

Rules for the sale of tickets, the carriage of passengers and luggage on D.M.D.-Group international routes

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Identification number: 26475600,

**recorded in the court register of the city of Prague
under number C 84661**

These rules include provisions governed by the parent company of D.M.D.-Group when operating regular international routes. The rules describe the conditions for the sale and return of tickets, the carriage of passengers and luggage, the duties and responsibilities of passengers and carriers:

1. The common part

1.1. In front of the bus, which departs on an international route, there is a sign with the name of the route, on which the names of the final stops and all intermediate stations are indicated in Ukrainian and in Latin.

1.2. The passenger must arrive at the bus departure platform at the latest 20 minutes before the time indicated on the ticket.

1.3. When the bus arrives at the departure platform, the passenger must register his ticket with the driver who is responsible for selling tickets on the bus. During ticket registration, the passenger is indicated his place on the bus. The passenger must keep all ticket coupons until the end of the trip and show them to the crew or a person in control upon request. Ticket coupons may be detached from the ticket only by service personnel. If an electronic ticket is available, the passenger must keep it on the electronic device until the end of the trip.

1.4. Rights, duties and responsibilities of the carrier.

1.4.1. The carrier operates international routes according to the current schedule. The schedule, prices, discounts, etc. may change, but only valid data is indicated in the ticket. The company is not responsible for possible deviations from the official traffic schedules, which are related to procedures for crossing state borders, natural, road or other conditions that the company cannot control.

1.4.2. Bus stops are located in public places, so they can be moved at the direction of the authorities. Before each trip, the passenger must check the place of departure and arrival of the bus.

1.4.3. The company is responsible for the safety of passenger and luggage transportation from the moment it is loaded onto the bus until the passenger exits the bus, except for those cases when the damage was caused by the fault of the passenger himself, due to the specifics of the luggage itself or its packaging. Baggage security is guaranteed by a certain amount of money, which is established by partners in contracts for parity service of the route.

1.5. Rights, duties and responsibilities of passengers in buses.

1.5.1. Passengers themselves are responsible for all personal documents they need on the trip, as well as for their compliance with official formalities. If a passenger has problems with government officials related to individual visas, travel documents, insurance, money, personal belongings, etc., the bus crew has the right to disembark the passenger from the bus and leave

him at the border crossing or order in accordance with the requirements of the officials of that country. In this case, the money for the ticket will not be returned to the passenger. The passenger can find out about the formalities of the trip at the embassy or representative offices of the countries through which the route passes. If desired, the passenger can obtain information about which countries the selected route crosses at the agency where he buys the ticket.

1.5.2. The carrier is not responsible to the passenger for the correctness of the registration and availability of documents that give the passenger the right to cross the borders of the countries of the route. In the event that the Passenger does not have the necessary documents for the right to cross the border, violation of customs regulations, etc., the Passenger compensates the Carrier for all losses related to the lack of such documents and violation of customs regulations, in particular, but not exclusively, fines imposed by the controlling authorities of both Ukrainian and other countries on the Carrier, fines, travel costs, financial claims of other passengers on the relevant flight, costs of providing legal assistance to the Carrier, etc.

1.5.3. If the passenger violates visa regimes (expiration of visas, replacement of passport with another document, etc.), the carrier reserves the right not to transport the passenger. Monetary compensation is not paid to the passenger for an unused ticket. Contractual conditions of sale and transportation, which are managed by the company D.M.D.-GROUP spol. s.r.o. regulate the rights and obligations of passengers and carriers in accordance with the order of the Ministry of Transport and Communications of the Czech Republic 175/2000 Collection of resolutions with changes. In matters not regulated by these terms of the contract, the procedure is carried out in accordance with Decree 175/2000 Collection of Resolutions as amended

When carrying out international passenger transportation, the carrier is obliged to check the presence, but not the authenticity, of passengers with documents necessary for entry to the countries of destination, countries along the route of destination, before the start of such transportation, and to refuse transportation to passengers who, at its request, do not have presented the necessary documents. During international transportation, the passenger is obliged to have properly executed documents necessary for entry into the countries of destination, countries along the route, and to present them to the carrier at his request. Refusal of the carrier, in international transportation, to a passenger who, at the request of the carrier, did not present the documents necessary for entry into the country of destination, the country along the route of departure, does not entail the obligation of the carrier to compensate the passenger for the losses incurred in this connection losses

1.5.4. Passengers under the age of 18 and over the age of 70 must travel only accompanied by a person who is legally responsible for them. Passengers under the age of 18 cannot sit in seats numbered 1, 2, 3, 4. Passengers under the age of 18 must be accompanied by an adult, a guardian or a parent and bear full legal responsibility for the actions of a minor passenger on the territory of the EU and of Ukraine. Accompanying persons must have appropriate documents for the travel of a minor passenger abroad and for crossing state borders. In the absence of relevant documents, the carrier may refuse carriage without refund for the unused ticket/tickets. In case such persons are refused to cross the state border, the ticket price is non-refundable.

1.5.5. The passenger is responsible for the damage caused by him or his belongings to other persons, their belongings or the bus.

1.5.6. The bus crew or company is not responsible for items that are easily broken, bumped or easily damaged. If the passenger is going to transport such items, he should understand that the luggage in the luggage compartment of the bus is loaded in layers, one luggage on top of another. The passenger is responsible for the compliance of the packaging of his luggage with such conditions of transportation in the luggage compartment of the bus.

1.5.7. It is forbidden to smoke, including electronic cigarettes, consume alcoholic and intoxicating beverages, make noise, use tape recorders, radios,

musical and other sound instruments. Passengers who are intoxicated, under the influence of narcotic substances, aggressive and who may pose a threat to the life and health of the bus crew and other passengers are not allowed on the bus to travel according to the route. Passengers who do not comply with the rules of passenger transportation and public order are warned once. If the passenger repeatedly violates the rules, he will be dropped off at the nearest stop or at a public order supervision institution. This event is recorded by drawing up an act of the law enforcement agencies of the country on the territory of which the bus and the passenger are located.

1.5.8. Passengers must wear seat belts when the bus is in motion.

1.5.9. The carrier is not responsible for lateness during movement and untimely arrival at tracking stations, if this is caused by circumstances beyond its control (including delays when crossing borders, weather conditions, traffic jams, actions of state authorities, road repair work, etc. ., the actions of the passengers themselves, which influenced the fulfillment of these circumstances) and other reasons (technical problems that occurred with the bus during movement, which could not be warned by the carrier company, despite all the precautions taken).

1.5.10 The bus schedule does not provide time for Tax Free registration.

1.5.11 The carrier has the right to change the timetable, use additional buses and change the seat of the passenger in the bus without prior consent and notification of the passenger.

1.6 The carrier has the right to:

- limit or stop transportation in the event of a natural disaster, epidemic, epizootic or other emergency;
- stop the movement of the vehicle (bus) in the event of a threat to the life and health of passengers;

1.6.1 All passenger complaints related to passenger service on the bus route are accepted for consideration if they are set out in a written statement and sent to the legal address of the carrier company within 7 days from the date of passage or execution of the bus route or to the company's email address. Each claim must be accompanied by the ticket or its photocopy, as well as all invoices documenting the expenses that may have been incurred by the passenger in connection with the claim.

1.6.2 The term set aside for responding to complaints, grievances and claims related to the performance of the transportation contract is no more than 30 days from the date of receipt of the complaint. If complaints are forwarded to foreign partner companies, the waiting period for a response may be extended up to 60 days.

1.6.3. The carrier is not responsible for connecting and connecting air, rail and bus routes of other carriers used by passengers outside the D.M.D.– Group route. In case of being late for the route of the company D.M.D. – Group due to the fault of another carrier of the connecting route, D.M.D.–Group will not compensate the fare for an unused ticket. In the case of a late arrival according to the schedule specified in the ticket due to no fault of D.M.D.-Group, the passenger will not be compensated for any expenses related to his subsequent connected routes, since the route runs across state borders and his arrival does not depend on the carrier. The time of arrival indicated in the ticket is approximate and may change according to circumstances along the route, which are beyond the control of the carrier.

2. SALE OF TICKETS

2.1. Numbered personal tickets are the documents that give the right to travel along the route and to carry luggage in the amount stipulated by the actual rules. Since the ticket is registered, another person cannot use it for the trip.

2.2. One ticket entitles one passenger (whose last name is indicated on the ticket) to occupy one seat on the bus.

2.3. The ticket must include: the passenger's name, departure and arrival stations, departure date, time, fare, discount applied and the reason for the discount, passenger's contact phone number. The price must correspond to the approved tariffs and the rules of their application. The ticket is valid only for the day, time and flight for which it is sold.

2.4. The passenger is obliged to keep the ticket during the entire trip and even after the trip. If the passenger applies to the company with a statement, a claim related to a specific trip, etc., he must also attach a passenger coupon to his request, which is a document that indicates where and on which route he was ticket sold

2.5. The ticket can be sold:

2.5.1. For a one-way trip with a specific date.

2.5.2. For a trip there and back with specific dates.

2.6. A ticket with corrections (that is, the passenger's last name, first name, ticket number, price, discount, travel route has been corrected) is not valid.

2.7. The date of departure of the sold ticket can be changed free of charge once. For each subsequent change of date, the passenger must pay 15% of the ticket price.

2.8. Refund and re-date restrictions apply to tickets that have been sold for promotions or other tickets that have been sold at a reduced price.

2.9. The ticket can be ordered in advance, but not earlier than 6 months before the departure of the flight.

2.10. When purchasing a ticket, each passenger must specify a contact phone number or email address where the carrier can send messages if necessary. If the passenger did not provide this data, in the event of a flight delay or cancellation, the carrier will not be able to notify the passenger, therefore the carrier will consider this factor as the passenger's refusal to inform him in the event of changes to the flight and will not bear responsibility for the passenger's lack of information.

2.11. Conditions for returning tickets:

from 24 hours or more before departure - 80% of the cost of the trip

from 12 h to 24 h before departure - 50% of the cost of the trip

less than 12 hours before departure - no refunds will be made for the trip

After the trip, the ticket money is non-refundable. Under special conditions, a full refund of the ticket is possible only in case of illness or death of the passenger, which must be confirmed by relevant documents translated into Czech and provided to the carrier no later than three days from the date of the planned trip.

3. CARRIAGE OF LUGGAGE

3.1 In accordance with § 18 of the Decree of the Ministry of Transport and Communications c. 175/2000 provides that luggage is transported together with a passenger in a vehicle and under his supervision as hand luggage or as shared luggage, or transported separately from the passenger as travel luggage.

3.2 According to § 19 of the cited order, baggage or the contents of baggage must not be items that by their properties can cause damage to the vehicle, as well as cause damage to people's lives or their property, as well as items that cannot be stored, unless otherwise specified .

3.3. An item that must not be baggage or the contents of baggage is, in particular, a loaded weapon, an explosive, poisonous, radioactive, leaky item, or an item that may transmit an infection, it must not be placed in a vehicle in a place designated for the carriage of baggage or an object weighing more than 25 kg, unless otherwise specified.

3.4 Passengers' luggage is transported in the luggage compartment of the bus

3.5. Unless otherwise stated in the conditions published on individual routes, the maximum permitted dimensions of baggage are 30x60x100 cm, the maximum permitted weight is 25 kg.

The passenger has the right to transport two pieces of luggage at the price specified in the Tariffs.

3.6 One piece of hand luggage with a maximum size of 20x30x40 cm and a maximum weight of 5 kg is transported free of charge. Hand luggage is easily portable luggage that the passenger carries with him and can be placed in the vehicle in the place under or above the passenger's seat. Baggage must be stored in such a way as not to endanger the safety or interests of passengers, or in accordance with the instructions of the driver. The carrier is not responsible for hand luggage and items placed in the cabin.

3.7 Preliminary transportation of oversized luggage, skis, snowboards and bicycles is carried out on bus routes of D.M.D.-GROUP spol. s.r.o. is allowed under the following conditions:

- a place for oversized luggage can be reserved only by a passenger who has already purchased a ticket,

- transportation is possible only on selected bus routes, on specified sections of the route or to selected destinations,

- transportation is possible only during the specified period,

- space for transporting this type of luggage is limited and subject to reservation, it can only be allocated by D.M.D.-GROUP spol. s.r.o. if there is free space in the luggage compartment of the bus,

- for the transportation of overtime luggage, skis, snowboards and bicycles, a fee is charged during check-in,

- all transportation of animals and unaccompanied parcels on all bus routes D.M.D.-GROUP spol. s.r.o. strictly prohibited. In exceptional cases, individual approval of permission for such transportation is possible.

3.8. D.M.D.-GROUP spol. s.r.o. is not responsible for the transported baggage, if the loss, damage or delay in the delivery of the baggage was caused by the following conditions:

- the packaging does not correspond to the nature of the object being transported,

- the contents of travel luggage are things that should not be in travel luggage, animals, things that have a short storage period, and also if the contents of travel luggage were falsely declared.

- if the baggage includes money, valuables, personal documents, valuables.

- circumstances arose, such as natural disasters or actions of third parties, which the carrier could not prevent, even with all efforts.

- the passenger's actions, which led to damage or loss of his luggage being transported.

Passenger transportation rules, baggage transportation rules, and ticket return conditions are approved by the Ministry of Transport of the Czech Republic when issuing a license.

