GENERAL CONDITIONS FOR TRAVEL ON BUS LINES

1. By purchasing a ticket, the passenger enters into a transport contract with the carrier, who assumes the responsibilities under Art. 42–48 of the Road Transport Act (SG No. 82/1999, No. 11/2002).
2. The holder of a valid transport ticket is entitled to transport along the specified route and transportation of their personal luggage.
3. The purchased ticket entitles the passenger to transport one suitcase up to 30 kg with dimensions 100/60/30 cm and one carry-on bag. Additional luggage is transported only subject to available capacity on the bus. For each piece of luggage the passenger receives a baggage receipt and sticker per Art. 37 of the Road Transport Act. The carrier is not liable for personal luggage without a baggage sticker and receipt.
4. Transportation of unaccompanied baggage is strictly prohibited.
5. Boarding is only permitted upon presentation of a valid travel ticket issued by the Carrier or its agent. Passengers with electronic tickets must present them for inspection on paper or electronic medium. The passenger is obliged to keep the ticket until the end of the journey.
6. Passengers who are visibly intoxicated, under the influence of drugs, or whose behaviour endangers the safety of other passengers are not permitted on the bus. In such cases the driver has the right to refuse boarding and the ticket price will not be refunded.
7. Free travel tickets for children under 7 on domestic lines are issued only at the ticket office upon presentation of a birth certificate to verify their age.
8. The carrier is not responsible for passport, visa or customs issues of passengers.
9. Each passenger bears personal and financial responsibility for violations of Schengen regulations regarding residence abroad. Fines are paid personally by the passenger who committed the violation.
10. Passengers who are citizens of non-EU countries must have:

- 10.1. A valid travel document (international passport or other)
- 10.2. A valid travel permit or valid short-stay visa issued for single or double entry into the Schengen area.

11. As of 10 April 2026, the Entry/Exit System (EES) will be fully applied across all EU member states, and from that date the check via the carrier interface will be mandatory.

- 11.1. In connection with EU regulations EES and ETIAS, a mandatory check of the validity of documents under clause 10.2 will be carried out via an authorised eu-LISA mobile or web application before boarding.
- 11.2. The check may be performed up to 48 hours before travel if passenger data was provided at ticket purchase, as well as immediately before boarding.
- 11.3. If the system does not confirm the validity of documents, the Carrier will refuse transport and the provisions of clause 13 apply.
- 11.4. The passenger bears full financial responsibility for fines imposed on the Carrier by border authorities due to the passenger's irregular documents.

12. **Cancellation penalties before departure:**

- 12.1. Up to 72 hours before departure — 20% of the total ticket price is retained

- 12.2. Between 72 and 24 hours before departure — 60% of the total ticket price is retained
- 12.3. Less than 24 hours before departure — no refund

13. Each passenger has the right to change the date and time of travel once (re-validation) — only if seats are available for the desired new date and time. A re-validated ticket cannot be cancelled.
14. A passenger who has purchased a ticket is insured during the journey against "Accident" risk.
15. Each passenger bears personal financial responsibility for damage they cause to the vehicle.
16. The carrier is not responsible for schedule delays and/or missed connections in cases beyond its control, such as strikes, traffic jams, adverse weather conditions, accidents, sudden health issues of a driver or passenger, vehicle technical failure en route, and other circumstances the carrier could not have foreseen and/or prevented.
17. In the event of a cancelled journey due to the Carrier's fault, only the value of the uncompleted part of the journey is refunded.
18. The carrier is not liable for lost or stolen baggage before issuance of a baggage receipt and sticker, and after handover of luggage upon arrival at the relevant stop. The carrier is responsible for baggage in the luggage compartment of the bus, unless damage/loss is due to force majeure.
19. The carrier stores unclaimed baggage with the care of a diligent merchant at the passenger's expense and is responsible for their storage for a period of 3 months.
20. Transportation of pets is not permitted, nor is transportation of household appliances.
21. Smoking on the bus is strictly prohibited.
22. Use of individual seat belts on buses during travel is mandatory. Fines imposed by control authorities in connection with safety during travel are at the expense of the offender.
23. Complaints related to travel are accepted only in writing, submitted within the deadlines under Art. 74 of the Road Transport Act, accompanied by a copy of the ticket and/or baggage sticker.
24. The functional condition of facilities and equipment on the bus relating to passenger comfort is not subject to complaints.
25. Arrival times at stops indicated in timetables and other informational materials are approximate.
26. Disputes between the Passenger and the Carrier are resolved through negotiation; if no agreement is reached, the dispute is referred to the competent state court in Sofia, Republic of Bulgaria, under Bulgarian law.
27. By purchasing a ticket the passenger declares that they are familiar with and accept these general conditions.