General Terms & Conditions

1. Check-in & Departure

- Passengers must arrive and check in at the operator's boarding point **BEFORE** departure with their e-ticket.
- Passengers who fail to arrive at the boarding point on time cannot request a refund or reschedule.

2. Ticket Validity & Changes

- The ticket is only valid for the passenger, date, departure point and time as written in the ticket.
- Every passenger must have a valid ticket to occupy a seat.
- Please check with Customer Service to see options of Rescheduling, or additional services.

3. Cancellations & Travel Disruptions

- If a trip is canceled due to vehicle issues or force majeure (natural disasters, road closures, etc.), refunds will follow the travel operator's policy.
- Departure time, route, and vehicle type can change without prior notice due to operational reasons.
- Cancellations / refunds: must follow the travel operator's policy.

4. Passenger Conduct & Safety

- Port chargers are for mobile phones only. Charging power banks or other devices is not allowed.
- Passengers are not allowed to carry illegal objects, weapons (e.g. knife, swords), animals, items with strong odors and other items that may disturb the comfort and safety of other passengers.
- Passengers are responsible for their belongings and the operator will not be responsible for any lost, damaged, or misplaced personal item.
- Managers / Crew / Employees / Officers and Bus Companies have the right to move seats if circumstances force.
- The operator has the authority to drop off or deny boarding to passengers who disturb the safety and comfort of other passengers.

5. Agreement & Contact Information

- By purchasing a ticket, the passenger agrees to follow these terms.
- For assistance, contact Customer Service number or email printed on the ticket, and inform the carrier name, booking code, phone number/email, and departure details.