

TERMS AND CONDITIONS

Official English version prepared for commercial use

ARTICLE 1. GENERAL PROVISIONS

Company Information: **BILETIM Ltd** with registered address at **158 Vladislav Varnenchik Boulevard, Republic of Bulgaria**, contact email: **info@onlinebilet.eu**.

The company provides online intermediary services for searching, reserving and purchasing bus tickets through its online platforms.

By using the website, the user confirms that they have read, understood and accepted these Terms and Conditions.

ARTICLE 2. DEFINITIONS

For the purposes of these Terms:

- **Provider** means BILETIM Ltd.
- **Customer** means any natural or legal person using the website.
- **Website** means the online platform through which services are provided.
- **Reservation** means the process of selecting, requesting and paying for tickets or services.
- **Carrier** means any bus operator or coach carrier.
- **Total Price** means the final amount including fare, service fees and selected extras.

ARTICLE 3. SUBJECT OF THE AGREEMENT

The Provider offers a technology platform for searching, comparing, reserving and purchasing bus transportation services supplied by third-party carriers.

The transport contract is concluded directly between the Customer and the respective Carrier. BILETIM Ltd acts as an intermediary unless expressly stated otherwise.

ARTICLE 4. PERSONAL DATA PROTECTION

BILETIM Ltd processes personal data in accordance with applicable law and its Privacy Policy.

Personal data may be used for:

- reservation processing;
- communication with customers;
- bus ticket issuance and invoicing;
- assistance with changes, cancellations and complaints;

- legal and regulatory obligations.

ARTICLE 5. PRICES, FEES AND RIGHT OF WITHDRAWAL

Prices are displayed before the order is finalized.

Where applicable, service fees are shown separately and may be non-refundable.

The customer is responsible for entering correct personal and travel details before payment.

According to applicable consumer law, the right of withdrawal may not apply to bus travel services related to a specific date or period.

ARTICLE 6. GUARANTEE AND SUPPORT SERVICES

In cases of bus delays, cancellations or schedule changes, BILETIM Ltd may, at its sole discretion, offer support, alternative bus transport, partial refund or other reasonable assistance.

Any such assistance depends on the specific circumstances, carrier policies and availability.

ARTICLE 7. ADDITIONAL PAID SERVICES

Customers may request additional services such as:

- ticket changes;
- cancellation assistance;
- baggage requests where available;
- seat selection;
- online check-in;
- insurance;
- special assistance;
- pet transport where permitted.

ARTICLE 8. CONDITIONS OF CARRIAGE

All journeys are subject to the rules, tariffs and conditions of the respective Carrier.

Customers are responsible for checking travel documents, baggage limits, departure point details and boarding requirements.

All refund requests are subject to the fare conditions and refund rules of the respective carrier. Where a ticket is non-refundable under the carrier's rules, no refund may be available except where required by applicable law.

ARTICLE 9. CHANGES AND BOOKING MANAGEMENT

Customers must carefully review all booking data before confirmation.

Any requested changes after purchase are subject to carrier rules and additional charges.

ARTICLE 10. LIABILITY AND DISPUTES

BILETIM Ltd is not liable for acts, omissions, delays, cancellations or operational decisions made by carriers, except where mandatory law provides otherwise.

Disputes shall first be settled through negotiations. If no agreement is reached, disputes shall be submitted to the competent court in the Republic of Bulgaria.

ARTICLE 11. FINAL PROVISIONS

If any clause of these Terms is found invalid or unenforceable, the remaining clauses shall remain in full force.

For all matters not regulated herein, the laws of the Republic of Bulgaria shall apply.

ADDITIONAL PROVISIONS

The Provider may amend these Terms at any time by publishing an updated version on the website.

Updated Terms become effective upon publication unless otherwise stated.

Continued use of the website after publication of changes shall constitute acceptance of the updated Terms.

This document represents the entire agreement regarding the use of the platform and related services.