.
- j) Loss of CT: CT may be blocked upon the passenger's identification by phone on + 421 2 20502020 or in person at any RegioJet or STUDENT AGENCY point of sale. CT may be reissued with a new CT code at points of sale upon proving one's identity.

- k) The cancellation (termination) of the Credit ticket/account by its owner is possible in writing to the registered office of the company or by email to info@regiojet.sk. The Credit ticket/account can be cancelled when it does not contain any unused bookings or a credit balance. The credit balance can be withdrawn in accordance with 1.2.13.

2.2.4 Electronic ticket (ET)

- a) It is issued for a specific date, time, route, and seat on the bus.
- b) An Electronic ticket (hereinafter referred to as E-ticket) may be purchased via the website www.regiojet.sk when paying by a payment card or other methods of payment offered in the booking system. E-tickets may be booked and bought 5 minutes prior to the departure of the bus at the latest.
- c) The booking on an Electronic Ticket can be cancelled or changed 30 minutes prior to the departure of the service at the latest.
- d) An E-ticket, on which the reservation was cancelled, may be booked again via the Internet at www.regiojet.sk or via the official mobile application or by sending a text message to +421 902 020 433. Booking at points of sale is not possible.
- e) E-tickets without a reservation can be booked 5 minutes prior to the departure of the service at the latest.
- f) Cancellations of E-tickets (its return) with a reservation is possible in person at any of the carrier's point of sale free of charge. If the E-ticket is reserved, it may be cancelled 30 minutes prior to the departure of the service at the latest.

3 Transport of people and animals

3.1 General provisions:

- 3.1.1 The passengers sitting on a seat are obliged to keep their seat belts fastened throughout the journey if the seats are equipped with seat belts.
- 3.1.2 The carrier recommends that passengers check the time and place of departure before the journey.
- 3.1.3 Children up to 12 years of age inclusive must not be seated on the seats behind the driver (seats No. 1, 2, 3 and 4), on the seats behind the back door and on the middle seat in the last row. When purchasing tickets, the passengers are obliged to report that the ticket is for a passenger under the age of 13.
- 3.1.4 According to the Act on Road transport, child car seats are not compulsory for the transport of children on buses.
- 3.1.5 It is not possible to transport passengers without a seat reservation on domestic lines except children aged 0 – 2 incl.
- 3.1.6 Each passenger is entitled only to 1 seat.
- 3.1.7 It is possible to transport guide and assistance dogs (properly labelled and with a pertinent card) accompanying a person with a ĽZP-S card or the dog trainer on the bus. The passenger is obliged to ensure that the animal will not dirty or damage the vehicle or endanger other passengers.
- 3.1.8 Consumption of brought alcohol as well as of narcotics and psychotropic substances is prohibited. The sale of alcoholic drinks to particular passengers may be limited at bus crew's discretion.
- 3.1.9 If the selection of seats was not available when purchasing the tickets, the steward(ess) assigns the seats to passengers when they board the bus.
- 3.1.10 The carrier does not provide assistance services for passengers with limited mobility or other disabilities. The vehicles of the carrier do not have a wheelchair access.
- 3.1.11 The passengers who do not occupy their seats 5 minutes prior to the departure of the bus at the latest, lose their claim to the seat without compensation. The bus crew will offer them another seat if available. If the passengers does not come at the departure time specified in the timetable at the latest, the ticket expires without any right to compensation.
- 3.1.12 Passengers with limited movement abilities or limited orientation are entitled to the seats reserved for them. If this entitlement is not obvious immediately, the passenger must present the relevant card/ID. Other passengers who sit on such seats must vacate the seat for the person with limited movement abilities and orientation.

3.2 Transport of people and animals

- 3.2.1 Children aged 0- 2 incl. may be transported free of charge on domestic lines without the right to a seat. Only one child may be transported free of charge with one adult.
- 3.2.2 Children aged 0- 5 inclusive can only be transported when accompanied by a person older than 10 years of age.
- 3.2.3 All children up to 15 years of age unaccompanied by an adult are obliged to present a full powers form, filled in by their parents or legal guardians, before boarding the bus on international services. An individual form must be presented for each journey. Full powers forms are available at Regiojet points of sale or at the website www.regiojet.sk.
- 3.2.4 The coach crew will hand over children up to 15 years of age travelling unaccompanied to the person specified in the full powers. If such a person is not specified, the parent / legal guardian of the child assumes full responsibility for the passenger after getting off the bus and will also cover the costs related to the possible journey of the child back to Slovakia.
- 3.2.5 Animals may be transported only when placed safely in carrier boxes, cages or bags with waterproof bottoms, which are designed for animals. Animals carried in this way are transported free of charge and they travel on the passenger's lap or under his/her feet, and must remain in the carrier box, cage or bag throughout the journey.

4 Transport of luggage, prams and bicycles

4.1 General conditions of transport of luggage:

- 4.1.1 Hand luggage is luggage which is easily portable, can be placed under or above the passenger's seat and its size does not exceed 15 x 25 x 35 cm. Hand luggage must not damage the vehicle equipment. Passengers are responsible for their hand luggage during the journey.
- 4.1.2 All passengers are obliged to label their luggage put in the luggage compartment in a visible place with their name, surname, address, and name of destination
- 4.1.3 The passenger is obliged to inform the driver about the luggage which he/she wants to put into the luggage compartment. We do not recommend that the passengers put fragile or valuable things, documents and electronics in the luggage which is put in the luggage compartment. The carrier is not responsible or liable for any loss or damage of these items or of the contents of the luggage.
- 4.1.4 If the passenger has more than two pieces of luggage in the luggage compartment, other luggage will be transported only if there is free space (there is a maximum of 5 pieces of luggage per one passenger, if there are more pieces, the carrier can guarantee the transport of the luggage only on the part of the journey where it was accepted).
- 4.1.5 Bicycles, skis, snowboards and prams are accepted for transport only when there is no risk of damaging other luggage and there is free space in luggage compartment. Bicycles must be folded and packed safely in boxes or carrying bags, skis and snowboards must be wrapped. Prams and wheelchairs must be folded.
- 4.1.6 The passengers are obliged to solve the possible complaints regarding the illegitimacy of the fee for excess luggage directly with

the bus crew. Later complaints regarding illegitimate fees for excess luggage will not be accepted.

4.1.7 The following luggage cannot be transported on the bus:

- luggage which could endanger safety of passengers or damage other luggage by its nature;
- luggage which exceeds 150 x 150 x 150 cm;
- luggage exceeding the weight of 50 kg.

4.1.8 The passenger must not hand in to be put into the luggage compartment luggage the value of which is higher than €150.

4.1.9 The transport of dangerous substances and objects (unlocked weapons without necessary licenses, explosives, intoxicating and psychotropic substances etc.) is prohibited.

4.1.10 The carrier is not responsible and accepts no liability for the luggage left on the bus.

4.1.11 The transport of parcels and unaccompanied luggage is not possible.

4.1.12 We transport the following on domestic services free of charge for 1 passenger:

- 2 pieces of hand luggage
- 2 pieces of luggage in the luggage compartment which do not exceed 30 x 60 x 80 cm and 30 kg, a folded pram for a child transported on the given bus
- wheelchairs for the disabled and for the holders of the ĽZP and ĽZP-S cards;
- the passenger is obliged to pay a fee amounting to 1 € for every further piece of luggage in the luggage compartment / excess baggage/ for the transport of a bicycle / snowboard / ski;
- the passenger is obliged to inform the driver about luggage of a value higher than 150 €;
- the passenger can insure their luggage for the fee of 1 €.

4.1.14 We transport the following on international services free of charge for 1 passenger:

- 2 pieces of hand luggage
- 1 piece of luggage which does not exceed 30 kg and/or 30 x 60 x 80cm in the luggage compartment, a folded pram for a child transported on the given service
- wheelchairs for the disabled and shopping trolley bags for the holders of the ĽZP and ĽZP-S cards
- the passenger is obliged to pay a fee amounting to 1 € for every further piece of luggage in the luggage compartment / excess baggage/ for the transport of a bicycle / snowboard / ski;
- the passenger is obliged to inform the driver about luggage of a value higher than 150 €;
- the passenger can insure their luggage for the fee of 1 €.

4.2 The carrier's liability for luggage accepted for transport and compensation of damage:

4.2.1 The passengers are obliged to request the record of loss, theft or damage of luggage from the steward(ess) or driver immediately upon the arrival to the destination. The employee of RegioJet a.s. is obliged to confirm the extent of damage or loss of luggage in writing in the record.

4.2.2 This record together with the copy of the ticket and luggage transport document must be sent in writing to the address of RegioJet a.s., Družstevná 10, 949 01 Nitra within 6 months of the incident at the latest.

4.2.3 When luggage is lost, the passenger is entitled to the refund of the transport fees paid for the lost luggage and a compensation of the proved value of the lost luggage up to the maximum amount of 120.

If the luggage was insured the client is entitled to the compensation of the transport fee for the lost luggage and of the proved value of the lost luggage up to the maximum amount of 160 €.

4.2.4 The carrier is not liable for any damage of transported luggage if:

- the passenger cannot prove the legitimacy of the claim with a valid luggage transport document;
- the cover or wrapping does not correspond with the nature of the transported object;
- the transported luggage has a higher value than permitted;
- circumstances arose which the carrier could not influence, such as natural disasters or acts of third parties,;
- the damage was caused by a passenger's behaviour.