

Terms and Conditions

1. Introduction

- 1.1. These terms and conditions (the **Terms**) relate to your purchase of a ticket or other product through the website and mobile app (together, the **Platform**). They regulate the ticketing service (the **Service**) and the relationship between us.
- 1.2. The Service is provided by Distribution Technologies GmbH (**Distribution**) on behalf of the operator of the Platform (the **Retailer**).
- 1.3. Distribution provides the functionality for selling tickets and other products through the Platform and is the merchant of record for all financial transactions processed through the Platform.

2. Ticket Purchases

- 2.1. Distribution offers secure online booking options directly through its booking engine on behalf of transportation service providers (**Carriers**) and you will not be redirected to any Carrier's own booking page. Distribution collects the relevant data (such as the passenger's name, and email address) in accordance with our Privacy Policy and then submits the booking to the Carrier.
- 2.2. By clicking on the "Pay Now" button on the booking page, you make a binding offer to conclude a contract to buy a ticket for a Carrier's transport service. This contract is concluded when you receive an email booking confirmation from Distribution together with the travel documents and the invoice. The travel documents are usually printable tickets issued by the Carrier and are sent as a PDF file or in other common electronic formats, such as mobile tickets with QR codes. You might alternatively receive a booking code or ticket voucher in place of printable tickets. These must be redeemed at the ticket office, or a ticket vending machine, at the place of departure before the start of your journey.
- 2.3. Please review the travel documents as soon as you receive them and let us know as soon as possible if they contain any errors. Our customer support team can be contacted using the contact details in section 9 below.
- 2.4. Depending on the type of ticket you purchase, you may be able to amend the dates of travel or other aspects of the ticket. When completing the ticket purchase you will have been required to accept the Carrier's standard terms and conditions of carriage (**Carrier Terms**). The Carrier Terms will include information on whether, and under what circumstances, you can amend, refund or cancel your ticket.

3. Service Fees

- 3.1. Distribution may charge a service fee to you directly. The amount of this fee depends on the individual booking and the amount will be shown to you during the booking process. Certain fees are charged by the Carriers and we are therefore required to include them. The service fees are non-refundable, meaning that if you pay a service fee when you book your ticket you shall not receive a refund of that fee if you cancel and request a refund for your ticket.
- 3.2. Before you complete your purchase, Distribution shall provide you with a breakdown of all the costs and fees payable.

4. Payment Processing

- 4.1. Payment may only be made via the acceptable payment system(s) specified on the booking page. Use of debit / credit cards to make payments is subject to your card issuer's terms and conditions.
- 4.2. Distribusion is authorised to collect payments on behalf of each of the Carriers for whom we act as agent. This means that when you complete the payment to Distribusion, you will have satisfied your payment obligations towards the Carrier. The payment will typically appear on your bank or card statement under the descriptor 'DT [Carrier Name]'.
- 4.3. When paying for a booking by credit card, you may be required to consent to the collection of the payment processing fee from the third party payment service provider. When paying in a foreign currency, foreign currency exchange fees may also apply.
- 4.4. You are responsible for paying any additional charges levied by a network provider, mobile operator or similar service provider that you may incur.

5. Customer Support

- 5.1. Distribusion shall be responsible for any customer complaints or questions relating to the Service.
- 5.2. Distribusion is only responsible for the supply of your ticket. You should contact the Carrier for any other matter relating to the journey, such as cancellations, closures, missed connections, delays, problems with luggage and refunds.
- 5.3. Our customer support team can be contacted using the contact details in section 9 below.

6. AI Chatbot

- 6.1. Distribusion may offer an AI-powered chatbot (the **Chatbot**) to help you search on the Platform for tickets, complete bookings and answer questions about Carrier Terms.
- 6.2. At the end of a session with the Chatbot, you may be invited to provide feedback on your experience. Please do not include any personal data or special category data (such as health information, financial details, identification numbers, or other sensitive data) in your feedback. This feedback channel is not intended for, and must not be used to submit, personal data.
- 6.3. The Chatbot generates automated responses using AI and these responses are provided for general guidance only and do not constitute a confirmed term of any booking. In the event of any conflict between the Chatbot's output and (i) these Terms, (ii) the Carrier Terms, or (iii) your booking confirmation, the latter shall prevail. Distribusion excludes, to the fullest extent permitted by law, all liability for loss or damage arising from your reliance on inaccurate, incomplete, or misleading Chatbot output.

7. Limitation of Liability

- 7.1. Distribusion is not liable for the provision of any information used in the Service that is provided by third parties.
- 7.2. Distribusion shall have no liability in respect of your negligence or failure to comply with these Terms or for your misuse of the Service.
- 7.3. Any claim you may have for any loss or damage you suffer on your journey is governed by the Carrier Terms. You must contact the Carrier if you wish to make a complaint or resolve a problem.

- 7.4. Distribusion shall not be liable to you by reason of any delay in performing, or any failure to perform, any of our obligations in relation to the Service, if the delay or failure was due to any cause beyond our reasonable control.
- 7.5. As far as the law permits, Distribusion shall have no liability for damages resulting from loss of profits, business data, goodwill, contracts, revenues or other costs or losses arising out of or resulting in your use of the Service. All warranties, statements and representations relating to the information, products and services provided as part of the Service are excluded to the full extent permitted by law.
- 7.6. Distribusion's liability to you for death or injury resulting from our negligence is not limited.

8. Your Responsibilities

- 8.1. You agree that you are using the Service for your own personal use or on behalf of a person for whom you are legally authorised to act.
- 8.2. By using the Service, you warrant that you are legally entitled to use the debit / credit card and provide the personal details and that you will be legally obliged to pay for the Service.

9. Other Terms

- 9.1. Distribusion shall provide the Service subject to these Terms but we may subcontract any part of the Service. All the terms of the agreement between us are contained in these Terms unless varied and confirmed by us in writing. These Terms may change from time to time but such changes will not affect a prior purchase.
- 9.2. If any provision of these Terms is found by any competent authority to be invalid or unenforceable in whole or in part, the validity of the other provisions shall not be affected.
- 9.3. Nothing in these Terms shall affect your statutory rights as a consumer.
- 9.4. These Terms shall be governed by the laws of Federal Republic of Germany and you agree to submit to the non-exclusive jurisdiction of the courts of Germany.

10. Contact Details

For enquiries relating to the Service, please contact Distribusion's customer service team using the following contact details:

Distribusion Technologies GmbH Registered at the commercial registry of the court of Charlottenburg under number HRB 176406 B	
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