

**Contractual Transport Terms and Conditions  
valid for the bus services of STUDENT AGENCY k.s.**

STUDENT AGENCY k.s., nám. Svobody 17, 602 00 Brno, company identification number (IČO): 25317075 issues these Contractual Transport Terms and Conditions for regular bus lines operated by STUDENT AGENCY k.s., in accordance with the Decree of the Ministry of Transport of the Czech Republic No. 175/2000 Coll. on transport regulations for public railway and road passenger transport. These conditions are effective from 1 August, 2015 and they are available at all points of sale and on all vehicles belonging to these lines.

All the relationships resulting from the Contractual Transport Terms and Conditions are governed by the law of the Czech Republic, according to Regulation 593/2008 (Article 5, paragraph 2) – Rome I.

## **1 Conclusion and fulfilment of transport contract on passenger transport**

In accordance with section §3 of the above mentioned decree, 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. The list of the carrier's tariffs valid for individual bus services is specified in the carrier's price list.

### **1.1 Carrier's rights and obligations**

- 1.1.1. By concluding the transport contract the carrier pledges 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, 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 attending to 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 its part (in the case of a partly used tickets), when it is not possible to use the ticket completely.

When substitute buses are used, the advertised extra 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 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 the stops (announced at the station through the owner of the stop, announced by a STUDENT AGENCY employee, or announced via a text message or by phone)
- regardless of previous provisions, with the exception of a delay announced in advance, as of 1 April 2013 the passengers on the route Brno – Prague or back (departure station Prague (Brno) and arrival station Brno (Prague), (with the exception of passengers to/from Jihlava), are entitled to compensation., if the delay at arrival was caused by the traffic situation on D1 highway; the compensation being as follows:
  - if the delay on arrival was over 31 minutes: 25% of the price of the fare
  - if the delay on arrival was over 61 minutes: 100% of the price of the fare

- 1.1.6. When making a ticket reservation, the carrier pledges to satisfy the passenger's demands for specific available seats.

- 1.1.7. 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 5,000 CZK/190 € or its equivalent in other currencies.

- 1.1.8. In order to improve services and improve the safety of the services provided by the carrier, the vehicles of the carrier are equipped with a camera system monitoring the interior and partly the exterior of the vehicle including the passengers. By purchasing the ticket the passengers acknowledge this fact and give consent to this monitoring.

### **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 fulfilment 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 travelling, and is obliged to abide by the customs or other administrative rules and regulations related to 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.
- 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. The passenger is not entitled to compensation if he/she was not transported on time.
- 1.2.11. The passenger must receive the possible awarded compensation within 12 months from the day it was awarded.
- 1.2.12. The credit balance on the account/Credit ticket caused by cancellations of tickets/award of compensation/ deposit may be withdrawn in cash in STUDENT AGENCY k.s. 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 1000 CZK/40 €. When withdrawing an amount larger than 1000 CZK /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 (payment card, PayU, Paysec, etc.) at [www.studentagency.cz](http://www.studentagency.cz) 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.
- 1.2.13. 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.
- 1.2.14. The passenger who was excluded from transport is not entitled to any fare refund or price of seat reservation ticket refund.
- 1.2.15. If the passenger interrupts the journey, the ticket validity expires.
- 1.2.16. 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 fulfilment 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 ticket in the Flexi tariff (international services) or a fixed date ticket (domestic lines CZ). 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 authorised 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. If the passenger is not able to present a valid ticket, he/she is obliged to pay the fare together with the surcharge in the amount of 500 CZK/20 €. The authorised persons have the right to check if the passenger complies with the Contractual Transport Terms and Conditions and their activities are governed by the Act No. 111/1994 Coll on Road Transport, Section 18a.
- 2.1.3. The passenger is obliged to pay the price of transport (hereinafter "fare") according to the tariff valid for them (see point 2.1.6) 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. All carrier's lines compulsorily require seat reservations.
- 2.1.5. The ticket with a reservation constitutes also a seat reservation.
- 2.1.6. All passengers, who require a discount provided 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
  - children aged 0-5 incl. travels free of charge accompanied by a person older than 10 years of age present any document showing their date of birth
  - pupils present a valid pupil card, issued by one of the carriers,
  - students present a valid ISIC international student card / ALIVE, EYCA card (EURO 26 card, EURO 26 Student) or pupil card, issued by one of the carriers,
  - seniors or youths present an ID with their photograph and their date of birth
  - disabled people present a valid ZTP or ZTP/P card, the guide of person with ZTP/P card presents the card of the person he/she is accompanying and is entitled to free transport on domestic lines (CZ),

- passengers transported free of charge present a valid applicable card with a photograph which gives them licence to free transport.
- 2.1.7. The pupil card is only valid on the route specified in it.
- 2.1.8. 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 (CZ), the passenger must pay the price difference and a 10 CZK/0.5 € handling charge.
- 2.1.9. When manipulating with the ticket/reservation, the nine/ten digit code of the ticket/account/Credit ticket is required.
- 2.1.10. The conditions of a specific ticket are always specified on the ticket and are binding for the ticket.
- 2.1.11. 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.
- 2.1.12. If invalid, false or non-existent data are entered when booking the ticket online, the carrier has the right to cancel the reservation before the end of its validity. In such cases no claims for compensations will be awarded or money refunded.
- 2.1.13. When purchasing the ticket on the bus, it is only possible to purchase a basic single ticket for the route covered by the particular service. This means that, as far as international tickets are concerned, it is not possible to purchase a ticket with a connecting service/transfer on the bus.
- 2.1.14. 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 the ask the carrier for a refund of the amount paid non-cash
- 2.1.15. The carrier allows the clients to make reservation in the official mobile application called Jízdenky (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.
- 2.1.16. 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,
  - it was issued for a certain person and is used by a different person on an international line,
- 2.1.17. 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, he/she is obliged to buy a new ticket. The sum paid for the new ticket is non-refundable

## 2.2 Types of tickets

### **The carrier sells the following types of tickets for international transport:**

- 2.2.1. **FIRST MINUTE** (special offer tariff valid only on selected international lines)  
(services to England, Belgium, Luxembourg, Denmark, France, the Netherlands, Italy, Germany, Norway, Austria (except city Vienna), Sweden, and Switzerland)
- 2.2.1.1. Tariff conditions:
- ticket purchase is possible at least 30 days before the departure,
  - return within 60 days of the departure of the 1<sup>st</sup> journey at the latest (applies to return tickets)
  - there is always a fixed date of departure (also for possible return journey)
  - departures of the first journey except on the dates between 15<sup>th</sup> December - 15<sup>th</sup> January and 1<sup>st</sup> July - 31<sup>st</sup> August
  - the change in the booking of the ticket is only possible in the limit for such change according to the conditions of the Felix ticket after the payment of the remaining amount to cover the full price of the ticket in the Flexi tariff and after the payment of the booking change fee according to the route
  - changes are possible only within the dates/lines which are available in the reservation system.
  - the change of the name is only possible prior to the departure of the first journey after the payment of the difference in price between the FIRST MOMENT ticket and the Flexi ticket and after the payment of the booking change fees according to the route and limit
  - cannot be cancelled (unused ticket is forfeited without any right to compensation)
  - cannot be purchased when boarding the bus,
  - cannot be combined with other kinds of discounts (youth, discount cards, children, seniors),
  - number of seats available on each service is limited.
- 2.2.2. **LAST MINUTE** (special offer tariff valid only on selected international lines)
- 2.2.2.1. Tariff conditions:
- only valid for single (one-way) tickets
  - purchase possible several hours before the departure (varies according to destination)
  - tickets can be purchased via the online reservation system at [www.studentagency.cz](http://www.studentagency.cz), or at points of sale in person
  - the ticket cannot be purchased when boarding the bus
  - the ticket cannot be changed or cancelled (unused ticket is forfeited without any right to compensation)
  - cannot be combined with other kinds of discounts or tariffs
  - number of seats available on each service is limited
- 2.2.3. **Standard Flexi basic ticket**
- 2.2.3.1. Flexi ticket general terms and conditions
- 2.2.3.1.1. Return Flexi ticket is valid for 12 months from the date of the departure of the first journey, if not provided otherwise. The first journey must be always set for a specific date. The date of the first journey cannot be changed into a date later than the date of the return journey.
- 2.2.3.1.2. The booking, change or cancellation of booking can be made at the website

[www.studentagency.cz](http://www.studentagency.cz), via a mobile application, by phone on +420 542424242 or +420 841101101 in person at STUDENT AGENCY points of sale, or directly with our staff when boarding the bus, if not stated otherwise below.

- 2.2.3.1.3. The second journey of an open return ticket cannot be booked via a text message.
  - 2.2.3.1.4. Return tickets are only possible on selected international lines.
  - 2.2.3.1.5. Only the route printed on the ticket may be booked, or it may be possible to shorten the route within the same tariff zone or transfer.
  - 2.2.3.1.6. In the event of a tariff change or a departure/arrival destination change, it is necessary to pay the amount remaining to cover the full price of the ticket according to its type (return or single), regardless of which way the change of tariff is connected with.
  - 2.2.3.1.7. On selected international routes, the Special tariff may be purchased, governed by special conditions.
  - 2.2.3.1.8. A handling fee will be charged by the stewardess upon the departure of a newly booked bus or by the seller if the change is made in person, or by the seller when cancelling the ticket. If the passenger refuses to pay the handling fees when boarding the bus, they can be excluded from transport due to this fact.
  - 2.2.3.1.9. Extra bus surcharge: Passengers booking their tickets for an extra bus may be charged a surcharge. This surcharge may be paid to the seller or when boarding the bus. If the passenger refuses to pay the handling fees when boarding the bus, they can be excluded from transport due to this fact.
  - 2.2.3.1.10. All handling fees and surcharges are non-refundable.
  - 2.2.3.1.11. Issued Flexi ticket may be cancelled at the company which issued the ticket, or at the carrier, and there is a cancellation fee charged.
  - 2.2.3.1.12. When having a return ticket, the cancellation of the first journey only is not possible.
  - 2.2.3.1.13. Cancellation of only one journey from the return ticket is possible only after using the first part. In such case, the price of one way ticket is deducted from the return ticket (for the journey executed) and the cancellation fee and possible unpaid handling fees or other fees are deducted from the rest
  - 2.2.3.1.14. Tickets obtained free of charge with a package tour bought at STUDENT AGENCY k.s. may be changed from the part of the customer 2 hours prior to the departure of the service from the stop free of charge. The client has the right for a reservation on the nearest bus of the carrier on the specific line – depending on the availability of seats.
- 2.2.3.2. The terms and conditions on the lines to/from England, Belgium, Luxembourg, France, Germany (except city Berlin and Dresden), Netherlands, Switzerland, Italy, Sweden, Austria (except city Vienna), Norway and Denmark
- 2.2.3.2.1. The ticket is issued for a specific name. The change of the name is only possible before the departure of the first journey:
    - online or at a point of sale at least 12 hours prior to the departure for a fee of 200 CZK/8€
    - on boarding the bus for the fee of 500 CZK/20€/18 GBP/28CHF/5500HUF
  - 2.2.3.2.2. Any change in the booking is only possible 12 hours prior to the departure of the service from the given stop at the latest for a change fee of 200 CZK/8€/7GBP/13 CHF/2400HUF/ 60DKK/80SEK/65NOK
  - 2.2.3.2.3. The ticket may be cancelled 12 hours prior to boarding the bus, a cancellation fee amounting to 25% of the price of the unused ticket will be charged.
- 2.2.3.3. The terms and conditions of tickets to/from Germany (except the cities of Berlin and Dresden) and of international carriage abroad (carriage between the second and third countries with the exception of tickets from the Czech Republic/Slovak Republic/ Hungary abroad and/or back)
- 2.2.3.3.1. It is not possible to buy a return ticket.
  - 2.2.3.3.2. The name of the passenger on the ticket is required, the ticket is non-transferable.
  - 2.2.3.3.3. Change of booking and cancellation conditions:
    - It is possible to cancel the booking 12 hours before the departure at the latest, and a cancellation fee in the amount of 25% of the fare will be charged,
    - The booking cannot be changed. The booking can only be changed by a cancellation under the conditions given in the previous point.
  - 2.2.3.3.4. If the client wants to be transported by an earlier service than the service that the ticket was bought for, it is always necessary to buy a new ticket when boarding the bus (Basic Flexi Tariff). We recommend the client to cancel the original ticket without delay in accordance with the conditions given on the ticket.
- 2.2.3.4. The terms and conditions of tickets to/from Hungary, Austria (only applies to the city of Vienna), Slovakia, Poland, and Germany (only applies to the cities of Berlin and Dresden).
- 2.2.3.4.1. It is not possible to buy a return ticket.
  - 2.2.3.4.2. The name of the passenger on the ticket is not required, the ticket is transferable.
  - 2.2.3.4.3. The ticket bought at a point of sale may be
    - the ticket may be cancelled 1 hour prior to boarding the bus at the latest, a cancellation fee amounting to 25% of the price of the unused ticket will be charged.
    - the booking cannot be changed. The booking can only be changed by a cancellation under the conditions given in the previous point.
  - 2.2.3.4.4. The ticket purchased online at [www.studentagency.cz](http://www.studentagency.cz), via a mobile application or reserved via a text message can be:
    - cancelled 1 hour prior to boarding the bus at the latest, free of charge
    - the booking cannot be changed. The booking can only be changed by a cancellation under the conditions given in the previous point.
  - 2.2.3.4.5. If the client wants to be transported by an earlier service than the service that the ticket was bought for, it is always necessary to buy a new ticket when boarding the bus (Basic Flexi Tariff). We

recommend the client to cancel the original ticket without delay in accordance with the conditions given on the ticket.

#### 2.2.3.5. The terms and conditions of tickets – domestic transport in Germany (i.e. cabotage in Germany)

2.2.3.5.1. It is not possible to buy a return ticket.

2.2.3.5.2. The name of the passenger on the ticket is not required.

2.2.3.5.3. The ticket bought at a point of sale may be

- the ticket may be cancelled 30 minutes prior to boarding the bus at the latest, a cancellation fee amounting to 25% of the price of the unused ticket will be charged.

- the booking cannot be changed. The booking can only be changed by a cancellation under the conditions given in the previous point.

2.2.3.5.4. The ticket purchased online at [www.studentagency.cz](http://www.studentagency.cz), via a mobile application or reserved via a text message can be:

- cancelled 30 minutes prior to boarding the bus at the latest, free of charge

- the booking cannot be changed. The booking can only be changed by a cancellation under the conditions given in the previous point.

2.2.3.5.5. If the client wants to be transported by an earlier service than the service that the ticket was bought for, it is always necessary to buy a new ticket when boarding the bus (Basic Flexi Tariff). We recommend the client to cancel the original ticket without delay in accordance with the conditions given on the ticket.

#### 2.2.4. **Special Tariff**

##### 2.2.4.1. Tariff conditions

2.2.4.1.1. It is not possible to buy a return ticket

2.2.4.1.2. A tariff at a reduced price valid on selected international lines; however, it is not possible to claim entitlement to the tariff

2.2.4.1.3. It can have several price levels

2.2.4.1.4. It cannot be combined with other discounts or tariffs

2.2.4.1.5. The obligation to provide the name of the passenger for the ticket follows the Flexi Tariff conditions with regard to the destination the passenger is purchasing

2.2.4.1.6. The conditions of manipulation (change of reservation, cancellations or change of the name) follow the Flexi Tariff conditions with regard to the destination the passenger is purchasing

2.2.4.1.7. Tickets in the Special Tariff cannot be purchased when boarding the bus

#### **The carrier sells the following types of tickets for domestic transport:**

##### **2.2.1. Fixed date ticket**

2.2.1.1. It is issued for a specific date, time and route and can be used on domestic lines.

2.2.1.2. 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 online at [www.studentagency.cz](http://www.studentagency.cz) or via mobile application and the credit balance will be dealt with in accordance with point 1.2.12.

2.2.1.3. 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)**

2.2.2.1. It is a ticket bought without a reservation.

2.2.2.2. 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.

2.2.2.3. Making and cancelling of OT reservations can be made via the Internet at [www.studentagency.cz](http://www.studentagency.cz) or using the official mobile application or via a text message sent to +420 736 333 999. The reservations and cancellations made in these three ways are free of charge.

2.2.2.4. Making and cancelling of OT reservations cannot be made at points of sale.

2.2.2.5. An OT reservation may be made 5 minutes prior to the departure of the service at the latest.

2.2.2.6. The booking on an Open Ticket can be cancelled 30 minutes before the departure of the service at the latest. The change of the booking is only possible on selected lines. On the lines where the booking cannot be changed, the booking must be cancelled and a new booking must be made.

2.2.2.7. The cancellation of an OT issued for domestic services and the refund of the money paid for it (booked or without a booking) is only possible at points of sale of the carrier free of charge. With a booked OT, the limit for the cancellation and refund is 30 minutes before the departure of the booked service at the latest.

##### **2.2.3. Credit ticket (hereinafter referred to as CT)**

2.2.3.1. This is a ticket issued for a specific name, to be used repeatedly.

2.2.3.2. To acquire this ticket, the passenger must register at [www.studentagency.cz](http://www.studentagency.cz). Passengers may collect the ticket at labelled points of sale upon proving their identity.

2.2.3.3. 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 or via mobile application.

2.2.3.4. Reservations cannot be made or cancelled at points of sale.

2.2.3.5. Reservations and cancellations of reservations can be made via the Internet at [www.studentagency.cz](http://www.studentagency.cz), via a mobile application or by sending a text message to +420 736 333 999. The reservations and cancellations made in these two ways are free of charge.

2.2.3.6. Deposit to the CT may be made in cash at any STUDENT AGENCY point of sale or by an online deposit

(payment card, PayU, Paysec, etc.), or bank transfer on account at [www.studentagency.cz](http://www.studentagency.cz). The minimum amount of deposit at points of sale is 300 CZK/10 €.

- 2.2.3.7. Withdrawal of money from the CT is possible at any STUDENT AGENCY point of sale upon proving one's identity only when cancelling the CT.
- 2.2.3.8. CT reservations may be made 5 minutes prior to the departure of the service at the latest.
- 2.2.3.9. The booking can be cancelled 30 minutes before the departure of the service at the latest. The change of the booking is only possible on selected lines. On the lines where the booking cannot be changed, the booking must be cancelled and a new booking must be made.
- 2.2.3.10. Loss of CT: CT may be blocked upon the passenger's identification by phone on +420 841 101 101 or in person at any STUDENT AGENCY point of sale. CT may be reissued with a new CT code at points of sale upon proving one's identity.
- 2.2.3.11. 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 [autobusy@studentagency.cz](mailto:autobusy@studentagency.cz). 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 1.2.12.

#### 2.2.4. **Electronic ticket** (for domestic transport)

- 2.2.4.1. It is issued for a specific date, time, line and seat on the bus.
- 2.2.4.2. Electronic ticket (hereinafter referred to as E-ticket) may be purchased via the website [www.studentagency.cz](http://www.studentagency.cz) via a mobile application or by an online deposit (payment card, PayU, Paysec, etc.). E-tickets may be booked and bought 5 minutes prior to the departure of the bus at the latest.
- 2.2.4.3. The booking on an Electronic Ticket can be cancelled 30 minutes before the departure of the service at the latest. The change of the booking is only possible on selected lines. On the lines where the booking cannot be changed, the booking must be cancelled and a new booking must be made.
- 2.2.4.4. An E-ticket, on which the reservation was cancelled, may be booked again via the Internet at [www.studentagency.cz](http://www.studentagency.cz) via a mobile application or by sending a text message to +420 736 333 999. Booking at points of sale is not possible.
- 2.2.4.5. E-tickets without a reservation can be booked 5 minutes prior to the departure of the service at the latest.
- 2.2.4.6. Cancellations of E-tickets with a reservation, issued for domestic lines, is only possible in person at any STUDENT AGENCY 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. Cancellation of E-tickets can be made via the Internet at [www.studentagency.cz](http://www.studentagency.cz) via a mobile application or using the official mobile application or via a text message sent to +420 736 333 999. The reservations and cancellations made in these three ways are free of charge.
- 2.2.4.7. Changes in Open, Credit, Electronic, or Fixed Date ticket are possible only at a point of sale after presenting the ID of the owner of the ticket.

#### 2.2.5. **Off-peak, Standard, Peak fares** (valid on selected domestic lines)

- 2.2.5.1. Off-peak, Standard, Peak fares are subject to the terms and conditions according to the type of the ticket according to sections 2.2.4; 2.2.5; 2.2.6; and 2.2.7.
- 2.2.5.2. Standard fare – usual fare
- 2.2.5.3. Off-peak fare – the lowest possible fare for selected services
- 2.2.5.4. Peak fare – the highest possible fare for selected services
- 2.2.5.5. When buying a ticket on the bus, the client is obliged to pay the sum amounting to the price of the Fixed Date Ticket – Peak Fare regardless of what type of service it is.

- 2.2.6. In the event of the client travels by an earlier service on domestic lines compared to the ticket they bought, and if the ticket cannot be cancelled, the client must always pay the handling fee of 10CZK / 0.5 € when boarding the bus. In the event Peak, Standard and Off-peak fares apply on the service, the client is obliged to pay the amount remaining to the price of the Fixed Date Ticket – Peak Fare and a handling fee in the amount 10 CZK / 0.5 EUR.

### **3 Transport of people and animals**

#### **3.1 General provisions**

- 3.1.1. The passengers are obliged to keep their seat belts fastened throughout the journey if the seats are equipped with seat belts.
- 3.1.2. The location of stops can change due to organizational and operational reasons. The carrier recommends that passengers check the time and place of departure before the journey.
- 3.1.3. The arrivals and departures stated in timetables and on tickets are always stated in local times.
- 3.1.4. Children under 12 incl. 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.
- 3.1.5. According to the Act on Road transport, child car seats are not compulsory for the transport of children on buses.
- 3.1.6. It is not possible to transport passengers without a seat reservation on domestic lines CZ and SK except children aged 0 – 2 incl..
- 3.1.7. Each passenger is entitled only to 1 seat.
- 3.1.8. It is possible to transport guide and assistance dogs (properly labelled and with a pertinent card) accompanying a person with ZTP/P 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. Price conditions are specified in points 3.2.5, 3.3.3 and 3.4.9.
- 3.1.9. 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 crew's discretion.
- 3.1.10. 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.
- 3.1.11. 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. Exceptional placement of vehicles with platforms for the transport

of passengers on wheelchairs is indicated in the booking system.

### 3.2 Transport on domestic lines in the Czech Republic and Slovakia:

- 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. On domestic lines in the Czech Republic, a child 0-5 inclusive accompanied by a person over 10 years of age can be transported free of charge and the child is entitled to their own seat. Each accompanied child aged up to 5 inclusive transported free of charge has to be accompanied by a different person over 10 years of age.
- 3.2.3. Children aged up to 5 incl. may only be transported when accompanied by a person older than 10 years of age.
- 3.2.4. 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.
- 3.2.5. 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.
- 3.2.6. 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.

### 3.3 Transport on domestic lines in Germany:

- 3.3.1. Children aged up to 5 incl. may only be transported when accompanied by a person older than 10 years of age.
- 3.3.2. 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.
- 3.3.3. Transport of animals is prohibited with the exception of guide or assistance dogs which are transported free of charge and have to be duly labeled and own appropriate documents. If the journey is longer than 5 hours, this fact must be reported more than 24 hours in advance to the phone number +420 841 101 101 or at the e-mail address [express@studentagency.cz](mailto:express@studentagency.cz).

### 3.4 Transport on international lines:

- 3.4.1. The carrier recommends the passengers to take out travel insurance when travelling abroad.
- 3.4.2. We recommend that the passengers come 30 minutes before the departure of the bus.
- 3.4.3. The passengers who do not occupy their seats 10 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 passenger does not come at the departure time specified in the timetable at the latest, the ticket expires without any right to compensation.
- 3.4.4. In the case of a purchase of more seats for one passenger, the carrier is entitled to use this seat. In such cases, the passenger is confirmed this in writing by the bus crew and the passenger then lodges a claim for the refund of the sum amounting to the price of the ticket to the carrier.
- 3.4.5. Children up to the age of 9 inclusive may be transported only when accompanied by adults (over 18 years of age). If the adult is not the child's parent, we recommend to give the child full powers.
- 3.4.6. Children aged 10-14 incl., who are not accompanied by an adult, can travel in Adult Tariff for the price of Flexi or Special Tariffs. When they need to wait for their connection, the carrier does not assume any responsibility for under age passengers during the time when they wait for the connection.
- 3.4.7. All under age passengers aged 10 – 17 incl., not accompanied by an adult, are obliged to present a full powers form, filled in by their parents or legal guardians, before boarding the bus. An individual form must be presented for each journey (therefore there must be two forms for a return ticket). Full powers forms are available at points of sale of STUDENT AGENCY or on the website.
- 3.4.8. It is not possible to purchase an individual ticket in the tariff Children's Fare. Children's fare can only be used when buying a group ticket.
- 3.4.9. Transport of animals is prohibited with the exception of guide or assistance dogs which are transported free of charge and have to be duly labeled and own appropriate documents. If the journey is longer than 5 hours, this fact must be reported more than 24 hours in advance to the phone number +420 841 101 101 or at the e-mail address [express@studentagency.cz](mailto:express@studentagency.cz).
- 3.4.10. Brief breaks in the course of the journey are not compulsory. Their intervals as well as length are dependent on the timetable of the service. The passenger is obliged to return within the time allotted for the break by the steward(ess) or the driver. If the passenger does not board the bus by the end of the break, he is not entitled to any compensations and no claims will be awarded.
- 3.4.11. The connections are provided by the regular lines of STUDENT AGENCY.
- 3.4.12. The connection may be ordered for a surcharge at the time of the advanced purchase of the ticket. Transfer prices cannot be obtained with tickets provided to clients by [dovolena.cz](http://dovolena.cz) free of charge with their package tours.
- 3.4.13. In the case of insufficient capacity of the connection when booking the second journey of a return ticket, the route may be shortened on the ticket. The unused fare is non-refundable in such cases..

## **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.
- 4.1.4. 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 the contents of the luggage.

- 4.1.5. 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 line where it was accepted).
- 4.1.6. The passenger is responsible for the transfer of their luggage when changing the vehicle and for its reloading after customs control.
- 4.1.7. 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.
- 4.1.8. 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.
- 4.1.9. The following luggage cannot be transported:
- 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
- 4.1.10. The passenger must not hand in to be put into the luggage compartment luggage the value of which is higher than CZK 5,000/€190 on domestic lines (CZ, SK and Germany) and lines to/from Slovakia and Hungary and 10,000 CZK/400 € on other international lines and in irregular transport.
- 4.1.11. The transport of dangerous substances and objects (unlocked weapons without necessary licenses, explosives, intoxicating and psychotropic substances etc.) is prohibited.
- 4.1.12. The carrier is not responsible and accepts no liability for the luggage left on the bus.
- 4.1.13. The transport of parcels and unaccompanied luggage is not possible.

**4.2 Transport on domestic lines (in the Czech Republic or Slovakia) and the fixed fees:**

4.2.1. We transport the following on domestic lines (i.e. CZ and SK):

- 2 pieces of hand luggage free of charge
- 2 pieces of luggage, which do not exceed 30 x 60 x 80 cm and 30 kg, a folded pram for a child transported on the given service
- wheelchairs for the disabled and for the holders of the ZTP and ZTP/P cards, and shopping trolley bags up to the dimensions of 30 x 60 x 80 cm (excluding the handle of the bag) and the weight of 30 kg free of charge
- a fee amounting to 20 CZK/1 € is charged 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 3,000 CZK/120 €
- the passenger can insure their luggage for the fee of 20 CZK/1 €.

**4.3 Transport on domestic lines (in Germany) and the fixed fees:**

4.3.1. We transport the following on domestic lines (applicable to the territory of Germany):

- 2 pieces of hand luggage free of charge
- 2 pieces of luggage, which do not exceed 30 x 60 x 80 cm and 30 kg, a folded pram for a child transported on the given service
- wheelchairs for the disabled free of charge
- further pieces of luggage in the luggage compartment /bicycles are transported free of charge; however, they are only accepted for transport if there is free space in the luggage compartment.

**4.4 Transport on international lines and the fees set:**

4.4.1 On the lines to/from England, Belgium, Luxembourg, France, Germany, the Netherlands, Switzerland, Sweden, Denmark, Norway, Austria and Italy, we transport free of charge for 1 passenger:

- 1 piece 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 wheelchair for a passenger on a wheelchair, a folded pram for a child transported on the given service

4.4.1.1 Fees for every further piece of luggage/fees for luggage exceeding the size and/or weight limits/fees for the transport of bicycle can be paid:

a) directly to the bus crew. The fees on individual bus services are as follows:

to/from the Czech Republic, the Slovak Republic and Hungary to/from:		
the United Kingdom, Belgium, Luxembourg, Sweden, Denmark, Norway and Italy	Germany, the Netherlands, Switzerland, France	Austria
300 CZK/10 €/7 GBP/90 SEK/80 DKK/100 NOK/3000 HUF	200 CZK/8 €/10 CHF/2400 HUF	100 CZK/4 €/1200 HUF/ 5 CHF



b) in the booking system if the system offers this option. The fees on individual bus services are as follows:

to/from the Czech Republic, the Slovak Republic, and Hungary to/from:		
Great Britain, Belgium, Luxembourg, Sweden, Denmark, Norway, and Italy	Germany, the Netherlands, Switzerland, France	Austria
250 CZK/8 €/70 DKK/80 NOK/80 SEK/2700 HUF	150 CZK/6 €/8 CHF/2000 HUF	50 CZK/2 €/500 HUF

It is possible to buy only 1 kind of luggage for 1 passenger in the booking system. Pieces of luggage purchased in the booking system in advance are guaranteed if conditions of transport of luggage set in 4.1 are met. The sale of pieces of luggage allocated for purchase via the booking system is limited. Unpaid fees for luggage created in the booking system before the departure cannot be paid for at a reduced price when boarding the bus.

4.4.1.2 . If the luggage exceeds the size of 30 x 60 x 80 cm or the weight of 30 kg, 1 fee for exceeding this size/weight is charged. If the bag is also extra (i.e. a fee for transport is charged), the fee is charged twice – for extra luggage and for the excess size/weight. The maximum of 2 fees may be charged for one piece of luggage.

4.4.2 On the lines Czech Republic – Slovak Republic, Slovak Republic – Hungary, Czech Republic – Hungary we transport free of charge for 1 passenger:

- 2 pieces of hand luggage
- a wheelchair for a passenger on a wheelchair

4.4.2.1 A fee amounting to 10 CZK/0,5 €/200 HUF is charged for every piece of luggage in the luggage compartment / transport of a bicycle.

4.4.3 On international lines between two (or more) foreign countries (except tickets to/from CZ/SK/Hungary to/from abroad) we transport free of charge for 1 passenger:

- 1 piece 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 wheelchair for a passenger on a wheelchair, a folded pram for a child transported on the given service

4.4.3.1 Other luggage/bicycles will be accepted for transport only if there is enough space in the luggage compartment

4.4.4 Passengers are obliged to inform the driver about all luggage which they want to put into the luggage compartment and ask for a proof of payment of the fee for the transport of luggage.

#### 4.5 The transport of luggage in irregular transport

4.5.1. We transport for each passenger free of charge:

- two pieces of hand luggage
- all luggage in the luggage compartment – with regard to the capacity of the compartment

#### 4.6 The carrier's liability for luggage accepted for transport and compensation of damage

4.6.1. 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 STUDENT AGENCY k.s. is obliged to confirm the extent of damage or loss of luggage in writing in the record.

4.6.2. This record together with the copy of the ticket and luggage transport document must be sent in writing to the address of STUDENT AGENCY k.s., Customer service, Dům pánů z Lipé, nám. Svobody 17, 602 00 Brno within 6 months of the incident.

4.6.3. When luggage is lost on international lines, 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 5,000 CZK/190 € per 1 piece of luggage and 10,000 CZK/400 € per one passenger if more than 1 piece of luggage has been lost.

4.6.4. When luggage is lost on domestic lines in CZ, SK and Germany the passenger is entitled to the refund of the transport fees for the lost luggage and a compensation of the proved value of the lost luggage up to the maximum amount of 3,000 CZK/120.€ If the luggage was insured (see point 4.2.1), 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 5,000 CZK/190 €.

4.6.5. When luggage is lost during irregular transport, the passenger is entitled to the compensation of the proved value of the lost piece of luggage up to the maximum amount of 5,000 CZK/190 € per 1 piece of luggage and 10,000 CZK/400 € per one passenger if more than 1 piece of luggage has been lost.

4.6.6. 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.