

Contractual transport conditions

valid for connections of STUDENT AGENCY s.r.o.

In accordance with the Regulation of Ministry of transport of the Czech Republic No. 175/2000 Coll. on transport rules for public railway and road transport of people, STUDENT AGENCY s.r.o., nám. Svobody 17, 602 00 Brno, ID Number: 25 31 70 75 issues these Contractual transport conditions for regular bus lines operated by STUDENT AGENCY s.r.o. These conditions are valid from 24th May, 2010 and they are available at all points of sale and on all buses of these lines.

1. Conclusion and fulfilment of transport contract on transport of people

In accordance with the provision § 3 of the above mentioned regulation, the transport contract is concluded when the passenger claims his rights to transport from the travel document by getting on the carrier's bus. The transport contract between the passenger and carrier also abides by these Contractual transport conditions and applicable tariff. The list of the carrier's tariffs valid for individual bus lines is stated in the carrier's price list.

1.1 Carrier's rights and duties

- 1.1.1. By concluding the transport contract the carrier pledges to transport passengers from station of departure to destination, which are stated in travel document, properly and on time.
- 1.1.2. The passenger takes into account that the possible provision of advertised extra services, especially hot drinks, movie protection, daily press, steward on board and wireless Internet, depends completely on the carrier and the passenger does not obtain the right to its provision by concluding the contract.
- 1.1.3. The carrier reserves the right, in accordance with respective legal regulations, for changes in timetables, use of substitute buses and change of seat. In the case of a change of timetable, the passenger is entitled to compensation of the fare or its part (in the case of partly used ticket), if it is not possible to use the ticket in its original range. 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 passenger refuses to travel for this reason, he is entitled to full recovery of fare.
- 1.1.4. In the event of extra buses, the advertised extra services are not rendered.
- 1.1.5. The passenger is not entitled to compensation of damages if he/she was not transported on time for reasons not caused by the carrier (e.g. road accident, impassable motorway, calamity and other unpredictable events).
- 1.1.6. When making a ticket reservation, the carrier pledges to satisfy the passenger's demand within the availability of free seats.
- 1.1.7. In the event of any payment by the passenger on board, the carrier is obliged to accept the quintuple of the price of the goods/service at the most but the maximum of CZK 5.000 and its equivalent in foreign currencies.

1.2 Passenger's rights and duties

- 1.2.1. By concluding the transport contract the passenger pledges to abide by transport rules and these Contractual transport conditions and to pay for the transport (hereinafter referred to as fare) according to the respective tariff.
- 1.2.2. The passenger identifies himself with a valid travel document during the time of fulfillment of the transport contract for the purposes of control of conclusion of this contract. When travelling abroad, the passenger is obliged to carry with him/herself the documents necessary to cross the borders and he/she is obliged to abide by possible customs or other administrative regulations, related to his/her or to his/her luggage. The carrier is obliged to deny transport to passengers who fail to produce a valid travel document or was denied transport due to insufficient travel documents. The passenger is obliged to pay the carrier for the expenses incurred to the carrier as a result of the passenger's having broken the stated regulations. If the passenger is denied entry to the state through which the line goes, he is not entitled to recovery neither of total or part of the fare nor to any other rights.
- 1.2.3. The passenger is obliged to check whether the ticket was issued according to his order immediately upon obtaining the ticket.
- 1.2.4. If the ticket does not correspond to his/her demand, he/she is entitled to refuse the ticket. If the passenger informs about the discrepancy of the data in the ticket later, we will proceed in accordance with cancellation conditions, however, this is not considered a claim.
- 1.2.5. If the passenger does not present him/herself for departure or misses the departure, he/she is not entitled to recovery of the fare.
- 1.2.6. No fare is returned for unused or partly used ticket.
- 1.2.7. The passenger is entitled to return of money if the line, which he/she wanted to use for transport, is more than sixty (60) 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 recovery of fare when the transport is not carried out for the reasons on the carrier's part.
- 1.2.9. If the line's delay caused by reasons on the carrier's side results in the passenger's missing the connection within the framework of one transport contract or if the commenced transport by the line was not completed, the passenger is entitled to one of the following possibilities:
 - transport with the closest suitable line of the same carrier to the place of destination,
 - transport with the closest suitable line of the same carrier to the departure station and recovery of fare,
 - recovery of fare for the unused part of the journey.
- 1.2.10. The passenger is not entitled to compensation if he/she was not transported on time.
- 1.2.11. The passenger must take over the possible granted compensation within 12 months from its award. Balances in the amount of CZK to 10 inclusive, and their equivalent in various currencies in cash can be selected in the selling points of the carrier / used for another booking tickets only 3 months after the balance.
- 1.2.12. To bank account balances / credits arising ticket cancellations tickets / crediting reimbursement / deposit may be collected in cash at the point of sale or the carrier used to offset additional tickets. Balances can not be sent to the bank account balances can be used for any

purpose other than buying tickets.

- 1.2.13. The passenger is obliged to follow the steward/ess or driver's instructions as far as seating is concerned. The passenger may be excluded from transport if, despite warning, he/she:
 - smokes, drinks alcohol or uses intoxicating or other psychotropic substances excessively on the bus,
 - behaves noisily, reproduces noisy music, uses audiovisual technology noisily or bothers other passengers by another inappropriate behavior, smell etc.,
 - stains other passengers or vehicle as well as room and appliances for passengers with his clothes or conduct,
 - damages vehicle as well as room and appliances for passengers,
 - does not follow the transport rules, these Contractual transport conditions and instructions or orders of person, authorized by the carrier.
- 1.2.14. The passenger, who was excluded from transport, is not entitled to recovery of fare and price of seat reservation ticket.
- 1.2.15. If the passenger interrupts the journey, the ticket's validity expires.

2. Travel document and its terms

2.1 General provisions:

- 2.1.1. The passenger identifies him/herself with a valid travel document (hereinafter referred to as ticket) during the time of fulfillment of the transport contract for the purposes of control of proper conclusion of this contract unless provided otherwise. In the case of absence of the ticket, the passenger shall be accepted for travel only if he says the reservation code of the ticket, which is booked for this particular line, unless provided otherwise.
- 2.1.2. The inspection of travel documents and reservation codes in the vehicles of the carrier is carried out by persons authorized by the carrier and provided with a carrier card. The features of the carrier card include: a photo of the inspector, number of the inspector, and the STUDENT AGENCY, s.r.o stamp. These workers are authorized to verify whether the passengers comply with the Contractual Transport Conditions.
- 2.1.3. The passenger is obliged to pay the price of the transport (hereinafter referred to as fare) according to the tariff, valid on the day of the ticket purchase. The fare includes only the transport itself. The carrier renders the possible other services (see 1.1.2) for free.
- 2.1.4. All carriers connections are commuter.
- 2.1.5. All carrier's lines compulsorily require seat reservations.
- 2.1.6. All passengers, who file a claim for some discount rendered on the line, are obliged to prove their right to the claimed discount when getting on the bus and that in the following ways:
 - children 0-14 incl. show any document showing their date of birth
 - pupils show valid pupils' card, issued by one of the carriers
 - students show valid international student card ISIC, card EURO 26, EURO 26 Student or pupils' card, issued by one of the carriers
 - seniors show ID card which contains photograph and date of birth
 - physically handicapped people show valid ZTP or ZTP/P card, the guide of person with ZTP/P card proves his right with the card of the person, he/she accompanies and he/she is entitled to free transport on domestic lines
 - passengers transported for free show valid applicable card, which contains photograph and which gives them licence to free transport; on the line Prague – Hradec Králové / Prague – Ostrava / Prague – Liberec / Prague - Pilsen free tickets are only available for guides of persons with a ZTP card
 - Charge passengers carried in the appropriate valid certificate, bearing photographs, entitling them to free transportation
- 2.1.7. A student card can only be used for the route which is marked on it.
- 2.1.8. If the passenger cannot prove his right to discount when getting on the bus, he/she is obliged to pay for the price difference. In the cases of domestic lines, the passenger must pay the price difference and 10 CZK service charge.
- 2.1.9. For any manipulation with ticket/reservation required nine / ten-code ticket / account / credit ticket.
- 2.1.10. The conditions of a particular international ticket are printed on the ticket and are binding for the particular ticket
- 2.1.11. Special discounts and discounts granted as part of promotional events always abide by the conditions, which are published along with the respective kind of discount or promotional event.
- 2.1.12. When purchasing the ticket on the bus, it is only possible to purchase a single ticket for the route serviced by the bus, i.e. in case of international tickets a ticket with a transfer cannot be purchased on the bus.
- 2.1.13. In case of credit transfer of the fare on an international coach line, the fare is considered paid for at the moment of the receipt of payment at the given bank account of the carrier. If the fare paid by the credit transfer has not been transferred to the carriers account before the passenger boarding the bus, the passenger is obliged to pay the fare to the steward/ess or the driver, and to ask the carrier to return the amount paid by credit transfer.
- 2.1.14. The balance on the account in the YBUS sales system can be used to purchase a new ticket in this system, or can be withdrawn by the owner of the account in person at a STUDENT AGENCY s.r.o. office. From accounts without a name (unidentified) the maximum of 1000 CZK can be withdrawn. When withdrawing over 1000 CZK, the account has to have a name attached (i.e. has to be identified), and an ID has to be presented. If the account is identified, an ID must always be presented. The daily limit for withdrawals from the account is 5 000 CZK/ 160 EUR.
- 2.1.15. The ticket is invalid if:
 - it is damaged to such extent that the data necessary for the check of correctness of its use are not legible
 - the data in the ticket do not correspond to the reality or were changed without authorization
 - it was issued and is used by different people

2.1.16. Party ticket, i.e. ticket for more than one passenger, may be booked, changed/cancelled only as a whole, if the ticket tariff conditions allow it.

2.1.17. Destroyed, lost or stolen tickets are not paid or reimbursed by the carrier. If passengers do not notify ticket booking code / account code / code credit ticket is required to purchase a new ticket. The amount paid for a new ticket is not refundable.

2.2 Types of tickets

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

- 2.2.1. Special 30
- 2.2.2. Special 10
- 2.2.3. Special 2
- 2.2.4. Flexi

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

- 2.2.5. Fixed date ticket
- 2.2.6. Open ticket
- 2.2.7. Credit ticket
- 2.2.8. Electronic ticket

2.2.1. **Special 30** (lines to England, Belgium, Luxembourg, Denmark, Netherlands, France, Italy, Germany, Norway, Sweden and Switzerland)

2.2.1.1. Tariff conditions:

- ticket purchase at least 30 days before the departure
- always a fixed date of departure (also for possible return journey)
- departures (both directions) apart from the dates between 15th December - 15th January and 1st July - 31st August
- cannot be combined with other kinds of discounts (youth, discount cards, children, seniors)
- return 60 days from the departure of the first way at the most (applies to return ticket)
- cannot be cancelled (unused ticket is forfeited without any right to compensation)
- change the ticket is only possible after the replenishment of the full ticket price in the Flexi fare and fee payment for the change and it is possible later than 12 hours before departure, the ticket can not be canceled
- change is possible only under the terms / links, which are in the sales system available
- change of name is possible at least 12 hours before departure of first the way to the difference in ticket price fare Flexi and payment fee of change
- can not be purchased when boarding the bus
- the number of places in the bus is limited

2.2.2. **Special 10** (lines to England, Belgium and Luxembourg)

2.2.2.1. Tariff conditions:

- ticket reservation earliest 10 days before the departure
- necessary to have the original reservation
- always fixed dates of departure (applies to both directions)
- cannot be combined with other kinds of discounts (youth, discount cards, children, seniors)
- not applicable to one way tickets
- return 10 days from the departure of the first way at the most
- cannot be changed or cancelled (unused ticket is forfeited without any right to compensation)
- the ticket cannot be purchased when getting on the bus
- the number of places in the bus is limited

2.2.3. **Special 2** (lines to England, Belgium, Luxembourg, Denmark, Norway and Sweden)

2.2.3.1. Tariff conditions:

- ticket reservation earliest 2 days (i.e. 48 hours) before departure
- necessary to have the original reservation
- always a fixed date of departure (also for possible return journey)
- departures (both directions) apart from the dates between 15th December - 15th January
- cannot be combined with other kinds of discounts (youth, discount cards, children, seniors)
- the first journey must begin in the Czech Republic or Slovak Republics
- return 10 days from the departure of the first way at the most
- cannot be changed or cancelled and the first part of the journey must be used (unused ticket is forfeited without any right to compensation)
- the ticket cannot be purchased when getting on the bus
- the number of places in the bus is limited

2.2.4. **Flexi ticket**

2.2.4.1. Tariff conditions of Flexi ticket:

- 2.2.4.1.1. Flexi ticket is valid for 12 months from the date of the first journey except as otherwise provided for. The first journey must be always set for a concrete date. The date of the first journey cannot be changed into a date later than the date of the return journey.
- 2.2.4.1.2. In the event that the reservation is made after the departure of the bus from the start, we recommend check the availability of free places - when purchasing online in this case, the carrier can not guarantee the transport link.
- 2.2.4.1.3. Reservation or change/cancellation of reservation may be made on online at www.studentagency.cz by phone at +420 542 42 42 42 or +420 841 101 101, or individually on sale STUDENT AGENCY Express, unless defined otherwise.
- 2.2.4.1.4. Open return ticket can not be reserved by SMS.
- 2.2.4.1.5. Bookable is only route, which is printed on the ticket, if only to shorten the route to the same tariff zone or transfer, see section
- 2.2.4.1.6. Handling fees are charged by Steward when the newly booked line leave or by seller, if change made in person or by seller in the case of possible cancellation tickets.
- 2.2.4.1.7. Additional charge for booking the EXTRA links: Passengers booking seats in EXTRA connections may be charged surcharge. This surcharge may be paid to the seller or when the

boarding to the reserved bus.

2.2.4.1.8. All fees and charges are not refundable.

2.2.4.1.9. Cancellation issued Flexi Ticket is available at the company that issued the ticket, or the carrier, and there is charged cancellation.

2.2.4.1.10. Cancel only the first way on return ticket while maintaining a return trip is impossible.

2.2.4.1.11. Cancel of the return journey on two-way ticket is only possible after passing first trip. In this case, is from the price of two-way ticket of a one-way fares deducted (for used way) and the remaining amount deducted and cancellation any unpaid fees.

2.2.4.1.12. Tickets with way that has been passed, can not be canceled.

2.2.4.1.13. Obtained free tickets to tour purchased at Student Agency, s.r.o., may be changed by the client no later than two hours before departure from the station for free. The client is entitled to a reservation as soon as possible to join the carrier the bus route in the availability of vacancies.

2.2.4.2. Conditions for tickets to and from England, Belgium, Luxembourg, France, Germany, Holland, Switzerland, Italy, Sweden, Norway and Denmark

2.2.4.2.1. The ticket is issued in the name of the passenger. The change is possible at latest 12 hours before the first journey for a fee 200 CZK / 8 EUR. Changing names after crossing the first way is not possible.

2.2.4.2.2. Cancellation / rebooking the ticket issued is possible at least 12 hours before departure from the station charge

200 CZK / 8 EUR / 7 GBP / 13 CHF / 2 000 HUF / 60 DKK / 80 SEK / 65 NOK.

2.2.4.2.3. Cancellation of the ticket can be no later than 12 hours before departure there is a cancellation fee equal to 25% of unused ticket.

2.2.4.3. Conditions for tickets to / from Hungary, Austria and Slovakia

2.2.4.3.1. On the ticket is not required name the passenger and ticket is transferable.

2.2.4.3.2. A ticket purchased at point of sale may be:

- reserved later than 5 minutes. before departure from the stop
- cancel / change a reservation at least 5 hours before departure connection for fee 50 CZK / 2 € / 500 HUF
- cancel later than 5 hours before departure, a cancellation fee of 25% of the value of the unused ticket.
- 2.2.4.3.3. Tickets purchased on-line at www.studentagency.cz, or booked by SMS can be only on on-line system or SMS:
 - reserved later than 5 minutes before departure from the stop
 - cancel / change reservation no later than 5 hours before departure free
 - cancel at least 5 hours before departure free

2.2.5. **Fixed date ticket**

2.2.5.1. It is issued for a concrete date, time and route and it can be used on domestic lines.

2.2.5.2. Tickets for domestic lines can be changed or returned in person at any point of sale in the carrier CR handling fee of 10 CZK excluding lines Prague - Hradec Králové /Prague – Liberec / Prague - Pilsen, where the fee is 10% of the fare and Prague - Ostrava, where the fee of 5% fares.

2.2.5.3. Domestic ticket may be changed or cancelled at the latest:

- line Prague – Brno 30 minutes before the line's departure from Prague Ruzyně, Prague Florenc, Jihlava and Brno
- line Prague – Karlovy Vary (Carlsbad) 30 minutes before the line's departure from Karlovy Vary (Carlsbad) terminal, Prague Ruzyně and Prague Florenc
- on the lines Prague – Pilsen, Prague – Liberec, Prague – Č. Krumlov, and Prague – Hradec Králové 30 minutes before the departure of the service from the starting station
- line Prague – Zlín and Prague – Ostrava 30 minutes before the line's departure from the bus stops in Ostrava, Zlín, Brno and Prague.

2.2.5.4. If the client does not show a valid travel document, he/she must present at least the reservation code of the ticket. If the passenger does not present the reservation code, he/she is obliged to buy a new ticket. The sum paid for the new ticket is nonreturnable.

2.2.6. **Open ticket** (hereinafter referred to as OT)

2.2.6.1. It is a ticket bought without reservation.

2.2.6.2. 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, return of full price of the ticket will be permitted.

2.2.6.3. Reservation on OT may be made or cancelled only within the route for which it is issued. This may be done via Internet on www.studentagency.cz or by sending SMS to +420 736 333 999. Both ways of changing and cancelling the reservation are for free.

2.2.6.4. Reservation cannot be made or cancelled at points of sale.

2.2.6.5. OT reservation may be made at the latest:

- line Prague – Brno 5 minutes before the line's departure from Prague Ruzyně, Prague Florenc, Jihlava and Brno
- line Prague – Karlovy Vary (Carlsbad) 5 minutes before the line's departure from Karlovy Vary (Carlsbad) terminal, Prague Ruzyně, Prague Florenc
- Prague – Český Krumlov 5 minutes before the line's departure from the starting station
- line Prague - Ostrava, Prague - Pilsen, Prague - Liberec 5 min. before departure from the starting station
- line Prague – Pilsen, Prague – Liberec 30 minutes before the line's departure from the starting station
- line Prague – Zlín and Prague – Ostrava 30 minutes before the line's departure from the bus stops in Ostrava, Zlín, Brno and Prague
- Prague – Hradec Králové 5 minutes before the departure of the service from the starting station
- line to/from Slovakia and Austria 30 minutes before the line's departure from the starting station
- 2.2.6.6. OT reservation may be changed or cancelled at the latest:
 - line Prague – Brno 30 minutes before the line's departure from Prague Ruzyně, Prague Florenc, Jihlava and Brno
 - line Prague – Karlovy Vary (Carlsbad) 30 minutes before the line's departure from Karlovy Vary (Carlsbad) terminal, Prague Ruzyně, Prague Florenc
 - line Prague – Pilsen, Prague – Liberec and Prague – Český Krumlov and Prague – Hradec Králové

30 minutes before the line's departure from the starting station
- line Prague – Zlín and Prague – Ostrava 30 minutes before the line's departure from the bus stops in Ostrava, Zlín, Brno and Prague

2.2.6.7. The cancellation of a booked and unbooked OT issued on national lines (except the line Prague – Hradec Králové and Prague – Ostrava / Prague – Liberec / Prague - Pilsen) is only possible in person at a point of sale of the carrier in CZ for a fee of 10 CZK. The cancellation fee on the line Prague – Hradec Králové / Prague – Liberec / Prague - Pilsen is 10 % of the price of the booked OT, on the line Prague - Ostrava 5% of the price of the booked OT with a non-booked OT, it is considered a withdrawal from the account for a fee of 0 %.

2.2.6.8. If the client when handling not produce a valid travel document, must submit a minimum ticket reservation code. If that proves ticket booking code is required to purchase a new ticket in the ticket fare for a fixed date. The amount paid for a new ticket is not refundable.

2.2.7. Credit ticket (hereinafter referred to as CT)

2.2.7.1. This is a ticket bought without a concrete reservation but issued for a concrete line.

2.2.7.2. The acquisition of this ticket is conditioned by previous registration on www.studentagency.cz. The credit ticket can be picked up by the seller places STUDENT AGENCY, s.r.o..

2.2.7.3. CT is portable and it is possible to reserve seats for up to 5 connections in tariff, in which it is exposed CT. In CT on lines Prague - Pilsen and Prague - Liberec CT are not transferable with the possibility to book only 1 connection. CT on the Prague - Hradec Kralove and Prague – Ostrava / Prague – Liberec / Prague - Pilsen is portable and the number of reservations is limited only by the amount of credit. Through the website you can book places at any tariff.

2.2.7.4. Reservations may be made up to the amount of the credit.

2.2.7.5. It is not possible to make or cancel reservations on CT at points of sale because of advantaged prices.

2.2.7.6. Reservations and cancellation of reservation is possible via Internet on www.studentagency.cz or by sending SMS to +420 736 333 999. Both ways of booking and cancelling reservation are for free.

2.2.7.7. Deposit to CT may be made in cash at any STUDENT AGENCY's points of sale or by payment by credit card on www.studentagency.cz. The minimum amount of deposit at points of sale is CZK 300 / EUR 10.

2.2.7.8. Withdrawal of money from CT can be made at any point of sale STUDENT AGENCY s.r.o. for identification only when cancellation CT, maximum of 5 000 CZK / 160 EUR / day. In the selection of CT on the Prague - Hradec Králové, Prague - Ostrava, Prague - Liberec and Prague - Pilsen amount of 1000 CZK and KJ must be the name (identification) and must be submitted to the ID card. If CT is the name (identification) must be submitted to each identity. Maximum daily selection of 5000 CZK / 160 EUR / day.

2.2.7.9. CT reservation may be made at the latest:

- line Prague – Brno 5 minutes before the line's departure from Prague Ruzyně, Prague Florenc, Jihlava and Brno

- line Prague – Karlovy Vary (Carlsbad) 5 minutes before the line's departure from Karlovy Vary (Carlsbad) terminal, Prague Ruzyně, Prague Florenc

- line Prague – Zlín and Prague – Ostrava 30 minutes before the line's departure from the bus stops in Ostrava, Zlín, Brno and Prague

- line Prague - Český Krumlov, Prague - Hradec Králové, Prague - Ostrava, Prague - Pilsen, Prague - Liberec 5 min. before departure from the starting station.

2.2.7.10. CT reservation may be changed or cancelled at the latest:

- line Prague – Brno 30 minutes before the line's departure from Prague Ruzyně, Prague Florenc, Jihlava and Brno

- line Prague – Karlovy Vary (Carlsbad) 30 minutes before the line's departure from Karlovy Vary (Carlsbad) terminal, Prague Ruzyně, Prague Florenc

- line Prague – Pilsen, Prague – Liberec and Prague - Český Krumlov 30 minutes before the line's departure from the starting station

- line Prague – Zlín and Prague – Ostrava 30 minutes before the line's departure from the bus stops in Ostrava, Zlín, Brno and Prague

2.2.7.11. Loss CT: CT can be blocked by the identification of the owner by phone at +841 101 101 or in person at any point of sale STUDENT AGENCY s.r.o.. After identification at point of sale may be exposed to CT again with a new code of CT.

2.2.7.12. Passengers taking up joint ticket might not prove the ticket physically. Just report to the crew bus, two of the following: booking code CT, CT number, name and surname of CT. If it is proven by these data is required to purchase a new ticket in the ticket fare for a fixed date. The amount paid for a new ticket is not refundable.

2.2.8. Electronic ticket (for domestic transport)

2.2.8.1. It is issued for a concrete date, time, line and seat in the bus.

2.2.8.2. Electronic ticket (hereinafter referred to as e-ticket) may be purchased via web pages www.studentagency.cz when paid by credit card, Paysec a Supercash. E-ticket may be booked and bought 60 minutes before the line's departure from the starting station at the latest.

2.2.8.3. E-ticket reservation may be changed or cancelled at the latest:

- line Prague – Brno 30 minutes before the line's departure from Prague Ruzyně, Prague Florenc, Jihlava and Brno

- line Prague – Karlovy Vary (Carlsbad) 30 minutes before the line's departure from Karlovy Vary (Carlsbad) terminal, Prague Ruzyně, Prague Florenc

- line Prague – Pilsen, Prague – Liberec, Prague - Český Krumlov and Prague – Hradec Králové 30 minutes before the line's departure from the starting station

- line Prague – Zlín and Prague – Ostrava 30 minutes before the line's departure from the bus stops in Ostrava, Zlín, Brno and Prague

2.2.8.4. E-ticket, where the reservation was cancelled, may be booked again via Internet on www.studentagency.cz or by sending SMS to +420 736 333 999. Booking at points of sale is not possible.

2.2.8.5. Time limits for booking E-tickets without reservation are:

- line Prague – Brno 5 minutes before the line's departure from Prague Ruzyně, Prague Florenc,

Jihlava and Brno

- line Prague – Karlovy Vary (Carlsbad) 5 minutes before the line's departure from Karlovy Vary (Carlsbad) terminal, Prague Ruzyně, Prague Florenc

- line Prague – Zlín and Prague – Ostrava 30 minutes before the line's departure from the bus stops in Ostrava, Zlín, Brno and Prague

- line Prague - Český Krumlov, Prague - Hradec Králové, Prague - Ostrava, Prague - Pilsen, Prague - Liberec 5 min. before departure from the starting station unification points

2.2.8.6. Cancellation and booked E-tickets on domestic lines (except lines Prague - Hradec Králové, Prague - Ostrava, Prague - Liberec and Prague - Pilsen) is possible only in person at any point of sale STUDENT AGENCY s.r.o., a fee 10 CZK. Cancellation on the Prague - Hradec Králové, Prague - Liberec and Prague - Pilsen is 10% booked e-tickets, on the Prague - Ostrava non booked 5% for E-tickets with a selection of accounts for a fee of 0%.

2.2.8.7. When getting on the bus, the passenger does not have to show a physical ticket. He/she just has to say two of the following data to the bus crew – E-ticket number, E-ticket bar code or the name and surname stated when purchasing the E-ticket. If the passenger does not present this data, he/she has to buy a new fixed date ticket. The sum paid for the new ticket is nonreturnable.

3. Transport of people and animals

3.1 general provisions

3.1.1. The passengers are obliged to fasten themselves with seat belts during the whole journey if the seats are equipped with seat belts.

3.1.2. The carrier recommends passengers to check before departure time and departure location.

3.1.3. Arrivals and departures are on timetables and tickets always placed in local time.

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 inform about the fact that the ticket is for passenger younger than 13.

3.1.5. Car seat for transporting children on the bus is not required by the law.

3.1.6. Unable to carry passengers without a seat reservation with the exception of children 0-2 years, including on domestic routes.

3.1.7. Each passenger has right only to 1 seat.

3.1.8. The bus can carry guide and assistance dogs (labeled as evidence), accompanying a person with ZTP / P or trainer. The passenger must ensure that the animal do not mess up the bus, or do not endanger the bus or other passengers. Pricing conditions are specified in paragraphs 3.2.4 and 3.3.8.

3.1.9. Drinking of own alcohol, as well as narcotics and psychotropic substances is prohibited. Sales of alcoholic drinks to the passengers may be restricted at the bus crew.

3.2 Transport on domestic lines:

3.2.1. Children in the age of 0- 2 incl. may be transported on domestic lines without a right to a seat for free. Only one child may be transported with one adult for free.

3.2.2. Children under 5 incl. may be transported only when accompanied by a person older than 10 years.

3.2.3. The passenger who does not take their seats 5 minutes before the bus's departure at the latest, loses a claim to seat without compensation. The bus crew will offer him another seat if available. If the bus capacity is full, the passenger is returned the fare reduced by a service fee amounting to CZK 10. If the passenger does not come at the departure time set in timetable at the latest, the ticket expires without right to compensation.

3.2.4. Transport of animals on domestic lines: animals may be transported only when placed safely in carrying cases, cages or bags with waterproof bottoms, which are designed for animals. Animals carried in this way are transported for free and they travel on passenger's lap or under his/her feet and must remain in the carrying case, cage or bag during the whole journey.

3.3 Transport on international lines

3.3.1. The carrier recommends to passengers arrange before traveling abroad, travel insurance.

3.3.2. Is recommended that passengers will be on bus station 30 min. before departure.

3.3.3. A passenger who has not occupy place at least 10 minutes before departure of the bus is no longer entitled to place without any compensation. The Bus crew offer to client another seat in the bus when is available. If the bus is completely full capacity, the passenger can use nearest free connections after paying a change fee, see section 2.2.4.2.1 If the passenger fails to join later than the departure time set timetable, a ticket shall be sold without compensation.

3.3.4. In case of buying more seats for 1 passenger carrier has the right to use this seat. In this case, the client of this removal of the seat is confirmed by the crew and passengers connections are turning to requests for reimbursement of a sum of money equal to the price of tickets carrier.

3.3.5. Children under 9 years can be transported only when accompanied by adults. If the adult is not a parent, we recommend give the child completed a power of attorney.

3.3.6. Children 10 to 14 years incl., traveling unaccompanied by an adult, can travel at full price Flexi tickets. In the case of use of the transfer carrier assumes responsibility for a minor passenger in the waiting time for next service.

3.3.7. Traveling alone minors 10 to 17 incl. years are required before boarding the bus, submit a completed proxy form of their parents or legal representatives. For each trip form must be submitted separately (for a return ticket, it must be Schedule 2). Proxy form is available on sale points STUDENT AGENCY express or on the website.

3.3.8. Unable to purchase a separate ticket fare in children's fare. Child fare ticket can be used only in group tickets.

3.3.9. Animal transport is prohibited except guide and assistance dog with relevant documents. The dog is in this case transported at the cost of children's fare, which is applied in the public ticket must then be assigned a seat reservation.

3.3.10. Short breaks during the trip are not forced. Interval and their duration depends on the timing line. The passenger is obliged to return in case of a break until the end of time allocated by the stewardess or the driver. If after the end of break does not start way, client does not receive

any compensation.

3.3.11. When traveling to / from Great Britain can be transferred via the Channel Tunnel or guaranteed by ferry.

3.3.12. Transfers are operated by foreign lines, except for bus lines to and from Austria, Hungary and Slovakia.

3.3.12.1 Transfers provide regular bus lines STUDENT AGENCY Express Prague - Ostrava and links to / from Slovakia.

3.3.12.2 Transfer can be ordered at extra cost only when purchasing tickets in advance.

3.3.12.3 In the event of insufficient capacity of transfer when booking the return way it is possible to shorten the route on the ticket. Unused fare in such a case will not be returned.

3.3.12.4 seat in the transfer choose stewardess. Number of seats in the transfer may not coincide with the number of seats reserved the main board.

4. Transport of baggage, prams and bicycles

4.1 General conditions of transport of baggage:

4.1.1. Hand baggage is baggage 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 baggage must not damage vehicle appliances. The passengers are responsible for their hand baggage during the journey.

4.1.2. All passengers are obliged to label their baggage put in the luggage compartment on 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 baggage 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 baggage which is put in the luggage compartment. The carrier is not responsible and liable for loss or damage of these things or the contents of the baggage.

4.1.5. If the passenger has more than two pieces of baggage in the luggage compartment, other baggage will be accepted for transport only if there is free space (there is a maximum of 5 pieces of baggage per one passenger, if there are more pieces, the carrier can guarantee the transport of the baggage only on the line where it was accepted).

4.1.6. The passenger is responsible for transfer of his/her baggage when changing the vehicle and for their reloading during customs control.

4.1.7. Bicycles, skis, snowboards and prams are accepted for transport only when there is no risk of damaging other baggage 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 packed. A fee is charged for transport of these items. Prams and wheelchairs must be folded.

4.1.8. The passengers are obliged to settle the possible claims regarding the illegitimacy of the fee for excess baggage directly with the bus crew. Later claims regarding illegitimate fees for excess baggage will not be accepted.

4.1.9. The following baggage cannot be transported:

- baggage which could endanger safety of passengers or damage other baggage by its nature,
- baggage which exceeds 150 x 150 x 150 cm,
- baggage which weighs more than 50 kg.

4.1.10. Passenger must not put into luggage compartment baggage which has higher value than CZK 5.000 on domestic lines and lines to/from Slovakia and Hungary and CZK 10.000 on other international lines.

4.1.11. Transport of dangerous substances and objects (unlocked weapons without applicable license, explosives, intoxicating and psychotropic substances etc.) is prohibited.

4.1.12. Transport of parcels and unaccompanied baggage is not possible.

4.2 Transport on domestic lines and set fees:

4.2.1. We transport the following on domestic lines:

- 2 pieces of hand baggage for free
- 2 pieces of baggage, which do not exceed 25 x 60 x 80 cm and 30 kg, prams, wheelchairs and wheel bags for owners of ZTP and ZTP/P cards in the luggage compartment for free
- a fee amounting to CZK 20 is charged for every other piece of baggage in the luggage compartment/for transport of a bicycle
- the passenger is obliged to inform the driver about baggage which has value higher than CZK 3.000
- Baggage insurance is available for the passengers for the fee of 20 CZK

4.3 Transport on other international lines and set fees:

4.3.1. free of charge transported for 1 passenger on bus lines to/from England, Belgium, Luxembourg, France, Germany, Holland, Switzerland, Sweden, Denmark, Norway, Austria and Italy

- 1 hand luggage

- 1 baggage compartment, and 30 kg and dimensions 25 x 60 x 80 cm

- wheelchairs for passengers in wheelchairs

4.3.2. Charges for each additional luggage / fee for oversized luggage / fee for carriage wheels

4.3.2.1 For bus lines to / from Great Britain, Belgium, Luxembourg, Sweden, Denmark, Norway and Italy

300 CZK / 10 EUR / 7 £ / 90 SEK / 80 DKK / 100 NOK / 3 000 HUF

4.3.2.2 For bus lines to / from Germany, The Netherlands, Switzerland, France

200 CZK / 7 EUR / 15 CHF / 2 000 HUF

4.3.2.3 For bus line to / from Austria

100 CZK / 4 EUR

4.3.3. If the bag exceeds the dimensions 25 x 60 x 80 cm and weight 30 kg, which is charged a fee in excess of size / weight. In the event that this is excess baggage (that is, for it is required for the transportation fee) is paid a fee 2 - for redundancy and for excess size / weight. For one bag can charge a maximum of 2 charges.

4.3.4. On bus lines to / from Slovakia, to / from Hungary transported:

- 2 hand luggage for free

- Wheelchairs for passengers in wheelchairs

4.3.4.1 for each bag in the trunk / under carriage wheels, the passenger have to pay fee. 10 CZK / 0,5 EUR / 100 HUF

4.3.5 Passenger is obliged to warn the driver on all luggage, which wants to store in the trunk and ask for proof of pay the fee for transporting baggage.

4.4 Baggage for charter

4.4.1. free of charge transported for each passenger

- 2 hand luggage

- all the baggage compartment, with regard to capacity trunk

4.5 The carrier's liability for baggage accepted for transport and compensation of damage

4.5.1. The passengers are obliged to request the record of loss, theft or damage of baggage from the stewardess or driver upon arrival to the destination. The employee of STUDENT AGENCY s.r.o. must confirm the extent of damage or loss of baggage in writing in the record.

4.5.2. This record, along with copies of tickets and a copy of the transport of baggage has to be sent in writing within 6 months after the event to address STUDENT AGENCY s.r.o., Customer Service, Dům pánů z Lipé, nám. Svobody 17, 602 00 Brno.

4.5.3. When the baggage is lost on international lines except for those to/from Slovakia and Hungary, the passenger is entitled to recovery of the fees for the lost baggage and compensation of proved price of the lost baggage, however, the maximum amount is CZK 5.000 per 1 piece of baggage and CZK 10.000 per 1 passenger if more than 1 piece of baggage were lost.

4.5.4. When the baggage is lost on domestic lines or lines to/from Slovakia and Hungary, the passenger is entitled to recovery of fees for lost baggage and compensation of proved price of the lost baggage, however, the maximum amount is CZK 3.000. If the baggage was insured (see 4.2.1), the client is entitled to compensation of fees for the lost baggage and of proved price of the lost baggage, however, the maximum amount is CZK 5.000.

4.5.5. When the baggage is lost on charter transportation the passenger is entitled to compensation for lost baggage rates demonstrated, to a maximum of 5 000 CZK per 1 bag to 10 000 CZK per 1 passenger in the event of loss of more than 1 bag.

4.5.6. The carrier is not liable for damage of transported baggage if:

- the passenger cannot prove legitimacy of the claim with valid transfer document,
- the cover does not correspond with the nature of the transported object,
- the transported baggage has higher value than permitted,
- there arose circumstances, which the carrier could not influence, such as natural disasters or actions of third parties,
- the damage was caused by the passenger's behavior.