

Terms and conditions of transportation

Range of validity

Terms & conditions of transportation (further as "T&C") regulate rights, obligations and responsibility of carrier TURBOTIGER.EU, sp. Z o. o., org. složka, operating minibus service TigerExpress.eu and passengers during transportation of people and luggage.

TigerExpress.eu minibus service follows legislative regulation, so called International Contracting Transportation and follows conditions set for this kind of transportation.

Terms & conditions of transportation are effective from 13. 05. 2013.

Formation of contract

By concluding contract of transportation a legal relationship arises between carrier and passenger, which contents an obligation of carrier to transport passenger from start to final destination listed on purchased ticket on time and according to conditions specified in T&C and for specified price. By concluding contract of transportation passenger commits to comply with T&C and pay the price for transport according to current tariffs of carrier.

Contract of transportation is fulfilled by performing a full range of transportation in the contract. For the fulfillment of contract of transportation shall also be considered transportation provided in other then contractual range, if there is a lawful exclusion of passenger from transportation. The carrier is not responsible for delays and other consequences caused by official authorities (police and custom checks) or other, on carrier non-dependent factors (for example: adverse calamitous weather, impassable roads due to traffic accident, etc.). If the passenger is not transported on time for reason other then the fault of the carrier, then he is not entitled to compensation.

Entitlement to transportation

Entitlement to transportation arises when:

- Carrier and passenger have agreed on start and final destinations
- Passenger have paid set ticket price and on have identified himself with valid ticket or fare payment confirmation at drivers request
- Passenger has arrived in time to boarding stop or other agreed place in accordance with purchased ticket

The carrier reserves the right to refuse to transport, or dispose of transport:

- Passengers who anyhow break the T&C of the carrier or safety rules for transportation
- Passengers under the influence of alcohol or narcotic drugs and other psychotropic substances
- Passengers who could either contaminate the interior of the vehicle or expose other passengers to contamination
- Passengers whose behavior would in any way harass other passengers or the driver and thus expose them to discomfort or safety risks

Transportation process

The passenger is obligated to:

- Arrive at the boarding place on time with the exception of reported delays of connecting lines. Unless the passenger does not arrive on time, he is not entitled to a refund for ticket fare
- Follow all safety and transport instructions of the carrier, as well as other instructions of the drivers
- Use seatbelts at all times during transportation process
- Obey full restriction to smoke on board of the vehicle, as well as consumption of narcotic drugs and other psychotropic substances
- Withhold alcohol consumption and limit own food consumption to a minimum in order to avoid contamination of the vehicle or other passengers
- Adjust his behavior so that it would not bother other passengers or the driver – for example: by using loud audiovisual technology, excessive noise, odor, etc.

The passenger commits to:

- Obey custom and immigration regulations of countries travelled into or transfered through and is obligated to undergo possible custom or administrative checks concerning him and or his luggage. In case police or custom authorities will not authorize the passenger to continue his trip, he is not entitled to refund for a ticket fare, neither its aliquot portion or any other compensation
- In case of intentionally or by own negligence causing contamination or damage to vehicles interior, eliminate the

damage caused at his own expenses or to pay the carrier costs necessary to its elimination

The carrier reserves the right to use a replacement vehicle for transportation in accordance with applicable law.

Transportation of children

Based on existing applicable legislation, a child whose weight does not exceed 36 kg and body height not exceeding 150 cm, can only be transported using child safety seats. Client is obligated to inform the carrier about the necessity to use child safety seats in his reservation. In such case, the carrier will provide the child safety seats.

Transportation of children aged 12 or under is only allowed with accompaniment of parent, legal guardian or other adult, who has assumed the responsibility for the child.

Independently travelling child, aged 13 to 17 years inclusive, is required to present at the onset a power of attorney, signed by a parent or a legal guardian.

Transportation of luggage and animals

The passenger is allowed to transport free of charge:

- 1 hand luggage at maximum weight of 10 kg and size of 55 x 35 x 25 cm
- 1 standard luggage in the luggage compartment at maximum weight of 25 kg and size of length + width + height = max. 150 cm

Luggage over the limit can only be transported in case of free space in the luggage compartment.

Strollers are only transported in case of no risk of damage to other luggage and are only accepted for transport in case of free space available in the luggage compartment. Strollers and wheelchairs must be folded.

The passenger is obligated to mark his luggage stored in the luggage compartment with his name and surname, phone number or address.

Strictly prohibited transportation of:

- Luggage which could, by its nature, endanger the safety of passengers, damage other luggage or vehicles interior
- Hazardous substances and objects (weapons without proper authorization, explosives, narcotic drugs and other psychotropic substances, etc.)

The carrier is not responsible and liable for any damage to or loss of fragile things, electronics, official documents or other documents, money and objects of scientific, artistic or collector value stored in luggage, which is transported in the luggage compartment. The carrier does not recommend to store things of such nature in the luggage transported in the luggage compartment.

The carrier is not liable for things forgotten in the vehicle.

Transportation of animals is strictly prohibited.

Terms & condition of transportation issued by carrier

TURBOTIGER.EU sp. z o. o., organizační složka
V Zátíší 810/1, Mariánské Hory, 709 00 Ostrava
IČ: 014 98 088

Peter Jančovič v. r.