

Conditions of carriage and other business terms and conditions
valid for the bus services of STUDENT AGENCY k.s., which operates bus services under the brand name RegioJet.

STUDENT AGENCY k.s., nám. Svobody 17, 602 00 Brno, company identification number (IČO): 25317075 issues these Contractual Transport Terms and Conditions for regular bus lines operated by the carrier STUDENT AGENCY k.s., which operates under the brand name RegioJet, in accordance with the Decree of the Ministry of Transport of the Czech Republic No. 175/2000 Coll. on transport regulations for public railway and road passenger transport. These conditions are effective from 23 februar 2021 and they are available at all points of sale and on all vehicles belonging to these lines.

All the relationships resulting from the Contractual Transport Terms and Conditions are governed by the law of the Czech Republic, according to Regulation 593/2008 (Article 5, paragraph 2) – Rome I.

Bodies responsible for out-of-court consumer dispute settlements are a) the Ministry of Transport <http://www.mdcr.cz/cs/> - in international passenger bus transport services by road; b) Transport Authorities (Dopravní úřady) – in their administrative districts in all matters which are not within the responsibility of the Ministry of Transport. The centre for resolving consumer disputes according to the Consumer Protection Act is “Česká obchodní inspekce (Czech Trade Inspection Authority), Oddělení mimosoudního řešení spotřebitelských sporů (Alternative Dispute Resolution Department - ADR), Štěpánská 15, 120 00 Praha 2.“ You can find our Privacy Policy at www.regiojet.cz/privacy-policy.html. The passenger acknowledges and agrees with the fact that all phone conversations between the passenger and the company of RegioJet / STUDENT AGENCY are monitored.

1 Conclusion and fulfilment of transport contract on passenger transport

In accordance with section §3 of the above mentioned decree, the transport contract is concluded when the passenger claims their right of transport resulting from the transport document by boarding the carrier's vehicle. The transport contract between the passenger and the carrier also abides by these Contractual Transport Terms and Conditions as well as the corresponding tariff. The list of the carrier's tariffs valid for individual bus services is specified in the carrier's price list.

1.1 Carrier's rights and obligations

1.1.1. By concluding the transport contract 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.

1.1.2. The passenger acknowledges that the provision of the advertised extra services, especially hot drinks, movie projection, daily press, steward(ess) on board, wi-fi Internet connection, and toilet on board is entirely up to the carrier, and the passenger is in no way entitled to the provision of these services by entering into the contract. When there is not enough time for attending to the services, they are not offered.

1.1.3. The carrier reserves the right, in accordance with the applicable legal regulations, for changes in timetables, use of substitute buses, and changes of seats. If the timetable is changed, the passenger is entitled to the compensation of the fare or its part (in the case of a partly used tickets), when it is not possible to use the ticket completely.

When substitute buses are used, the advertised extra services cannot be guaranteed.

Substitute buses do not have to be equipped with safety belts. If the passengers refuse to travel for this reason, they are entitled to a full refund of fare.

1.1.4. On extra buses or economy buses, the advertised extra services are not provided.

1.1.5. Vehicles mostly belonging to other carriers serve as “extra” and “economy” buses, and full service is not provided on them. Economy buses are also buses of the carrier without a steward(ess) on board, and therefore full service is not provided.

1.1.6. Fare compensation

- the carrier guarantees the passengers timely arrival to their destination station according to the official timetable. If the passengers are not transported in time, they are entitled to compensation, depending on the length of the route according to the official timetable, and on the length and type of delay. The services/routes are divided into groups and compensated as follows:

- Group A: the length of the route according to the official timetable is up to 1 hour 30 minutes incl.

Type of Delay	Caused by the Carrier		Not Caused by the Carrier	
Length of Delay (in minutes)	31-60	61 and more	31-90	91 and more
Amount of Compensation (in %)	50	100	25	100

- Group B: the length of the route according to the official timetable is from 1 hour 31 minutes to 3 hours

Type of Delay	Caused by the Carrier		Not Caused by the Carrier	
Length of Delay (in minutes)	46-90	91 and more	61-120	121 and more
Amount of Compensation (in %)	50	100	25	100

- Group C: the length of the route according to the official timetable is from 3 hours 1 minute to 5 hours

Type of Delay	Caused by the Carrier		Not Caused by the Carrier	
Length of Delay (in minutes)	61-120	121 and more	91-180	181 and more
Amount of Compensation (in %)	50	100	25	100

- Group D: the length of the route according to the official timetable is from 5 hours 1 minute

Type of Delay	Caused by the Carrier		Not Caused by the Carrier	
Length of Delay (in minutes)	121-180	181 and more	121-240	241 and more
Amount of Compensation (in %)	50	100	25	100

- an unavoidable delay is a delay which was not caused by the carrier (e.g.: a car accident, impassable highway, disaster, or any other contingencies caused by force majeure, except for international bus routes, delays and delays caused by passport, medical or other control.)

- Passenger is obliged to have a negative test for Covid-19 before departure and follow obligations according to the regulations of transit and destination states related with the Covid-19 epidemic. The carrier will not refund the ticket when passenger does not follow the conditions of the transit and destination states or the police and other responsible authorities will not allow passenger to continue the journey.

- an avoidable delay is a delay caused by the carrier (e.g. technical faults)

- in the event of a combination of an avoidable delay caused by the carrier and of an unavoidable delay, the passenger is entitled to compensation, the type of which is based on which of the delays was longer. The compensations cannot be added up or combined. The maximum amount of the compensation is 100 % of the fare.

- the guarantee of the timely arrival does not apply to services/buses/routes operated by a different carrier (e.g. Deutsche Bahn, SAD Prešov, Sanytour, West Bahn etc.) and to connecting buses of other carriers. The guarantee of the timely arrival does not apply on interrail/eurail tickets.

- regardless of the reasons which caused the delay and the provisions hereinabove, the compensations do not apply to delays announced prior to the departures from the stations and stops (announced at the station through the owner of the stop, announced by a RegioJet / STUDENT AGENCY employee, or announced via a text message, e-mail or by phone)

1.1.7. Departure Guarantee

- a supplementary service offered by the carrier with the ticket for a fee of 100 CZK /4 € per person, to be purchased online and at the RegioJet / STUDENT AGENCY points of sale. The service cannot be cancelled after purchase.

- this service can only be purchased for selected airport destinations served by the carrier as offered in the reservation system, more than 24 hours prior to the departure of the service at the latest

- if the passenger misses his/her connecting flight due to the delayed flight bus/train of the carrier, the carrier shall guarantee the payment of the cost of the passenger's unused ticket, under the condition that the minimum time period between the scheduled arrival of the carrier's bus/train to the destination and the time of the departure of the aircraft has been complied with:

- flights to the Schengen area countries - the required minimum time period of 2.5 hours

- flights outside the Schengen area - the required minimum time period of 3.5 hours

- if all the conditions for claiming compensation under the purchased supplementary service are met, the passenger is obliged to send the carrier a confirmation of the missed departure from the airline within 30 days:

- in writing to RegioJet / STUDENT AGENCY, Customer Service, Dům pánů z Lipé - nám. Svobody 17, 602 00 Brno.

The confirmation must be officially stamped by the airline.

- in the electronic form at the e-mail address reditel@regiojet.cz. The confirmation must be signed by the airline.

1.1.8. When making a ticket reservation, the carrier pledges to satisfy the passenger's demands for specific available seats.

1.1.9 In the event of any payment by the passenger on board of the bus, the carrier is obliged to accept the quintuple of the price of the goods/service at the most, up to the maximum amount of 5,000 CZK/190 € or its equivalent in other currencies.

1.1.10 In order to improve services and improve the safety of the services provided by the carrier, the vehicles of the carrier are equipped with a camera system monitoring the interior and partly the exterior of the vehicle including the passengers. By purchasing the ticket the passengers acknowledge this fact and give consent to this monitoring.

1.2 Passenger's rights and obligation

1.2.1. By concluding the transport contract the passenger pledges to abide by the transport rules and these Contractual Transport Terms and Conditions and to pay the price of the transport (hereinafter referred to as fare) according to the respective tariff.

1.2.2. The passengers are obliged to present a valid transport document for the purposes of checking the conclusion of this contract, throughout the course of the fulfilment of the transport contract. The data on the transport document must correspond with the data in the passenger's travel document. In the event the passenger does not have a valid transport document, the carrier is obliged not to accept him/her for transport and the passenger is in no way entitled to a refund of the fare. Each passenger is personally responsible for abiding by the passport and customs rules and regulations of the countries into which or through which they are travelling, and is obliged to abide by the customs or other administrative rules and regulations related to their luggage. If the passenger is not allowed to continue in their journey by the police authorities or customs authorities, the passenger is not entitled to any refund of the fare, neither in full or in part, nor are they entitled to any other compensation or indemnification. The passenger is obliged to pay the carrier the expenses incurred to the carrier as a result of the passenger not complying with the regulations.

1.2.3. By purchasing the ticket/deposit on account/deposit to RegioJet Pay ticket the customer agrees with the Contractual Transport Terms and Conditions and gives the carrier consent to personal data processing.

1.2.4. The passengers are obliged to check whether the ticket was issued according to their order immediately upon obtaining the ticket. If the ticket does not correspond to the data required, they are entitled to refuse the ticket. If the passengers notify 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.

1.2.5. If the passenger does not come in time for the departure or misses the departure, they are not entitled to any compensation or refund of the fare. For tickets composed of several sections boarding the bus means boarding the first bus on their entire route. If the passenger does not use any of the sections/legs of the combined route, they forfeit their right to be transported by any of the following buses on their ticket as well as their right to any refund of the

unused fare.

1.2.6. No fare is refunded for unused or partly used ticket.

1.2.7. The passenger is entitled to the refund of the fare if the service they planned to use for transport, is more than thirty (30) minutes late from the passenger's station of departure and the passenger with a valid ticket gave up the journey for this reason.

1.2.8. The passenger is entitled to a fare refund when the transport is not carried out for reasons on the part of the carrier.

1.2.9. 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:

- transport by the nearest suitable bus of the same carrier to the place of destination,
- fare refund for the part of journey that was not carried out,
- transport by the nearest suitable bus of the same carrier to the departure station and fare refund.

1.2.10. The passenger is not entitled to compensation if he/she was not transported on time.

1.2.11. The passenger must receive the possible awarded compensation within 6 months from the day it was awarded.

1.2.12. The credit balance on the account/RegioJet Pay ticket caused by cancellations of tickets/award of compensation/ deposit may be withdrawn in cash in STUDENT AGENCY k.s. or RegioJet a.s. points of sale or used for the payment of further tickets. Account balances resulting from compensation having been credited to the accounts and exceeding the amount of 500 CZK/20 EUR can only be paid out after a valid ID has been presented. This also applies to payments of balances from several accounts, moreover, the original of the ticket is required for payments related to Fixed Date Tickets; with Open and Electronic tickets, it needs to be verified that the email addresses provided for the accounts are identical. The balance on the no-name ticket (unidentified) may be withdrawn up to the amount of 1000 CZK/40 €. When withdrawing an amount larger than 1000 CZK /40 € the ticket must be with a name (identifiable), and an ID must be presented. The ID must be presented whenever the ticket is identifiable. The balances cannot be sent to bank accounts and they must be used solely for the purpose of purchase of tickets. The credit balance created by an online deposit (payment card, PayU, etc.) at www.regiojet.cz cannot be paid to passengers in cash, it will be returned in the same way. Increasing the balance on the account or RegioJet Pay ticket is only possible in the currency in which this ticket/account was set up. The maximum amount of a deposit at points of sale is 5000 CZK/ 200 €. Amounts outside this range may be deposited online (using a payment card, PayU, etc.) at www.regiojet.cz.

1.2.13. Passengers may be excluded from transport if they come to the bus under the influence of alcohol, narcotic or other psychotropic substances; and/or if they, in spite of being warned:

- smokes, drinks excessive amounts of alcohol or uses narcotics or other psychotropic substances on the bus,
- behaves noisily, plays noisy music, uses audiovisual technology noisily or bothers other passengers by other inappropriate behaviour, smell, etc.,
- dirties other passengers or the vehicle as well as premises and equipment for passengers with his/her clothes or conduct,
- damages the vehicle and/or the premises and equipment for passengers,
- does not comply with the transport rules, these Contractual Transport Terms and Conditions or the instructions or orders of a person authorized by the carrier.

1.2.14. The passenger who was excluded from transport is not entitled to any fare refund or price of seat reservation ticket refund.

1.2.15. If the passenger interrupts the journey, the ticket validity expires.

1.2.16. In the event of any payment by the passenger, the passenger should have the appropriate amount ready in cash with regards to the price of the goods or services; otherwise, it is possible that we will not be able to accept payments with banknotes of higher nominal value due to insufficient amount of change.

1.2.17. The passenger can use their active credit on the account with STUDENT AGENCY k.s. to pay for tickets with the following carriers available through the booking system: Student agency k.s., RegioJet a.s., ARRIVA Michalovce, a.s., BUS KARPATY spol. s r.o., SAD Prešov, a. s., SAD Humenné, a.s., VYDOS BUS a.s., Deutsche Bahn, CC 1080, MT – LINES, a. s., eurobus,a.s.,Dopravní podnik hl. m. Prahy, a.s., ORBIX, s.r.o., Sanytour s.r.o., WESTbahn Management GmbH.

1.2.18. Gift certificates issued by STUDENT AGENCY k.s. can be used to pay for the services of STUDENT AGENCY k.s., or any part thereof. The value of the certificate is added to the credit and used in accordance with the provisions of clause 1.2.17. Certificates cannot be redeemed for cash; not even in the event of cancellation. They can be used at the points of sale of STUDENT AGENCY k.s. and Regiojet a.s. No compensation shall be granted for lost or stolen certificates. The expiration date is printed on the certificate.

1.2.19. The passenger acknowledges the fact that the reimbursement via transfer to bank account is only offered to account holders in the Czech Republic, Slovakia, Austria and Germany.

1.2.20. Passengers are obliged to wear a mouth and nose protection for the entire duration of the contract of carriage. Mouth and nose protection / a face mask may be taken off for the time necessary in case of food and beverage consumption. This mandatory are obliged on the territory where government or public health authority orders to wear a mouth and nose protection in public transportation. The mouth and nose protection is not required on the passengers, to which it applies some of the declared exception.

1.2.21. National authorities have taken precautionary measures relating the spread of COVID-19. Based on these measures, the carrier STUDENT AGENCY makes the following changes: Mandatory wearing of mouth and nose protection when traveling by public transport: passengers are obliged to wear FFP2 or KN95 standard face masks, or 2 medical (surgical) masks (further as respiratory protection) together for the entire duration of the contract of carriage. A respiratory protection maybe taken off for the time necessary in case of food and beverage consumption. A respiratory protection is not required on the passengers, to which it applies some of declared exception. Passengers are required to comply with all government regulations associated with the COVID-19 epidemic.

2 Transport document and its particulars

2.1 General provisions:

- 2.1.1. The passenger is obliged to present a valid transport document (hereinafter referred to as ticket) in the course of the fulfilment of the transport contract for the purposes of the control of a proper conclusion of this contract. In the event of the absence of the ticket, the passenger may board the service after stating the reservation code of the ticket which has been booked for this particular line. If the passengers cannot supply these data, they must purchase a new ticket in the Flexi tariff (international services) or a fixed date ticket (domestic lines CZ). The amount paid for the new ticket is non-refundable.
- 2.1.2. Inspection of the travel documents and reservation codes on the vehicles of the carrier is performed by persons duly authorised by the carrier, equipped with the Inspector ID. The Inspector ID includes: inspector's photo, ID number, stamp and the signature of the organization which issued the ID. If the passenger is not able to present a valid ticket, he/she is obliged to pay the fare together with the surcharge in the amount of 500 CZK/20 €. The authorised persons have the right to check if the passenger complies with the Contractual Transport Terms and Conditions and their activities are governed by the Act No. 111/1994 Coll on Road Transport, Section 18a.
- 2.1.3. The passenger is obliged to pay the price of transport (hereinafter "fare") according to the tariff valid for them (see point 2.1.6) on the day of transport. The fare includes only the transport itself. The carrier provides other optional services (see 1.1.2) free of charge.
- 2.1.4. All carrier's lines compulsorily require seat reservations.
- 2.1.5. The ticket with a reservation constitutes also a seat reservation.
- 2.1.6. All passengers, who require a discount provided on the service, are obliged to prove their right to the claimed discount when boarding the bus in the following ways:
- children aged 15-17 incl. present any document showing their date of birth
 - children aged 0-5 incl. travels free of charge accompanied by a person older than 10 years of age present any document showing their date of birth
 - students present a valid ISIC international student card /ISIC with the function of a payment card/ ALIVE, EYCA card (EURO 26 card, EURO 26 Student) or czech pupil card, issued by one of the carriers,
 - The validity of the ISIC student card is shown on the front side of the card or it may be extended by a so-called revalidation stamp (in the form of a holographic sticker), which always indicates until when the card is valid. The requirements of pupil's cards and ISIC cards are governed by the Methodological Guideline for the Provision of Discounted Fares for Children, Youth, Students and Seniors.
 - seniors over 65 years present an ID with their photograph and their date of birth
 - disabled people present a valid ZTP or ZTP/P card, the guide of person with ZTP/P card presents the card of the person he/she is accompanying and is entitled to free transport on domestic lines (CZ),
 - passengers transported free of charge present a valid applicable card with a photograph which gives them licence to free transport.
- 2.1.7. The pupil card is only valid on the route specified in it.
- 2.1.8. If the passengers cannot prove their right to discount when boarding the bus, they are obliged to pay the difference in prices. On domestic services (CZ), the passenger must pay the price difference and a 10 CZK/0.5 € handling charge. The copies of cards are not accepted.
- 2.1.9. When manipulating with the ticket/reservation, the nine/ten digit code of the ticket/account/RegioJet Pay ticket s required.
- 2.1.10. The conditions of a specific ticket are always specified on the ticket and are binding for the ticket.
- 2.1.11. 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.
- 2.1.12. If invalid, false or non-existent data are entered when booking the ticket online, the carrier has the right to cancel the reservation before the end of its validity. In such cases no claims for compensations will be awarded or money refunded.
- 2.1.13. When purchasing the ticket on the bus, it is only possible to purchase a basic single ticket for the route covered by the particular service. This means that, as far as international tickets are concerned, it is not possible to purchase a ticket with a connecting service/transfer on the bus.
- 2.1.14. In the event of a non-cash payment of the fare, the fare is considered paid in the moment the amount is credited to the carrier's bank account. If the fare purchased by means of a non-cash payment has not been paid for before the passenger boards the bus, the passenger is obliged to pay the fare to the steward(ess) or the driver and the ask the carrier for a refund of the amount paid non-cash
- 2.1.15. The carrier allows the clients to make reservation in the official mobile application called Jízdenky RegioJet (Tickets RegioJet) issued by the STUDENT AGENCY k.s. company. The carrier does not guarantee the functionality of the application for the management of reservations in mobile phones when the application is not used in the latest version.
- 2.1.16. The ticket is invalid if:
- it is damaged to such an extent that the data necessary for inspecting the correctness of its use are not legible,
 - the data on the ticket do not correspond to the reality or were changed without authorization,
 - it was issued for a certain person and is used by a different person on an international line,
- 2.1.17. No substitute is issued or a refund made for destroyed, lost or stolen international tickets. If the passenger does not know the reservation code of this ticket, he/she is obliged to buy a new ticket. The sum paid for the new ticket is non-refundable
- 2.1.18. A ticket booked and paid online at a contractor outside the reservation system of the carrier on the web regiojet.cz/com/at/de may only be cancelled by the contractor. All transactions for tickets reserved and paid outside the carrier's reservation system must be settled exclusively with the contractor.

2.2 Types of tickets

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

2.2.1. Standard Flexi basic ticket

2.2.1.1. Flexi ticket general terms and conditions

- 2.2.1.1.1. The booking, change or cancellation of booking can be made at the website www.regiojet.cz via a mobile application, by phone on +420 222 222 221 in person at RegioJet / STUDENT AGENCY points of sale, or directly with our staff when boarding the bus, if not stated otherwise below.
- 2.2.1.1.2. Only the route printed on the ticket may be booked, or it may be possible to shorten the route within the same tariff zone or transfer.
- 2.2.1.1.3. In the event of a tariff change or a departure/arrival destination change, it is necessary to pay the amount remaining to cover the full price of the ticket
- 2.2.1.1.4. On selected international routes, the Special tariff may be purchased, governed by special conditions.
- 2.2.1.1.5. A handling fee will be charged by the stewardess upon the departure of a newly booked bus or by the seller if the change is made in person, or by the seller when cancelling the ticket. If the passenger refuses to pay the handling fees when boarding the bus, they can be excluded from transport due to this fact.
- 2.2.1.1.6. Extra bus surcharge: Passengers booking their tickets for an extra bus may be charged a surcharge. This surcharge may be paid to the seller or when boarding the bus. If the passenger refuses to pay the handling fees when boarding the bus, they can be excluded from transport due to this fact.
- 2.2.1.1.7. All handling fees and surcharges are non-refundable.
- 2.2.1.1.8. Issued Flexi ticket may be cancelled at the company which issued the ticket, or at the carrier, and there is a cancellation fee charged.
- 2.2.1.1.9. Tickets obtained free of charge with a package tour bought at STUDENT AGENCY k.s. may be changed from the part of the customer 2 hours prior to the scheduled departure of the service from the stop free of charge. The client has the right for a reservation on the nearest bus of the carrier on the specific line – depending on the availability of seats.
- 2.2.1.1.10. The price of a ticket purchased on the bus is the same as the price of a FLEXI ticket. If a passenger uses a discounted fare, the ticket price is rounded to the whole number in the given currency.

2.2.1.2. The terms and conditions on the lines to/from England, Belgium, Luxembourg, Switzerland, France, Netherlands, Italy, Croatia, Romania, Denmark, Hungary (only applies to the city of Szeged)

- 2.2.1.2.1. The ticket is issued for a specific name. The name can only be changed
 - by cancellations
 - on boarding the bus for the fee of 500 CZK/20€/18 GBP/28CHF/5500HUF
- 2.2.1.2.2. Change in the booking (time/date) is not possible.
- 2.2.1.2.3. The ticket may be cancelled 6 hours prior to boarding the bus, a cancellation fee amounting to 10% of the price of the unused ticket will be charged.

2.2.1.3. The terms and conditions of tickets to/from Germany (except the cities of Berlin and Dresden) and of international carriage abroad (carriage between the second and third countries with the exception of tickets from the Czech Republic/Slovak Republic/ Hungary abroad and/or back)

- 2.2.1.3.1. The name of the passenger on the ticket is required. The name can only be changed
 - by cancellations
 - on boarding the bus for the fee of 500 CZK/20€/18 GBP/28CHF/5500HUF
- 2.2.1.3.2. Change in the booking (time/date) is not possible.
- 2.2.1.3.3. For tickets purchased at a point of sale (made by user admin) is possible to cancel the booking 1 hour before the departure at the latest, and a cancellation fee in the amount of 10% of the fare will be charged,
- 2.2.1.3.4. For tickets bought online at www.regiojet.cz (made by the user online, mobile web or application) is possible to cancel the booking 1 hour before the departure at the latest, and a cancellation fee in the amount of 10% of the fare will be charged,

2.2.1.4. The terms and conditions of tickets to/from Hungary (except the city of Szeged), Austria, Poland, and Germany (only applies to the cities of Berlin and Dresden)

- 2.2.1.4.1. The name of the passenger on the ticket is not required, the ticket is transferable.
- 2.2.1.4.2. Change in the booking (time/date) is not possible.
- 2.2.1.4.3. For tickets purchased at a point of sale (made by user admin):
 - the ticket may be cancelled 15 minutes prior to boarding the bus at the latest, a cancellation fee amounting to 10% of the price of the unused ticket will be charged.
- 2.2.1.4.4. For tickets bought online at www.regiojet.cz (made by the user online, mobile web or application):
 - the ticket may be cancelled 15 minutes prior to boarding the bus at the latest, free of charge

2.2.1.5. The terms and conditions of tickets – domestic transport in Germany and France (i.e. cabotage in Germany and France)

- 2.2.1.5.1. The name of the passenger on the ticket is not required.

- 2.2.1.5.2. Change in the booking (time/date) is not possible.
- 2.2.1.5.3. For tickets purchased at a point of sale (made by user admin):
 - the ticket may be cancelled 15 minutes prior to boarding the bus at the latest, a cancellation fee amounting to 10% of the price of the unused ticket will be charged.
- 2.2.1.5.4. For tickets bought online at www.regiojet.cz (made by the user online, mobile web or application):
 - cancelled 15 minutes prior to boarding the bus at the latest, free of charge

2.2.2. Special Tariff

2.2.2.1. Tariff conditions

- 2.2.2.1.1. Ordinarily only one way ticket is possible, except for selected destination where return ticket is available
- 2.2.2.1.2. A tariff at a reduced price valid on selected international lines; however, it is not possible to claim entitlement to the tariff
- 2.2.2.1.3. It can have several price levels
- 2.2.2.1.4. It cannot be combined with other discounts or tariffs
- 2.2.2.1.5. The obligation to provide the name of the passenger for the ticket follows the Flexi Tariff conditions with regard to the destination the passenger is purchasing
- 2.2.2.1.6. The conditions of manipulation (change of reservation, cancellations or change of the name) follow the Flexi Tariff conditions with regard to the destination the passenger is purchasing
- 2.2.2.1.7. Tickets in the Special Tariff cannot be purchased when boarding the bus

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

2.2.1. Fixed date ticket

- 2.2.1.1. It is issued for a specific date, time and route and can be used on domestic lines und Slovakia.
- 2.2.1.2. It is possible to cancel the Fixed Date Ticket in person at any point of sale of the carrier according to the terms and conditions and for a cancellation fee given on the ticket after presenting the original of the ticket. The cancellation of the ticket may also be carried out online at www.regiojet.cz or via mobile application and the credit balance will be dealt with in accordance with point 1.2.12.
- 2.2.1.3. Fixed date tickets may be cancelled 15 minutes prior to the scheduled departure of the bus at the latest.

2.2.2. Open ticket (hereinafter referred to as OT)

- 2.2.2.1. It is a ticket bought without a reservation.
- 2.2.2.2. The validity of this ticket is limited by the validity of the price list of the respective line. If there is an increase in prices, a refund of full price of the ticket will be awarded - or it will be possible to deposit the difference in prices on the ticket and subsequently book it.
- 2.2.2.3. Making and cancelling of OT reservations can be made via the Internet at www.regiojet.cz or using the official mobile application or via a text message sent to +420 606 999 039. The reservations and cancellations made in these three ways are free of charge.
- 2.2.2.4. Making and cancelling of OT reservations cannot be made at points of sale.
- 2.2.2.5. An OT reservation may be made 3 minutes prior to the scheduled departure of the service at the latest.
- 2.2.2.6. The booking on an Open Ticket can be cancelled 15 minutes prior to the scheduled departure of the service at the latest. The change of the booking is only possible on selected lines. On the lines where the booking cannot be changed, the booking must be cancelled and a new booking must be made.
- 2.2.2.7. The cancellation of an OT issued for domestic services or Slovakia and the refund of the money paid for it (booked or without a booking) is only possible at points of sale of the carrier free of charge. With a booked OT, the limit for the cancellation and refund is 15 minutes prior to the scheduled departure of the booked service at the latest.

2.2.3. RegioJet Pay ticket (hereinafter referred to as CT)

- 2.2.3.1. This is a ticket issued for a specific name, to be used repeatedly.
- 2.2.3.2. To acquire this ticket, the passenger must register at www.regiojet.cz. Passengers may collect the ticket at labelled points of sale upon proving their identity.
- 2.2.3.3. 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 or via mobile application.
- 2.2.3.4. Reservations cannot be made or cancelled at points of sale.
- 2.2.3.5. Reservations and cancellations of reservations can be made via the Internet at www.regiojet.cz via a mobile application or by sending a text message to +420 606 999 039. The reservations and cancellations made in these two ways are free of charge.
- 2.2.3.6. Deposit to the CT may be made in cash at any RegioJet / STUDENT AGENCY point of sale or by an online deposit (payment card, PayU, etc.), or bank transfer on account at www.regiojet.cz. The minimum amount of deposit at points of sale is 300 CZK/10 €, the maximum amount of balance is 5000 CZK/ 200 €. Amounts outside this range may be deposited online (using a payment card, PayU, etc.) at www.regiojet.cz.
- 2.2.3.7. Withdrawal of the whole amount of money from the CT is possible at any RegioJet or STUDENT AGENCY point of sale upon proving one's identity even when the client does not want to cancel the CT.
- 2.2.3.8. CT reservations may be made 3 minutes prior to the scheduled departure of the service at the latest.
- 2.2.3.9. The booking can be cancelled 15 minutes prior to the scheduled departure of the service at the latest. The change of the booking is only possible on selected lines. On the lines where the booking cannot be changed,

the booking must be cancelled and a new booking must be made.

- 2.2.3.10. Loss of CT: CT may be blocked upon the passenger's identification by phone on +420 222 222 221 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.
- 2.2.3.11. The cancellation (termination) of the RegioJet Pay ticket/account by its owner is possible in writing to the registered office of the company or by email to info@regiojet.cz. RegioJet Pay 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 1.2.12.

2.2.4. **Electronic ticket** (for domestic transport and Slovakia)

- 2.2.4.1. It is issued for a specific date, time, line and seat on the bus.
- 2.2.4.2. Electronic ticket (hereinafter referred to as E-ticket) may be purchased via the website www.regiojet.cz via a mobile application or by an online deposit (payment card, PayU, etc.). E-tickets may be booked and bought 3 minutes prior to the scheduled departure of the bus at the latest.
- 2.2.4.3. The booking on an Electronic Ticket can be cancelled 15 minutes prior to the scheduled departure of the service at the latest. The change of the booking is only possible on selected lines. On the lines where the booking cannot be changed, the booking must be cancelled and a new booking must be made.
- 2.2.4.4. An E-ticket, on which the reservation was cancelled, may be booked again via the Internet at www.regiojet.cz via a mobile application or by sending a text message to +420 606 999 039. Booking at points of sale is not possible.
- 2.2.4.5. E-tickets without a reservation can be booked 3 minutes prior to the scheduled departure of the service at the latest.
- 2.2.4.6. Cancellations of E-tickets with a reservation, issued for domestic lines or Slovakia, is only possible in person at any RegioJet / STUDENT AGENCY point of sale free of charge. If the E-ticket is reserved, it may be cancelled 15 minutes prior to the departure of the service at the latest. Cancellation of E-tickets can be made via the Internet at www.regiojet.cz via a mobile application or using the official mobile application or via a text message sent to +420 606 999 039. The reservations and cancellations made in these three ways are free of charge.
- 2.2.4.7. Changes in Open, RegioJet Pay ticket, Electronic, or Fixed Date ticket are possible only at a point of sale after presenting the ID of the owner of the ticket.

2.2.5. **Off-peak, Standard, Peak fares** (valid on selected domestic lines)

- 2.2.5.1. Off-peak, Standard, Peak fares are subject to the terms and conditions according to the type of the ticket according to sections 2.2.4; 2.2.5; 2.2.6; and 2.2.7.
- 2.2.5.2. Standard fare – usual fare
- 2.2.5.3. Off-peak fare – the lowest possible fare for selected services
- 2.2.5.4. Peak fare – the highest possible fare for selected services
- 2.2.5.5. When buying a ticket on the bus, the client is obliged to pay the sum amounting to the price of the Fixed Date Ticket – Peak Fare regardless of what type of service it is.

- 2.2.6. In the event of the client travels by an earlier service on domestic lines compared to the ticket they bought, and if the ticket cannot be cancelled, the client must always pay the handling fee of 10CZK / 0.5 € when boarding the bus. In the event Peak, Standard and Off-peak fares apply on the service, the client is obliged to pay the amount remaining to the price of the Fixed Date Ticket – Peak Fare and a handling fee in the amount 10 CZK / 0.5 EUR.

3 Transport of people and animals

3.1 General provisions

- 3.1.1. Passengers are required to wear a seatbelt throughout the journey, if their seat is equipped with a seatbelt. If a passenger leaves their seat at any time during the journey, they do so at their own risk, and are well aware of their obligation to have their seatbelt fastened whenever the bus is in motion.
- 3.1.2. The passengers must follow the safety instructions of the employees of the carrier while boarding the bus or getting off, and throughout the journey. Passengers are also obliged to use safety handles and other security features the bus is equipped with when boarding the bus, getting off, and when moving around the bus, so that they would minimize possible security risks.
- 3.1.3. The location of stops can change due to organizational and operational reasons. The carrier recommends that passengers check the time and place of departure before the journey.
- 3.1.4. The arrivals and departures stated in timetables and on tickets are always stated in local times.
- 3.1.5. Children under 12 incl. must not be seated on the seats behind the driver (seats No. 1, 2, 3 and 4), on the seats behind the back door and on the middle seat in the last row. When purchasing tickets, the passengers are obliged to report that the ticket is for a passenger under the age of 13.
- 3.1.6. A suitable child restraint is recommended (a child safety seat or a booster cushion) for children under 3 years of age with you. A child restraint system is not compulsory for older children, and common and compulsory bus equipment does not include such restraints. Children under 3 years of age might not be transported if they do not have a child safety seat or a booster cushion with them for transport purposes.
- 3.1.7. It is not possible to transport passengers without a seat reservation.
- 3.1.8. Each passenger is entitled only to 1 seat.
- 3.1.9. It is possible to transport guide and assistance dogs (properly labelled and with a pertinent card) accompanying a person with ZTP/P card or the dog trainer on the bus. The passenger is obliged to ensure that the animal will not dirty or damage the vehicle or endanger other passengers. Price conditions are specified in points 3.2.4, 3.3.3 and 3.4.9.

- 3.1.10. Consumption of brought alcohol as well as of narcotics and psychotropic substances is prohibited. The sale of alcoholic drinks to particular passengers may be limited at crew's discretion.
- 3.1.11. If the selection of seats was not available when purchasing the tickets, the steward(ess) assigns the seats to passengers when they board the bus.
- 3.1.12. The carrier does not provide assistance services for passengers with limited mobility or other disabilities. The vehicles of the carrier do not have a wheelchair access. Exceptional placement of vehicles with platforms for the transport of passengers on wheelchairs is indicated in the booking system.

3.2 Transport on domestic lines in the Czech Republic and Slovakia:

- 3.2.1. On domestic lines in the Czech Republic, a child 0-5 inclusive accompanied by a person over 10 years of age can be transported free of charge and the child is entitled to their own seat. Each accompanied child aged up to 5 inclusive transported free of charge has to be accompanied by a different person over 10 years of age.
- 3.2.2. Children aged up to 5 incl. may only be transported when accompanied by a person older than 10 years of age.
- 3.2.3. The passengers who do not occupy their seats 5 minutes prior to the scheduled departure of the bus at the latest, lose their claim to the seat without compensation. The bus crew will offer them another seat if available. If the passengers does not come at the departure time specified in the timetable at the latest, the ticket expires without any right to compensation.
- 3.2.4. Animals may be transported only when placed safely in carrier boxes, cages or bags with waterproof bottoms, which are designed for animals. Animals carried in this way are transported free of charge and they travel on the passenger's lap or under his/her feet, and must remain in the carrier box, cage or bag throughout the journey.
- 3.2.5. Passengers with limited movement abilities or limited orientation are entitled to the seats reserved for them. If this entitlement is not obvious immediately, the passenger must present the relevant card/ID. Other passengers who sit on such seats must vacate the seat for the person with limited movement abilities and orientation.

3.3 Transport on domestic lines in Germany:

- 3.3.1. Children aged up to 5 incl. may only be transported when accompanied by a person older than 10 years of age.
- 3.3.2. The passengers who do not occupy their seats 5 minutes prior to the scheduled departure of the bus at the latest, lose their claim to the seat without compensation. The bus crew will offer them another seat if available. If the passengers does not come at the departure time specified in the timetable at the latest, the ticket expires without any right to compensation.
- 3.3.3. Animals may be transported only when placed safely in carrier boxes, cages or bags with waterproof bottoms, which are designed for animals. Animals carried in this way are transported free of charge and they travel on the passenger's lap or under his/her feet, and must remain in the carrier box, cage or bag throughout the journey.

3.4 Transport on international lines:

- 3.4.1. The carrier recommends the passengers to take out travel insurance when travelling abroad.
- 3.4.2. We recommend that the passengers come 30 minutes prior to the scheduled departure of the bus.
- 3.4.3. The passengers who do not occupy their seats 10 minutes prior to the scheduled departure of the bus at the latest, lose their claim to the seat without compensation. The bus crew will offer them another seat if available. If the passenger does not come at the departure time specified in the timetable at the latest, the ticket expires without any right to compensation.
- 3.4.4. In the case of a purchase of more seats for one passenger, the carrier is entitled to use this seat. In such cases, the passenger is confirmed this in writing by the bus crew and the passenger then lodges a claim for the refund of the sum amounting to the price of the ticket to the carrier.
- 3.4.5. Children up to the age of 9 inclusive may be transported only when accompanied by adults (over 18 years of age). If the adult is not the child's parent, we recommend to give the child full powers.
- 3.4.6. Children aged 10-14 incl., who are not accompanied by an adult, can travel in Adult Tariff for the price of Flexi or Special Tariffs. When they need to wait for their connection, the carrier does not assume any responsibility for under age passengers during the time when they wait for the connection.
- 3.4.7. All under age passengers aged 10 – 17 incl., not accompanied by an adult, are obliged to present a full powers form, filled in by their parents or legal guardians, before boarding the bus. An individual form must be presented for each journey (therefore there must be two forms for a return ticket). Full powers forms are available at points of sale of RegioJet / STUDENT AGENCY or on the website.
- 3.4.8. It is not possible to purchase an individual ticket in the tariff Children's Fare. Children's fare can only be used when buying a group ticket.
- 3.4.9. Animal transport is only allowed on the routes to Berlin and Dresden, Krakow, Vienna, Bratislava, Žilina, Budapest, Timisoara (only on the territory of the Czech Republic, Slovak Republic of Hungary), Italy (only on the territory of the Czech Republic and Austria). The animal must be up to 10kg of weight and can only be transported safely placed in a transport case, cage or bag with impervious bottom that is intended for the transport of animals. Animals transported in this way are transported free of charge and travel on the lap or under the seat of the owner and must remain in the transport case, cage or bag throughout the whole journey. The completeness and accuracy of the animal's documents is fully within the passenger's responsibility. The exception is the transport of a guide and assistance dog, which is transported free of charge on all routes, must be appropriately marked and own relevant documents. If the journey is longer than 5 hours, this fact must be reported more than 24 hours in advance to the phone number +420 222 222 221 or at the e-mail address info@regiojet.cz.
- 3.4.10. Brief breaks in the course of the journey are not compulsory. Their intervals as well as length are dependent on the timetable of the service. The passenger is obliged to return within the time allotted for the break by the steward(ess) or the driver. If the passenger does not board the bus by the end of the break, he is not entitled to any compensations and no claims will be awarded.
- 3.4.11. In the case of insufficient capacity of the connection when booking the second journey of a return ticket, the route may be shortened on the ticket. The unused fare is non-refundable in such cases.

4 Transport of luggage, prams and bicycles

4.1 General conditions of transport of luggage:

- 4.1.1. Hand luggage is luggage which is easily portable, can be placed under or above the passenger's seat and its size does not exceed 15 x 25 x 35 cm. Hand luggage must not damage the vehicle equipment. Passengers are responsible for their hand luggage during the journey.
- 4.1.2. All passengers are obliged to label their luggage put in the luggage compartment in a visible place with their name, surname, address, and name of destination.
- 4.1.3. The passenger is obliged to inform the driver about the luggage which he/she wants to put into the luggage compartment.
- 4.1.4. We do not recommend that the passengers put fragile or valuable things, documents and electronics in the luggage which is put in the luggage compartment. The carrier is not responsible or liable for any loss or damage of these items or the contents of the luggage.
- 4.1.5. If the passenger has more than two pieces of luggage in the luggage compartment, other luggage will be transported only if there is free space (there is a maximum of 5 pieces of luggage per one passenger, if there are more pieces, the carrier can guarantee the transport of the luggage only on the part of the line where it was accepted).
- 4.1.6. The passenger is responsible for the transfer of their luggage when changing the vehicle and for its reloading after customs control.
- 4.1.7. Bicycles, skis, snowboards and prams are accepted for transport only when there is no risk of damaging other luggage and there is free space in luggage compartment. Bicycles must be folded and packed safely in boxes or carrying bags, skis and snowboards must be wrapped. Prams and wheelchairs must be folded.
- 4.1.8. The passengers are obliged to solve the possible complaints regarding the illegitimacy of the fee for excess luggage directly with the bus crew. Later complaints regarding illegitimate fees for excess luggage will not be accepted.
- 4.1.9. The following luggage cannot be transported:
- luggage which could endanger safety of passengers or damage other luggage by its nature
 - luggage which exceeds 150 x 150 x 150 cm
 - luggage exceeding the weight of 50 kg
- 4.1.10. The passenger must not hand in to be put into the luggage compartment luggage the value of which is higher than CZK 5.000/€190 on domestic lines (CZ, SK and Germany) and lines to/from Slovakia and Hungary and 10,000 CZK/400 € on other international lines and in irregular transport.
- 4.1.11. The transport of dangerous substances and objects (unlocked weapons without necessary licenses, explosives, intoxicating and psychotropic substances etc.) is prohibited.
- 4.1.12. The carrier is not responsible and accepts no liability for the luggage left on the bus.
- 4.1.13. The transport of parcels and unaccompanied luggage is not possible.

4.2 Transport on domestic lines (in the Czech Republic or Slovakia) and the fixed fees:

4.2.1. We transport the following on domestic lines (i.e. CZ and SK):

- 2 pieces of hand luggage free of charge
- 2 pieces of luggage, which do not exceed 30 x 60 x 80 cm and 30 kg, a folded pram for a child transported on the given service
- wheelchairs for the disabled and for the holders of the ZTP and ZTP/P cards, and shopping trolley bags up to the dimensions of 30 x 60 x 80 cm (excluding the handle of the bag) and the weight of 30 kg free of charge
- a fee amounting to 20 CZK/1 € is charged for every further piece of luggage in the luggage compartment / excess baggage/ for the transport of a bicycle / snowboard / ski
- the passenger is obliged to inform the driver about luggage of a value higher than 3,000 CZK/120 €
- the passenger can insure their luggage for the fee of 20 CZK/1 €.

4.3 Transport on domestic lines in Germany and the fixed fees:

4.3.1. We transport the following on domestic lines (applicable to the territory of Germany):

- 2 pieces of hand luggage free of charge
- 2 pieces of luggage, which do not exceed 30 x 60 x 80 cm and 30 kg, a folded pram for a child transported on the given service
- wheelchairs for the disabled free of charge
- further pieces of luggage in the luggage compartment /bicycles are transported free of charge; however, they are only accepted for transport if there is free space in the luggage compartment.

4.4 Transport on international lines and the fees set:

4.4.1 On the lines to/from England, Belgium, Luxembourg, France, Germany, the Netherlands, Switzerland, Denmark, Austria, Croatia, Romania, Italy, Hungary, Slovak Republic and Poland, we transport free of charge for 1 passenger:

- 1 piece of hand luggage
- 1 piece of luggage which does not exceed 30 kg and/or 30 x 60 x 80cm in the luggage compartment
- a wheelchair for a passenger on a wheelchair, a folded pram for a child transported on the given service

4.4.1.1 Fees for every further piece of luggage/fees for luggage exceeding the size and/or weight limits/fees for the transport of bicycle can be paid:

a) directly to the bus crew. The fees on individual bus services are as follows:

to/from the Czech Republic, the Slovak Republic and Hungary to/from:
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Great Britain, Belgium, Luxembourg, Denmark, Croatia, Romania, Italy and Hungary - Szeged	Germany, the Netherlands, Switzerland, France	Austria, Slovak Republic, Hungary (<u>except the city of Szeged</u>), Poland
300 CZK/10 €/7 GBP/90 SEK/80 DKK/100 NOK/3000 HUF/80 HRK	200 CZK/8 €/10 CHF/2400 HUF	100 CZK/4 €/1200 HUF/ 20 PLN

b) in the booking system if the system offers this option. The fees on individual bus services are as follows: to/from the Czech Republic, the Slovak Republic, and Hungary to/from:

Great Britain, Belgium, Luxembourg, Denmark, Croatia, Romania, Italy and Hungary - Szeged	Germany, the Netherlands, Switzerland, France	Austria, Slovak Republic, Hungary (<u>except the city of Szeged</u>), Poland
250 CZK/8 €/6 GBP/70 DKK/80 NOK/80 SEK/2700 HUF/70 HRK	150 CZK/6 €/8 CHF/2000 HUF	50 CZK/2 €/600 HUF/ 10 PLN

It is possible to buy only 1 kind of luggage for 1 passenger in the booking system. Pieces of luggage purchased in the booking system in advance are guaranteed if conditions of transport of luggage set in 4.1 are met. The sale of pieces of luggage allocated for purchase via the booking system is limited. Unpaid fees for luggage created in the booking system prior to the scheduled departure cannot be paid for at a reduced price when boarding the bus.

4.4.1.2 . If the luggage exceeds the size of 30 x 60 x 80 cm or the weight of 30 kg, 1 fee for exceeding this size/weight is charged. If the bag is also extra (i.e. a fee for transport is charged), the fee is charged twice – for extra luggage and for the excess size/weight. The maximum of 2 fees may be charged for one piece of luggage.

4.4.2 On international lines between two (or more) foreign countries (except tickets to/from CZ/SK/Hungary to/from abroad) on boarding the bus we transport free of charge for 1 passenger:

- 1 piece of hand luggage
- 1 piece of luggage which does not exceed 30 kg and/or 30 x 60 x 80cm in the luggage compartment
- a wheelchair for a passenger on a wheelchair, a folded pram for a child transported on the given service

4.4.2.1 Other luggage/bicycles will be accepted for transport for free but only if there is enough space in the luggage compartment on boarding the bus.

4.4.2.2 A piece of luggage is always bought for a fee in the booking system, if the system offers the possibility.

4.4.2.3 It is possible to buy only 1 kind of luggage for 1 passenger in the booking system. Pieces of luggage purchased in the booking system in advance are guaranteed if conditions of transport of luggage set in 4.1 are met. The sale of pieces of luggage allocated for purchase via the booking system is limited. Unpaid fees for luggage created in the booking system prior to the scheduled departure cannot be paid for the given price when boarding the bus.

4.4.3 Passengers are obliged to inform the driver about all luggage which they want to put into the luggage compartment and ask for a proof of payment of the fee for the transport of luggage.

4.5 The transport of luggage in irregular transport

4.5.1. We transport for each passenger free of charge:

- two pieces of hand luggage
- all luggage in the luggage compartment – with regard to the capacity of the compartment

4.6 The carrier's liability for luggage accepted for transport and compensation of damage

4.6.1. The passengers are obliged to request the record of loss, theft or damage of luggage from the steward(ess) or driver immediately upon the arrival to the destination. The employee of RegioJet / STUDENT AGENCY is obliged to confirm the extent of damage or loss of luggage in writing in the record.

4.6.2. This record together with the copy of the ticket and luggage transport document must be sent in writing to the address of RegioJet / STUDENT AGENCY, Customer service, Dům pánů z Lipé, nám. Svobody 17, 602 00 Brno within 6 months of the incident.

4.6.3. When luggage is lost on international lines, the passenger is entitled to the refund of the transport fees paid for the lost

luggage and a compensation of the proved value of the lost luggage up to the maximum amount of 5,000 CZK/190 € per 1 piece of luggage and 10,000 CZK/400 € per one passenger if more than 1 piece of luggage has been lost.

4.6.4. When luggage is lost on domestic lines in CZ, SK, Germany and France the passenger is entitled to the refund of the transport fees for the lost luggage and a compensation of the proved value of the lost luggage up to the maximum amount of 3,000 CZK/120.€ If the luggage was insured (see point 4.2.1), the client is entitled to the compensation of the transport fee for the lost luggage and of the proved value of the lost luggage up to the maximum amount of 5,000 CZK/190 €.

4.6.5. When luggage is lost during irregular transport, the passenger is entitled to the compensation of the proved value of the lost piece of luggage up to the maximum amount of 5,000 CZK/190 € per 1 piece of luggage and 10,000 CZK/400 € per one passenger if more than 1 piece of luggage has been lost.

4.6.6. The carrier is not liable for any damage of transported luggage if:

- the passenger cannot prove the legitimacy of the claim with a valid luggage transport document,
- the cover or wrapping does not correspond with the nature of the transported object,
- the transported luggage has a higher value than permitted,
- circumstances arose which the carrier could not influence, such as natural disasters or acts of third parties,
- the damage was caused by a passenger's behaviour.