

Contractual conditions of carriage of the company RegioJet a.s.

Approved on 21 February 2017 by the RegioJet a.s. Board of Directors

Clause I, Area of Application

1. These contractual conditions of carriage (hereinafter referred to as "CCC") were approved by the Board of Directors of the company on 21 February 2017. They were issued by the carrier RegioJet a.s. (hereinafter referred to as "RJ") in accordance with Act No. 266/1994 Coll., on Railroads, as amended, and Decree of the Ministry of Transport No. 175/2000 Coll., on Transport rules for public rail and road transport, as amended, and Regulation (EC) No. 1371/2007 of the European Parliament and of the Council on Rail passengers' rights and obligations, as well as § 36, pt. a) of Act No. 266/1994 Coll., on Railroads, as amended, and in accordance with Decree of the Ministry of Transport and communications of the Czech Republic No. 175/2000 Coll., on Transport rules for public rail and road passenger transport and pursuant to the stipulated conditions, set by a valid price notification of the Ministry of Finance of the Czech Republic.
2. Within the territory of the Slovak Republic, these CCC also comply with Act. No. 514/2009 Coll., on Transport on railroads, and Act No. 513/2009 Coll., on Railroads.
3. The CCC govern rights, obligations and responsibilities of RJ and of the passengers in a carriage of persons and luggage.
4. The clauses herein are concerned with a transport of people and luggage on all trains operated by RJ, if not otherwise stated in the individual clauses.
5. More detailed ways and procedures when applying maximum prices and the stipulated conditions in passenger transport are specified in the RJ Tariff for domestic transport of passengers and luggage.
6. These contractual conditions of carriage were approved by the Board of Directors of the company on 21 February 2017.
7. These contractual conditions of carriage come into effect as of 21 February 2017.

Clause II, Conclusion and Fulfillment of the Contract of Carriage

1. By concluding the contract of carriage on passenger transport, a legal relationship comes into existence between RJ and the passenger, the subject of which is the obligation of RJ to transport the passenger from the station of departure to the destination station duly and on time by trains listed in the valid train timetable and under the conditions stipulated in the CCC and the RJ Tariff, and the obligation of the passenger to adhere to the conditions of the CCC and the RJ Tariff.
2. The contract of carriage is fulfilled by the transport having been carried out duly in the contracted extent in accordance with the concluded contract of carriage. The contract of carriage is considered fulfilled also when transport has been carried out in an extent different from the contracted extent, if the passenger was rightfully excluded from transport by an authorized person.
3. Authorized persons are the following employees of RJ who identify themselves with a valid RJ employee card, are on duty, and work in the following working positions: steward, stewardess, chief guard of the train, engine driver, traffic controller, head of transport, ticket inspector.

Clause III, Rights and Obligations of the Carrier

1. By concluding the contract of carriage the carrier pledges to transport passengers from the station of departure to the destination station, which are both specified in the transport document, duly and on time.
2. The contract of carriage is concluded when the passenger uses their right of transport based on a transport document by boarding the train with a valid transport document and starts to carry out the required transport. The contract of carriage is also concluded when RJ allows the passenger to board the train without a ticket and pay for the fare without delay immediately after boarding the train.
3. The contract of carriage is fulfilled by the transport having been carried out duly in the contracted extent in accordance with the concluded contract of carriage. The contract of carriage is considered fulfilled also when transport has been carried out in an extent different from the contracted extent, if the passenger was rightfully excluded from transport by an authorized person.

4. The passenger acknowledges that the possible provision of the advertised extra services, especially hot and cold drinks, refreshments, Wi-Fi Internet signal, fun portal connection, daily press, steward(ess) on board, and other marketing bonuses, is entirely at the discretion of the carrier, and the passenger is in no way entitled to the provision of these services by entering into the contract. The services are not offered when there is not enough time for attending to the services, or under unfavourable circumstances.
5. In accordance with the applicable legal regulations, the carrier reserves the right to change timetables, use substitute types of railway carriages, and to change seats. If the timetable is changed, the passenger is entitled to a compensation of the fare or its part (in the case of a partly used tickets) when it is not possible to use the ticket in full.
6. Passengers are not entitled to any compensation for damage, if they were not transported in time due to a reason which was not caused by the carrier (e.g.: impassable railway, irregularities in the rail traffic control, etc.) - see Clause X of these CCC. Should the delay be caused by the carrier, the passenger is entitled to a compensation of the fare, see Clause X.
7. The carrier pledges to use its best efforts to meet requirement of passengers as far as availability of free seats is concerned.
8. In the event of any payment from the part of the passenger on the train, the carrier is obliged to accept cash in the sum amounting to the quintuple of the price of the goods/services at the most.
9. The price for a ticket purchased on the train is governed by the carrier's price list. The carrier has the right to determine the price for a purchase of a ticket on the train according to their internal rules.
10. The carrier has the right to refuse to transport a passenger under the influence of intoxicating substances such as alcohol, drugs, etc.
11. The passenger further acknowledges that in the open space carriage (lined up under No.1), there is a quiet zone with only limited service being provided in here.

Clause IV, Rights and Obligations of the Passenger

1. By concluding the contract of carriage the passenger pledges to abide by these CCC and to pay the price of a transport (hereinafter referred to as "fare") according to the respective tariff.
2. Passengers are obliged to present a valid transport document for the purposes of verifying the conclusion of this contract, throughout the course of the fulfilment of the contract of carriage. A valid transport document is a booking number or a printed transport document.
3. By purchasing the ticket/deposit onto account/deposit to Credit Ticket, the customer agrees with the CCC and gives the carrier their consent to a personal data processing. The passenger confirms their agreement to these conditions by making the purchase/deposit.
4. The passenger is obliged to check whether the ticket was issued according to their requirements immediately upon obtaining the ticket. If the ticket does not correspond to the data required, they are entitled to refuse the ticket. If passengers notify RJ about the discrepancies in the data on the ticket later, we will proceed in accordance with cancellation conditions, and this will not be considered as a complaint.
5. If passengers miss their departure, they are not entitled to any refund of the fare. If the ticket is composed of several sections, boarding the train/bus means boarding the first train/bus from the whole route. If a passenger does not use any section of the composed route, the passenger loses any claim to be transported in the further trains/buses on their ticket or to any refund of the unused fare.
6. No fare is refunded for an unused or partly used ticket.
7. The passenger is entitled to a refund of the fare if the train they planned to use for transport is delayed of 30 or more minutes from the passenger's departure station, and the passenger with a valid ticket has given up the journey for this reason.
8. The passenger is entitled to a fare refund when the transport is not carried out due to reasons on the part of the carrier.
9. If the delay of the service is caused by reasons on the part of the carrier and results in the passenger missing the connection within one transport contract or if the commenced transport by the service was not completed, the passenger is entitled to one of the following options:

- 9.1. transport by the earliest suitable train of the same carrier to the place of destination;
- 9.2. transport by the earliest suitable train of the same carrier to the departure station and a fare refund;
- 9.3. fare refund for the part of the journey that was not carried out.
10. The passenger is not entitled to compensation if he/she was not transported on time.
11. The passenger has to collect the possible awarded compensation 12 months of its award at the latest. A balance amounting up to CZK 10 / EUR 0.5 inclusive and its equivalent in various currencies can be withdrawn in cash at carrier's points of sale/used for the booking of another ticket only within 3 months of the balance coming into existence.
12. The credit balance on the account/Credit Ticket caused by cancellations of tickets/award of compensation/a deposit may be withdrawn in cash in RJ/STUDENT AGENCY points of sale or used for the payment of further tickets. The balance on the no-name (unidentified) ticket may be withdrawn up to the amount of CZK 1,000 / EUR 40. When withdrawing an amount exceeding CZK 1,000 / EUR 40, the ticket must be with a name (identified), and an ID must be presented. The ID must be presented whenever the ticket is identified. The balances cannot be sent to bank accounts and they must be used solely for the purpose of the purchase of tickets. The credit balance created by an online deposit by a payment card at www.regiojet.cz cannot be paid to passengers in cash, it will be returned to the payment card only. Increasing the balance on the account or Credit Ticket is only possible in the currency in which this ticket/account was set up.
13. The passenger is obliged to take care of their safety and abstain from everything that could threaten the safety of the transport, their own safety, or the safety of other passengers, order, or quiet, or affect the crew in performing their duties or other passengers. Passengers are forbidden, in particular the following:
 - to open external doors when the train is in motion;
 - to throw objects out of the train when the train is in motion, or let objects protrude out of the train;
 - to get off or on when the train is in motion, or lean out of the train;
 - to impede the use of operational equipment, hinder the getting off, passage, or getting on the train;
 - to smoke on the train, not even an electronic cigarette;
 - to use illegal intoxicating or psychotropic substances;
 - to dirty or damage the train;
 - to enter premises designated exclusively for the board crew of the train;
 - to misuse emergency or evacuation elements placed on the train (emergency exit facilities, fire extinguishers, emergency brakes, emergency door opening, etc.).
14. The passenger is obliged to follow the instructions and orders of authorized persons, given to ensure safe, undisturbed and smooth carriage, and comply with them. The passenger can only board or disembark the train in a station which is designated for regular boarding and disembarking, and is listed in the timetable.
15. If the train stops at a place where it does not usually stop according to the timetable, due to operational reasons, the passenger can only get off the train with the consent of an authorized person of the carrier.
16. The passenger is obliged to follow the instructions of the steward or stewardess when being seated.
17. Seat reservations are strongly recommended on all the trains. It means the passenger may board the train without a valid ticket. In the event there is no seat available for the whole period of the journey, the steward will assign a space for standing to the passenger, who is obliged to accept this decision.
18. In the event a passenger without a valid ticket wants to board the train, they have to contact an authorized person of the carrier and ask about the possibility to travel with the particular train. In such cases, the passenger will pay the fare to the authorized person immediately after boarding the train.
19. If the passenger interrupts the journey, the ticket validity expires.
20. The passenger acknowledges and agrees that all telephone conversations between them and RJ are monitored.

Clause V, Exclusion from Transport

1. Passengers may be excluded from transport (even in a station where the train does not regularly stop) if they, in spite of being warned:
 - violate the provisions of Clause IV. Section 13, and Clause IX. Section 6;
 - behave noisily, play loud music, use audiovisual technology noisily, or bother other passengers by other inappropriate behaviour, smell, etc.;
 - dirty the vehicle or premises and equipment for passengers;
 - do not comply with these Contractual Conditions of Carriage or the instructions or orders of a person authorized by the carrier.
2. The passenger who was excluded from transport is not entitled to any fare refund.
3. If a passenger refuses to be excluded from a transport or refuses to present their personal details, the Police of the Czech Republic will be asked for help, because the passenger's actions constitute an offense under § 50 Art. 1 pt. c), e) and f) of Act No. 266/1994 Coll., on Railroads, as amended. If the passenger's actions constitute an offense, the Police of the Czech Republic is entitled to fine them up to CZK 10,000 for an offense under pt. e), CZK 1,000,000 for an offense under pt. c) and CZK 10,000,000 for an offense under pt. f).
4. If a passenger who has been excluded from transport boards the RegioJet train again, they will be considered a passenger without a valid transport document, even if they have a document proving the fulfilment of contract of carriage in the particular train. This fulfilment of contract of carriage was completed in the moment the passenger was excluded from transport.
5. 5. If a passenger was excluded from transport and the company of RegioJet incurred any loss or suffered damage (whether on its property, or financial – unauthorized stop at a station, delay, etc.), the company is going to require and recover compensation for the losses from the passenger.

Clause VI, Travel Document and its Particulars

General provisions

1. The passenger is obliged to present a valid transport document (hereinafter referred to as “ticket”) and a valid discount card in the course of the fulfilment of the contract of carriage for the purposes of the verification of a proper conclusion of this contract. In the event of an absence of the transport document, the passenger can be verified upon a reservation code of their transport document which is reserved for this particular train. If passengers cannot supply these data, they must purchase a new ticket. The amount paid for the new ticket is non-refundable.
2. Inspection of travel documents and reservation codes on the vehicles of the carrier is performed by persons duly authorised by the carrier. Such authorized persons have the right to verify if the passenger is complying with the CCC.
3. The passenger is obliged to pay the price of transport (hereinafter referred to as “fare“) according to the tariff valid on the day of transport. The fare includes only the transport itself. The carrier provides other optional services to passengers free of charge (newspapers, magazines, steward(ess) on the board, hot drinks, Wi-Fi connection, etc.) and as a service provided extra as part of the transport document without an option of a compensation, if not provided.
4. If a passenger boards the train and does not have a ticket or sufficient cash, the board crew will issue him a Notification Card (Hlášenka) to the next station. The Notification Card can be paid for in any RJ point of sale within 5 days of completing the journey. If the Notification Card has not been paid for within 5 days, the passenger is sent a letter with the account number and an administrative surcharge of CZK 50.
5. Seat reservations are strongly recommended on all the trains, see Clause IV Section 17.
6. A ticket with a reservation also constitutes a seat reservation.
7. All passengers, who require a discount offered on the service, are obliged to prove they are entitled to the claimed discount in the following ways:
 - children aged 10-15 (up to the day preceding their 15th birthday) present any document showing their date of birth;
 - pupils present a valid pupil card, issued by one of the carriers;

- students present either a valid international student card or a pupil card issued by one of the carriers according to a tariff they apply;
 - seniors present an ID card, passport, or driving licence with their photograph and their date of birth;
 - people with disabilities present a valid ZTP (severe health disability) or ZTP/P (severe health disability requiring special assistance) card (also in a form of Skarta); the person accompanying a person with a ZTP/P card presents the card of the person he/she is accompanying and is entitled to free transport on domestic lines in the form of a group ticket in the ZTP/P tariff;
 - passengers transported free of charge present a valid applicable card with a photograph which gives them a licence to free transport.
8. A pupil card can be used only for a route which is marked on the card.
 9. If passengers cannot prove they are entitled to a discount when their tickets are inspected on the train, they are obliged to pay the difference in prices. Train price.
 10. When handling a ticket/reservation, the nine/ten digit code of the ticket/account/Credit Ticket is always required.
 11. Special discounts and discounts granted as part of promotional offers always abide by the conditions published along with the respective kind of discount or promotional offer.
 12. If false or non-existent data are entered when booking the ticket online, the carrier has the right to cancel the reservation before the expiration of its validity. In such cases no claims for compensations will be awarded.
 13. The ticket is invalid if:
 - it is damaged to such an extent that the data necessary for inspecting the correctness of its use are non-legible;
 - the data on the ticket do not correspond to the reality or were changed without authorization.
 14. No substitute is issued or a refund made for destroyed, lost, or stolen tickets. If a passenger does not present the reservation code of the ticket/their account code/Credit Ticket code, he/she is obliged to buy a new ticket. The sum paid for the new ticket is non-refundable.

Types of Tickets

The carrier sells the following types of tickets for domestic transport:

1. Fixed Date Ticket.
 2. It is issued for a specific date, time and route.
 3. It is possible to cancel the Fixed Date Ticket in person at any point of sale. The cancellation of the ticket may also be carried out at www.regiojet.cz and the credit balance may be dealt with in accordance with Clause IV Section 12.
 4. Fixed Date Ticket may be cancelled 30 minutes prior to the scheduled departure of the train at the latest, in accordance with the terms and conditions and for the cancellation fee given on the ticket.
- Open Ticket (hereinafter referred to as OT)
1. It is a ticket bought without a reservation.
 2. The ticket must be booked for a specific date, time and route. The reservation can be made if a ticket's value is equal or higher than a transport fare for the specific train. If the OT's credit is lower than the reservation, the passenger must deposit cash to the OT (sales points, www.regiojet.cz) and make their reservation for a specific date, time and route.
 3. The booking and the cancellation of the booking of an OT can be made either via the Internet at www.regiojet.cz or by sending SMS (in a prescribed form) to +420 736 333 999. The reservations and cancellations made via the Internet or SMS are free of charge.
 4. An OT reservation may be made 5 minutes prior to the scheduled departure of the service at the latest.
 5. The return of the ticket (cancellation), change of booking or its cancellation on the OT can be made free of charge online at www.regiojet.cz or by sending SMS no later than 15 minutes prior to the departure of the service from the departure station according to a timetable.
 6. The conditions of specific tickets are given on the ticket itself and are binding for it.

7. The cancellation (or return) of an OT without a reservation is possible at any carrier's point of sale free of charge at any time.

8. The decisive time for setting the time limits for the conditions of cancellations is the technological time of RegioJet booking system.

Credit Ticket (hereinafter referred to as CT), including tickets in special offers

1. It is a ticket issued for a specific name, to be used repeatedly.

2. To acquire a CT, the passenger must register at www.regiojet.cz. Passengers may collect the ticket at labelled points of sale upon proving their identity.

3. The CT is transferable, the number of bookings is only limited by the amount of credit. Tickets may be booked in any tariff via the website.

4. CT reservations cannot be made or cancelled at points of sale.

5. The booking and the cancellation of the booking of can be made either via the Internet at www.regiojet.cz or by sending SMS (in a prescribed form) to +420 736 333 999. The reservations and cancellations made via the Internet or SMS are free of charge.

6. Deposit to a CT may be made in cash at any RegioJet/STUDENT AGENCY point of sale or by a payment card payment, PaySec, Supercash, or a bank transfer onto our account at www.regiojet.cz.

The minimum amount of deposit at points of sale is CZK 300 / EUR 10. The maximum amount of deposit at points of sale is CZK 5,000 / EUR 200. Amounts outside these ranges can be deposited on-line as described (payment card, PayU, PaySec, etc.) at www.regiojet.cz.

7. Withdrawal of money from the CT is possible at any RegioJet/STUDENT AGENCY point of sale upon proving one's identity even when the client does not want to cancel the CT.

8. CT reservations may be made 5 minutes prior to the departure of the service from the departure station at the latest.

9. The CT booking can be cancelled/changed free of charge 15 minutes prior to the departure of the service from the departure station at the latest.

10. The conditions of specific tickets are given on the ticket itself and are binding for it.

11. Loss of CT: CT may be blocked upon the passenger's identification over phone on +841 101 101 or in person at any RegioJet /STUDENT AGENCY point of sale. CT may be reissued with a new CT code at points of sale upon proving one's identity.

12. The cancellation (termination) of the Credit Ticket/account by its owner is possible in writing to the registered office of the company or by e-mail at info@regiojet.cz. The Credit Ticket/account can be cancelled when it does not contain any unused bookings or a credit balance. The credit balance can be withdrawn in accordance with Clause IV. Section 12.

13. The decisive time for setting the time limits for the conditions of cancellations is the technological time of RegioJet booking system.

Clause VII, Transport of Children and Persons with Limited Movement Abilities

1. Children under 6 years of age can only be transported when accompanied by a person older than 10 years of age. Only one child under 6 years of age accompanied by a person older than 10 years of age is transported free of charge, other children under 6 years of age pay the fare with a discount for children under 15 years of age. If a child under 6 with an accompanying person boards the train without a ticket, they will be sold a ticket with a discount for children under 15 years of age.

4. The requirement for the transport of a passenger on a wheelchair has to be announced in advance by: ordering such a transport while ordering the ticket on-line at www.regiojet.cz (booking form), at any RegioJet/STUDENT AGENCY point of sale, or over a phone on +841 101 101 with a limit of: 24 hours prior to the departure from the following stations: Praha hl.n. Pardubice, Česká Třebová, Zábřeh, Ostrava Svinov, Ostrava Stodolní, Olomouc, Česká Těšín, Třinec, Třinec centrum, Bystřice, Návsí, Poprad, and 48 hours prior to the departure from the following stations: Hranice na Moravě, Ostrava hl.n., Havířov, Čadca, Žilina. At the stations with an option to order the RegioJet mobile ramp (order at least 24 hours prior the departure), the passenger reports to the board crew of the carriage into which he/she has a ticket upon the train's arrival. The board crew is informed about the transport in advance and will provide assistance in the passenger's getting on and off. At the stations where RegioJet uses an external ramp (order at least 48 hours prior the departure), the client must arrive at

least 15 minutes prior to the departure at an information desk of the Czech Railways or at an information centre of the Czech Railways at the departure station.

5. On the trains of the carrier it is only possible to travel with wheelchairs equipped with a handbrake to ensure the wheelchair is secured properly throughout the transport. Passengers with wheelchairs the width of which exceeds 60 cm and which cannot be folded can only be transported in carriages designated for such transport. These carriages are labelled with a pictographic sign.

Clause VIII, Transport of Luggage and Animals

1. Passengers may take luggage with them for transport which, as far as its dimensions, length, or weight are concerned, can be easily loaded and placed in the carriage or in the luggage compartment, provided the luggage does not jeopardize the safety of transport, does not bother other passengers, and does not include items excluded from transport.

2. A piece of luggage which cannot be placed under or above the seat of the passenger can be placed in the carriage in a way it would not get in the way of other passengers upon the cabin crew's instructions. If the luggage cannot be placed in the carriage in this way, the carrier is entitled to refuse its transport.

3. Dangerous objects may not be transported as luggage.

4. Prams are transported free of charge, folded above or under the seat of the passenger. If the pram cannot be placed in this way, it is transported in the space between the carriage door and passengers' section of the carriage, according to the instructions of the crew. If the capacity of this space is full, the carrier can refuse to transport the pram and the passenger is entitled to a refund of 100 % of the fare. The carrier assumes no responsibility for the prams placed in any other part of the carriage.

5. Bicycles cannot be transported on RegioJet trains with the exception of bicycles which serve as a mobility aid for selected groups of passengers.

6. Passengers may take small domestic and other animals, if it is not against special rules and regulations, if other passengers are not bothered by the transport and if the animals are placed safely in cages, baskets or other suitable boxes with waterproof bottoms throughout the journey. Animals can only be transported when accompanied and minded by a passenger.

7. Transport of animals in sleeper carriages with beds and couchettes is prohibited, with the exception of guide and assistance dogs

8. Guide and assistance dogs can be transported on the train (duly labelled and with a card) accompanying a person with a ZTP/ZTP/P card or a guide/assistance dog trainer. These dogs are transported free of charge.

Clause IX, Sleeper Carriages with Beds and Couchettes

1. Sleeper carriage with beds or couchettes is indicated in the booking system with a sleeper carriage symbol. Tickets for sleeper carriages with beds or couchettes can be booked or purchased in the same way as any other tickets.

2. The sale of sleeper carriages with beds and couchettes is usually terminated before the train departs. Tickets can also be purchased on the train.

3. The sections of sleeper carriages with beds and couchettes are common for both men and women. If the traffic permits, the booking system can generate a compartment only for women. The women compartment is then labeled with a pictographic sign. The compartment is reserved only for women or women traveling with a child under 12 years of age. If a man purchases a ticket to this compartment, he is offset to a different seat on the train. If there is no vacancy, we will return the fare.

4. Passengers who want to use exclusively the common compartment must occupy all seats; otherwise they are obliged to pay for the vacant seats.

5. The places to sleep in couchette carriages are usually made at 10 pm or else, if other passengers agree.

6. The passenger is obliged to respect a night peace from 10 pm to 6 am.

Clause X, Fare Compensation

1. Compensation in the event of a delay

1.1. In the event of a technical defect on a RegioJet train unit which causes the delay of the train, or in the event of a delay due to operational reason from the part of RegioJet, the passenger is entitled to compensation as follows:

- if the delay is of 31 to 60 minutes – 10 % of the paid price of the ticket;
- if the delay is of 61-119 minutes – 50 % of the paid price of the ticket;
- the delay is over 120 minutes – 100 % of the paid price of the ticket.

1.2. No claim or entitlement to compensation will arise when:

- the delay originated in a performance of carriage which does not form a part of the contract of carriage concluded with the company of RegioJet, or the delay was caused by the passengers themselves, or by other circumstances outside rail transport for which RegioJet is not responsible or which RegioJet could not prevent;
- the delay was caused by a third party (e.g. suicides, accidents, strikes), by Force Majeure (e.g. unfavourable weather conditions, floods, flooding, fires, gales, etc..) or due to construction works on the railway transport infrastructure announced in advance.

2. Compensation for heating/air-conditioning out of order

2.1. If the heating/air-conditioning is not working, the passenger is entitled to compensation, if it is not possible to transfer the passenger to a different carriage with a functional heating/air-conditioning and the passenger is forced to travel in a carriage where heating/air-conditioning is not working.

2.2. Standard Tariff: compensation amounting to 50 % of the paid price of the ticket.

2.3. Relax and Business Tariffs: compensation amounting to 100 % of the paid price of the ticket.

3. Compensation for failing to maintain the composition of the train

3.1. If the carriage for which the passenger purchased a ticket does not form a part of the train and the passenger cannot be moved to a different carriage, the passenger will be transported free of charge (they will be refunded the price of the ticket in full) as a standing passenger on the particular train or by the following train, into which his reservation is going to be transferred if seats are available.

4. Compensation for the change of the carriage

4.1. If a passenger purchased a ticket in the Business tariff and will have to move to a seat in the Relax tariff, the passenger is entitled to the difference between the prices in Business and Relax tariffs. In the event the passenger will have to move to a seat in the Standard tariff, he/she is entitled to a compensation amounting to 100 % of the paid price of the ticket.

4.2. In the event a passenger purchased a ticket in the Relax tariff and will have to move to a seat in the Standard tariff, he/she is entitled to a compensation amounting to 100 % of the paid price of the ticket.

4.3. In the event the carriage is changed and the tariff remains the same, the passenger is not entitled to any compensation.

5. Compensation for sleeper carriages with beds and couchettes

5.1. If a passenger purchased a ticket in a sleeper carriage with beds and will have to move to a sleeper carriage with couchettes, the passenger is entitled to a compensation amounting to 50 % of the paid price of the ticket.

5.2. If a passenger purchased a ticket in a sleeper carriage with beds or couchettes and will have to move to a seat, the passenger is entitled to a compensation amounting to 100 % of the paid price of the ticket.

6. Compensation in an international transport

6.1. If it is reasonable to expect that the delay in arrival at the final destination under the transport contract will be more than 60 minutes, the passenger shall immediately choose between

a) a reimbursement of the full ticket price under conditions under which it was purchased, for the unrealized part or parts of their journey and for realized part or parts of their journey, if the journey lost its meaning in relation to the passenger's original travel plan, along with a possible return service to the nearest departure station at the earliest opportunity;

b) a continuation or re-routing to the final destination at the earliest opportunity under the comparable transport conditions; or

c) a continuation or re-routing to the final destination later as the passenger wishes and under comparable transport conditions.

6.2. Minimum compensation in the event of a delay is:

- a) 25 % of the price of the transport document in the event of a delay of 61 to 119 minutes;
- b) 50 % of the price of the transport document in the event of a delay of more than 120 minutes.

6.3. The passenger is not entitled to compensation, if he/she is informed of a delay before the purchase of a ticket, or if the delay remains under 60 minutes due to a continuation in a different train or rerouting.

7. Procedure of processing the compensation

7.1. Credit and Open Tickets: the amount of the compensation is credited automatically to the Credit/Open Ticket account of the holder within 5 working days.

7.2. Fixed Date Tickets: the amount of the compensation is assigned to the passenger's ticket account within 5 working days.

7.3. The awarded compensation must be claimed within 12 months of the day it was awarded and must be collected in cash at any RegioJet/STUDENT AGENCY branch.

Clause XI, Lost-and-found

1. If a passenger loses or leaves behind an item on a RJ train, he/she may ask to have the train manager of the connection where the loss occurred to be traced at a branch of a RJ railway station or he/she can contact the lost property department: ztraty.vlak@regiojet.cz, tel: +420 841 101 101 non-stop, which keeps a record of all items found and where they can be collected by the passenger. A search for the lost item will be immediately announced.

2. If the lost item is found, it is handed over to the passenger after he/she identifies him/herself and describes the critical features of the lost property or its contents, or it is handed over to a person authorized by the passenger after he/she is given authority to collect the item and describes the critical features of the lost property, the time and place where it was lost and the circumstances under which it was lost.

3. The passenger or authorized person must confirm the collection of the lost item with his/her signature on the relevant form.

4. Lost items that are not collected by the passenger will be handed over to the locally competent municipal office, local authority or city hall in accordance with the relevant provisions of the Civil Code (§ 1051 et seq.).

Clause XII, Fees and Surcharges

1. If a passenger violates the ban on smoking in the RegioJet trains, the passenger will be imposed with a fine amounting to CZK 1,000.

2. For causing a delay of a train above 1 minute, the passenger will be imposed with a fine amounting to CZK 1,000 for every consequent minute.

3. For dirtying or damaging the train, the passenger will be imposed with a fine amounting to CZK 1,000.

Clause XIII, Complaints related to Passenger Transport

1. Complaints related to the carriage of passengers and luggage are filed:

- in writing to the address of the registered office of the carrier: RegioJet, a.s., nám. Svobody 17, 602 00 Brno;

- over phone on: +420 539 000 146;

- by fax on: +420 539 000 910 - or by e-mail: info@regiojet.cz.

2. The complaint can be filed within 1 year after completing the journey, using the contact details given in Section 1 of Clause XII.

3. All telephone conversations are monitored for the purposes of improving the quality of our services.

These CCC come into effect on 21 February 2017 and remain in effect until new CCC are issued and published.