

**EUROLINES / ISILINES**  
**GENERAL TERMS AND CONDITIONS OF SALE**

Applicable as of June 18, 2018

## 1. Preamble

Eurolines SA ("Eurolines France"), with share capital of €19,580,336, with its head office located at 215 Avenue Georges Clemenceau, 92000 Nanterre, and registered with the Nanterre trade and companies register under number 391 144 300, operates long-distance coach transport lines under the trademarks "Euro-lines" and "isilines," in accordance with the licenses for international carriage of passengers by road for hire or reward No. 2014/11/0004396 and No. 2015/11/0000916 issued by the Prefect of the Ile-de-France region and the operating authorizations issued by the competent authorities. Eurolines France offers international transportation services and services freely organized between French cities (these latter referred to as "isilines lines" or "national lines").

Eurolines France subcontracts the execution of its transport services to different carriers to satisfy the demand of its Customers; for this reason, the vehicles are not always in Eurolines or Isilines colors.

Eurolines France also offers, in the name and on behalf of its Partners, the following services:

- Coach tickets and services enabling passengers to embark on their coach trip;
- Travel insurance;
- Accommodation services;
- Car rental;
- Shipping and air services;
- Airport or amusement park shuttles

## 2. Definitions and Scope

### 2.1 Definitions:

2.1.1 "**Mobile application**" means the program operated by Eurolines under the isilines brand, downloadable free of charge on a smartphone or a tablet, to consult and buy Eurolines and isilines transport tickets.

2.1.2 "**Eurolines Voucher**" means the coupon issued by Eurolines that can be used to purchase any Eurolines or isilines Ticket. The Eurolines Voucher is valid for a maximum period of 6 months from the date of issue. The Voucher can only be exchanged in the currency in which it was originally denominated. Eurolines Vouchers can only be purchased and used in a Eurolines agency or by telephone. They are issued according to the terms and conditions indicated in Article 7.5 hereof.

2.1.3 "**General Terms and Conditions of Sale**" or "**ToS**" refers to these terms of sale;

2.1.4 "**Special Conditions**" means the contractual conditions specific to one or more Eurolines Subsidiaries. These Special Conditions are specified in these ToS or via a hypertext link to the website of the corresponding Eurolines Subsidiary.

2.1.5 "**Partner General Terms and Conditions of Sale**" means the general terms and conditions of sale for Third Party Services offered by Eurolines France in the name and on behalf of its various Partners. The Partners' General Terms and Conditions of Sale must be accepted before any order with the said Partners.

2.1.6 "**Eurolines**" the term Eurolines used in these ToS means Eurolines France and the Eurolines Subsidiaries indicated below.

2.1.7 "**Eurolines Subsidiaries**" means the subsidiaries of the Transdev Eurolines group, namely: Eurolines SA (Belgium), Eurolines Nederland B.V. and Transdev Eurolines CZ, a.s.

2.1.8 "**Force majeure**" means any unforeseeable and irresistible circumstances that prevent the performance of an obligation in accordance with Article 1218 of the Civil Code.

2.1.9 "**Partner**", means any third-party provider of coach transport services, tour operators, shipping or air transport companies, insurance companies, hoteliers and car rental companies that provide the Third Party Services you order through our Websites, Mobile Application or from our sales offices.

2.1.10 "**Passenger**", "**Customer**" or "**You**", means any person who reserves, orders and/or purchases the Eurolines Services or Third Party Services offered by Eurolines France.

2.1.11 "**Eurolines Services**", means the coach transport services provided by Eurolines France.

2.1.12 "**Third Party Services**" or "**Third Party Product**", means the Partners' services or products offered by Eurolines France in the name and on behalf of these Partners.

2.1.13 "**Eurolines Travel Document or (Ticket)**", means the coach travel tickets offered by Eurolines France.

2.1.14 "**isilines Travel Document or (Ticket)**", the isilines coach travel tickets.

2.1.15 "**Partner Travel Document**", means the coach travel tickets for the Partner lines offered by Eurolines France in the name and on behalf of these Partners. The issued transport ticket indicates the Partner company offering the transport service in question with the words "service operated by ..."

Only passengers holding a Eurolines or isilines ticket have a transport contract with Eurolines France. Tickets of Partners and Third Party Products are subject to the General Terms and Conditions of Sale of the corresponding Partner, which the Customer must accept before any order. You can consult the General Terms and Conditions of Sale of the Third Party Products by clicking on the corresponding link below:

- **Internorte:** / <https://www.internorte.pt/fr/conditions-generales-de-ventes>
- **Linebus** / <https://www.linebus.es/?lang=fr#info>
- **Magicalshuttle** / <https://magicalshuttle.fr/conditions-generales-de-vente/>
- **Sindbad** <https://www.sindbad.pl/en/dokumenty-do-pobraniaBaltour> <http://en.baltour.it/Conditions-generales-de-Transport/438-1-fr.html>
- **Karats** <https://ticket.eurolines.bg/en/conditions>
- **To Europe** <https://to-europe.com/terms-and-conditions/>
- **Eurolines Peninsular/Socitransa (ES)** <http://www.eurolines.es/fr/conditions-de-vente/>
- **Eurobus** <http://www.eurobus.pl/zasady-i-dokumenty/regulamin-przewozu.html>
- **Kautra** <http://www.eurolines.lt/en/vezimo-taisykles/>
- **Werner** [http://www.bus-werner.de/Busbetrieb\\_Werner/AGB.html](http://www.bus-werner.de/Busbetrieb_Werner/AGB.html)
- **Centrotrans (BIH)** <http://www.eurolines.ba/>
- **Comvia bus** <http://www.comviabus.cz/cz/mapa-stranek>

## 2.2. Scope:

**2.2.1 General Terms and Conditions of Sale:** These General Terms and Conditions of Sale apply to all sales of Eurolines and isilines tickets available from the websites [www.eurolines.eu](http://www.eurolines.eu); [www.eurolines.fr](http://www.eurolines.fr), [www.isilines.fr](http://www.isilines.fr) and [www.isilines.com](http://www.isilines.com) (hereinafter jointly "our Websites"), from Eurolines agencies, our Mobile Application, Partner agencies or websites, by phone or on-board isilines coaches. They also apply to the payment methods for Third Party Services or Products marketed by Eurolines France. The ToS are made available to customers or communicated before the contract is definitively concluded. They are also displayed in their entirety in all Eurolines offices and available on our Websites and Mobile Application.

Our ToS are also applicable for terms and conditions for the cancellation, change or reimbursement of Third Party airport and amusement park Products (Magic Shuttle).

Online acceptance of these ToS is indicated by a mandatory checkbox. For reservations of Eurolines or isiline tickets by phone or at points of sale, the ToS can be consulted by the Customer in our sales offices or at any time on our Websites or Mobile Application, before the conclusion of the contract. These ToS may be subject to amendment. The conditions applicable to your contract of carriage will be those in force on the date of reservation.

**2.2.2 Special Conditions.** Certain services offered by Eurolines Subsidiaries may be subject to specific contractual conditions because of the particularities of the offer or the applicable local legislation. These Special Conditions are specified in these ToS or referenced by a hypertext link.

**2.2.3 Partner General Terms and Conditions of Sale:** The sale of Third Party Services or Products, namely the services offered by Eurolines France other than the sale of Eurolines or isilines tickets, is subject to the general terms and conditions of sale of each product. The Partners' General Terms and Conditions of Sale are also communicated to the Customer before the conclusion of the contract for the sale of Third Party Services or Products. They are referenced on our Websites by hyperlinks.

2.2.4 The Customer is invited to carefully read these ToS, the Special Conditions or the Partner General Terms and Conditions of Sale applicable to the chosen Services before making any order.

## 3. Fares.

The prices for the Eurolines and Isilines travel documents are displayed, including all taxes and service charges.

3.1 **Discounted fares.** For certain categories of passengers, discounts may apply to the standard fare. Discounts on Eurolines and/or isilines tickets cannot be combined with promotional fares.

3.2 **On-board sales fares - isilines travel documents.** Isilines tickets can be purchased on isilines coaches. The applicable fare will be the highest fare displayed for the trip on the day of travel, plus a supplement of 15 euros maximum.

3.3 **Service charges.** Service charges may be applicable when reserving Eurolines Tickets

3.4 **Baggage surcharges.** The list of baggage surcharges and other Special Conditions applicable to baggage can be consulted on <http://www.eurolines.fr/fr/voyage-en-car/preparer-voyage-car/>

3.5 Reservation and change fees are applicable to Third Party Products. These rates are displayed in the Eurolines agencies.

## 4. Schedules/Connections

4.1 Eurolines reserves the right to organize connections involving coach changes to deal with unforeseen operating conditions. Eurolines can also change schedules, suspend or cancel connections in the case of force majeure or for safety reasons. Eurolines will do its best to communicate any changes or modifications to the Passenger as soon as possible.

4.2 It is specified that the schedules are defined according to normal traffic and transport conditions, but disruptions can occur. The departure and arrival times indicated on our Websites and tickets are expressed in local time. Schedule changes can occur during the year. Eurolines will do its best to notify you of any changes by e-mail or by phone, to the e-mail address or the number communicated to us when purchasing the ticket. If you have not communicated your contact details, you are responsible for checking the available schedules on our Websites, in a sales office or at a partner travel agency.

4.3 In the case of reservations including connections or transit, especially when the latter includes a change of means of transport, the attention of the Customer is drawn to the need to include sufficient time to meet the connection, considering possible travel disruptions.

4.4 Eurolines assumes no responsibility for the connections purchased by the Customer under a transport contract other than the Eurolines or isilines Travel Documents.

## 5. Travel document

5.1 The Eurolines or isilines travel document is the document that formalizes the contract between the Passenger and Eurolines France. It may be a single or return ticket, depending on your request. It is issued upon receipt of payment.

5.2 Promotional fare tickets are subject to special conditions, including modification and cancellation conditions, which are detailed on our Websites and Mobile Application throughout the duration of the offer.

5.3 Eurolines Travel Documents. Printing requirement. In the case of online or telephone purchase of Eurolines tickets, after validation of the order and payment, **you must print the travel documents** according to the instructions on our Websites or on the order confirmation email. **It is specified that the confirmation email or credit card transaction receipt are not valid travel documents.** For reasons including control and security, the Eurolines travel document must be printed and, to be valid, all the information contained in the ticket must be legible. Tickets for reservations made by phone or online can also be picked up at a Eurolines office during opening hours. If time permits and upon request, they can be sent to you by post if you pay the postage and handling fees. **The printed travel document must be presented before boarding to Eurolines staff, or to the driver** in the event that no boarding staff are present. **Eurolines SA reserves the right to refuse Passengers access to the vehicle if they have not complied with the above provisions.**

This printing requirement applies to the purchase of any Eurolines ticket, regardless of whether part of the journey is made on isilines services.

5.4 isilines Travel Documents. Isilines tickets can be presented in printed format or on digital media (smartphone, tablet or any other device allowing the display of a QR code). In all cases, the QR code (2D bar code) must be readable. Passengers must also ensure that they have a working device at the time of boarding.

5.5 isilines Travel Documents purchased on board the coach. One-way isilines tickets can be purchased on isilines coaches directly from the driver, subject to availability of seats; they are neither refundable nor modifiable and are only payable by credit or debit card.

5.6 The travel document is non-transferable. Passengers must prove their identity when boarding by presenting an identity document (national identity card, passport or any other photo ID issued by a public authority: driving license, residence card, etc.). The information provided by the Passenger when purchasing the ticket must match the information on the identity document presented. Eurolines SA reserves the right to refuse Passengers access to the vehicle if they have not complied with these provisions. It is specified that the check carried out by our staff during boarding is independent of the formalities related to the crossing of international borders, compliance with which is the sole responsibility of the passengers.

## 6. Reservations/Changes

6.1 You declare that you have the legal capacity to enter into a contract to make a reservation. You are financially responsible for all bookings made both in your own name and on behalf of third parties, unless you can demonstrate a case of fraud resulting from no fault or negligence on your part. You also guarantee the truthfulness and accuracy of the information provided.

6.2 Any use of Eurolines or isilines travel documents implies acceptance of the ToS by the Passenger.

6.3 It is your responsibility to check the accuracy of the order at the time of purchase and to immediately report any errors in order to avoid modification or cancellation fees.

6.4 For all reservations made via the Internet or our Mobile Application, you must follow the instructions on our Websites and/or Mobile Application and on the confirmation email that will be sent to you following reservation.

6.5 Eurolines reserves the right to refuse any order that does not comply with the above terms and conditions.

6.6 A reservation is effective upon receipt of the full payment for the ticket. In the event that the Passenger makes a partial payment, the full balance must be paid no later than 15 days before departure. This partial payment cannot be qualified as a deposit. If the above mentioned payment period is not respected, the reservation is automatically canceled; the partial payment is lost and will not give rise to any refund, except in cases where the Passenger has a legitimate reason that prevented him/her from finalizing the payment within the time limit.

It is specified that partial payments are not accepted towards Travel Tickets marketed by the Eurolines Subsidiaries.

6.7 The date of the outward journey must be determined during the reservation process. We undertake to satisfy your request within the limits of the available seats on our coaches.

6.8 The Passenger's details are requested during the reservation process, including telephone number and email address. This information may be useful for contacting the Passenger in the event of a change to the booked journey. Eurolines cannot be held responsible if the Passenger has refused to give his/her contact details or communicated incorrect details during the reservation process and does not receive information related to his/her journey in the event of a change to his/her reservation.

6.9 Reservation/Assistance for people with disabilities or reduced mobility. People with disabilities or reduced mobility are invited to contact the dedicated Eurolines help desk on the numbers listed below (non-premium rate), for any questions relating to ticket reservations and assistance needs. It is specified that any assistance needs must be communicated to Eurolines at the latest thirty-six hours before departure.

France: 01 49 72 57 27

Belgium: 0032 (0) 2 2741350

Netherlands: 0031 (0) 88 0761700

Czech Republic: + 420 731 222 111

6.10 Payment methods. You can pay for your journey or Third-Party Products using any of the payment methods indicated below for Eurolines France and the Eurolines Subsidiaries:

6.10.1 Eurolines Belgium: Bancontact, credit and debit cards (except American Express), Eurolines vouchers and cash.

6.10.2 Eurolines Netherlands: Bancontact, credit and debit cards (except American Express), Eurolines vouchers and cash.

6.10.3 Transdev Eurolines CZ: contactless, credit and debit cards (except American Express), holiday vouchers, Eurolines vouchers and cash.

6.10.4 Eurolines France: cash, checks, holiday vouchers, credit and debit cards (except American Express), Carte Bleue. You can pay for your trip by voucher, Eurolines, Paypal, Pledg or Bitcoins.

#### 6.10.4.1 Payment by check

Checks are only accepted in payment for Eurolines France or isilines tickets for purchases made at least three (3) working days before the scheduled departure and on presentation of an identity document. The check must be drawn on a bank domiciled in metropolitan France. For Third Party Products, payment by check is accepted only for purchases made one (1) month before the scheduled date of provision of the service and also upon presentation of an identity document.

#### 6.10.4.2 Payment by Paypal

Paypal (Europe) LLC & Cie, SCA (Luxembourg Trade and Companies Register B 118 349), whose head office is located at L.2449 Luxembourg ("Paypal") is a payment service provider specializing in the issuance of electronic currency between the buyer and a third-party entity. This method of payment ensures the confidentiality of the buyer's banking information and guarantees the security of each transaction. In the case of payment by PayPal, the customer complies with the general conditions of use displayed on the website [www.paypal.com](http://www.paypal.com). PayPal is duly authorized as a Luxembourg credit institution within the meaning of Article 2 of the Law of April 5, 1993 on the financial sector.

#### 6.10.4.3 Payment using Bitcoins

To make a payment using Bitcoins, the Passenger must have a wallet or keychain (hereinafter "Bitcoin Wallet") containing enough Bitcoins to make the payment. The Passenger is informed that the Bitcoin payment solution is provided by Paymium. Therefore, Eurolines France is neither responsible for nor guarantees the availability of the services provided by Paymium, which provides them as is. The Passenger acknowledges and agrees that all transactions made in Bitcoin are by their nature final. As a result, such transactions, once initiated, cannot be modified or canceled by the Passenger. The latter may, however, ask Eurolines France for a refund according to the conditions provided for in these ToS. The Passenger is informed of the delays inherent in the confirmation by the Bitcoin network of the transactions submitted to it. Therefore, confirmation may take an hour or more. A transaction is not considered final until it is confirmed in this way. In the meantime, the transaction is pending until the confidence level required for confirmation is reached. Eurolines France has no control over the duration of the confirmation process as imposed by the Bitcoin network. The Passenger will have to pay the exact price of the order in Bitcoins as written in Bitcoins by Paymium, failing which, the payment cannot be finalized or the order validated.

In the case of a refund, the Passenger will not be refunded in Bitcoins but in Euros based on the order price for the Products, as expressed in Euros and in force on the Eurolines France website at the time of said order.

#### 6.10.4.4 Payment using Eurolines vouchers

In the case of payment using Eurolines Vouchers, if the value of your voucher is greater than the price of your new ticket, it will remain on your voucher the amount corresponding to the residual value. Payment by Eurolines Voucher is only possible in our Eurolines agencies or by telephone.

#### 6.10.4.5 Payment using Pledg

PLEDG, SAS (RCS Brest 823 495 544), with its head office located at 2 Pointe de Kervigorn 29830 ST PABU ("Pledg") is a bank transaction and payment services gateway registered with ORIAS acting on behalf of MANGOPAY (RCS Luxembourg B 173 459), electronic payment institution authorized by the financial supervisory authority of Luxembourg (CSSF) and authorized to provide payment order acquisition services in Europe. The Passenger is informed of the wait times for confirmation by Pledg of transactions submitted. Therefore, confirmation may take an hour or more. A transaction is not considered final until it is confirmed in this way. Pending confirmation, the finalization of the transaction is suspended until the confirmation is received by Eurolines France. Eurolines France has no control over the duration of the confirmation process as required by the Pledg network. This method of payment ensures the confidentiality of the buyer's banking information and guarantees the security of each transaction. In the event of payment by Pledg, the customer, called the "Leader," complies with the general terms and conditions of use on the site [www.pledg.com](http://www.pledg.com).

6.11 Eurolines will not be obliged to provide the services ordered by the Passenger if the price has not previously been paid in full pursuant to the conditions indicated above.

### 6.13 Ticket changes.

6.13.1 Standard price tickets can be changed as many times as the customer wishes, until 6 hours before departure, by telephone at the number indicated on the ticket, in a Eurolines agency or in an authorized travel agency, in return for a fee. Less than 6 hours before departure and up to 30 minutes after departure, tickets can only be changed at Eurolines branches. The tickets are also transferable (change of first name, last name or age) free of charge, up to 6 hours before departure, by telephone at the number indicated on the ticket or in a Eurolines agency. There is no reimbursement if this transfer involves the exchange of an adult ticket for a child ticket.

6.13.2 Exchanging Eurolines tickets for isiline tickets and vice versa is possible after validation by the Passenger of the new applicable fare. The new applicable fare will be the standard fare.

6.13.3 Amendment fees of €8 apply to all changes to Eurolines tickets, and €4 to all changes to isilines ticket. Supplements may be applicable depending on the dates or times chosen.

6.13.4 If the new applicable fare is lower than the original fare booked, this difference will be refunded in Eurolines Vouchers.

6.13.5 Promotional fare tickets are subject to the amendment conditions detailed on our Websites throughout the entire duration of the offer.

6.13.6 Tickets already changed are not refundable.

## 7. Cancellation/Refund.

7.1 Return ticket. Any cancellation of a return ticket applies to both the outward and return journeys. Partial cancellation of the outward or return journey is not possible. Any partially used ticket is not refundable. For a return ticket, the return is no longer refundable from the date of the outward journey.

7.2 Lost, stolen or damaged Eurolines tickets. Any Eurolines France ticket that is destroyed, lost, stolen or damaged is non-refundable; a new ticket must be purchased to travel. If the ticket has been issued as an e-ticket, you can reprint it. The provisions of this paragraph are not applicable to isilines tickets which, in accordance with Section 5.4, may be presented in digital format.

7.3 Standard fare tickets can be canceled.

7.4 Promotional fare tickets are subject to the cancellation conditions detailed on our Websites throughout the entire duration of the offer.

7.5 If your ticket can be cancelled, the fees and compensation for cancellation will be applicable in accordance with the following rules.

### 7.5.1 Reimbursement in cash, check or debit/credit card

- For any request made more than 72 hours before departure: 25% of the ticket price.
- Less than 72 hours and up to 6 hours before departure: 50% of the ticket price.
- Less than 6 hours and up to 15 minutes before departure: The ticket can only be reimbursed in Eurolines Voucher under the conditions indicated below.
- Less than 15 minutes before departure: No reimbursement will be given.

7.5.2 Reimbursement in Eurolines Voucher: The ticket price is reimbursed 100%. Eurolines Voucher issuing fees may be applied as follows:

- For any request made more than 72 hours before departure: The ticket price is reimbursed 100%. **The Eurolines Voucher is issued free of charge.**
- Less than 72 hours and up to 6 hours before departure: A Voucher issuing fee of €7 will be applied.
- Less than 6 hours and up to 15 minutes before departure: A Voucher issuing fee of €7 will be applied.

Less than 15 minutes before departure: No reimbursement will be made.

7.6 It is hereby specified that the service fees, boarding fees and insurance subscriptions are not reimbursable.

7.7 Promotional fare tickets and partially used tickets are non-refundable.

7.8 The reimbursement of Eurolines Vouchers is excluded.

7.9 Any request for a refund following cancellation of the ticket may be made in person at Eurolines sales offices, by e-mail or by registered letter with acknowledgment of receipt, marked for the attention of the Refund Service, at the following addresses, or via our Websites:

-Eurolines France: **TSA 60001 – 92400 Villeneuve la Garenne Cedex – France**, to the attention of the Reimbursement Department ([internet.paiement@transdev-eurolines.com](mailto:internet.paiement@transdev-eurolines.com))

- Eurolines Belgium: Tour & Taxis, Avenue du Port 86C Unit C1a 1000 Brussels ([Info-be@transdev-eurolines.com](mailto:Info-be@transdev-eurolines.com))

-Eurolines Nederlands B.V.: Stantionsplein 3, 1115 BZ Duivendrecht; [Info-nl@transdev-eurolines.com](mailto:Info-nl@transdev-eurolines.com)

- Transdev Eurolines CZ: Karlinske namesti 6, Praha 8, 186 00 ([info@eurolines.cz](mailto:info@eurolines.cz))

Any request (form downloadable from [www.eurolines.eu](http://www.eurolines.eu); [www.eurolines.be](http://www.eurolines.be) [www.eurolines.fr](http://www.eurolines.fr) and from [www.isilines.com](http://www.isilines.com) or a Eurolines agency) must be accompanied by the original ticket, a letter justifying the request and a power of attorney (if necessary).

7.10 Any request for cancellation and refund must be made during the opening hours of the call center. This means that the end of the exchange, cancellation and refund period will be the time of closing. call center (check the schedules on the website <https://www.eurolines.fr/nous--contacter>).

## 8. Travel conditions.

### 8.1 Administrative and health formalities for the journey.

Administrative and/or health formalities may be required to complete your journey. They are listed on our Websites for nationals of France or another Member State of the European Union, or of a State within the European Economic Area. They can also be viewed on the website [www.europa.eu](http://www.europa.eu). It is your responsibility to check them.

You are responsible for compliance with and the expenses resulting from all possible police, customs or health formalities for your journey (identity card, residence card, passport, visa, authorizations to leave the territory, medical certificate, vaccinations record, etc.). Passengers who are nationals of foreign countries must inquire about these formalities, prior to purchasing the ticket, with the competent authorities of both their country of origin and the country of destination or transit. Eurolines assumes no liability vis-à-vis any Passenger who is unable to depart on the date indicated or to cross a border due to non-compliance with these formalities. In the event of non-compliance with the formalities, Eurolines shall in no way be liable in respect of any passenger for a total or partial refund of his/her ticket price or any compensation.

8.2 Minors. Minors under the age of 16 who are not accompanied by the person with parental authority or a duly authorized adult are not accepted on board our coaches. Minors between the ages of 16 and 18 who are not accompanied by the person with parental authority are only accepted on board our coaches if they are in possession of the necessary documents for crossing international borders (identity card or passport and visa if necessary, authorization to leave the territory. For more information on the formalities concerning travel by minors, please view: [www.eurolines.eu](http://www.eurolines.eu), [www.isilines.com](http://www.isilines.com) and [www.diplomatie.gouv.fr](http://www.diplomatie.gouv.fr).

### 8.3 Boarding.

8.3.1 Eurolines Services. Passengers must arrive at the boarding point (or check-in counters when Eurolines assistance is available) at the time indicated on the ticket; it is specified that the **check-in for departure from Paris-Gallieni starts 1 hour before departure**.

8.3.2 isilines Services. Passengers must arrive at the boarding point at least 20 minutes before the departure time indicated on the ticket.

8.3.3 Boarding ends 15 minutes before the departure time. In the event of late arrival, boarding will no longer be guaranteed. The boarding point will be indicated when you purchase the ticket. However, boarding points being public, changes may occur at the request of local authorities. Passengers are advised to inquire about the exact boarding location with Eurolines agents on site or with the During Journey Service: on the number indicated on the Travel Document.

As stated in article 5.6, during boarding the Passenger must present his/her ticket (this must be in printed format for the Eurolines Services) and provide proof of his/her identity, which must correspond to the that appearing on the Travel Document.

8.3.4 Refusal to board. Any breach of the contractual provisions of these ToS, as well as any public order provisions in force may result in a refusal to board or drop the passenger during the journey. Eurolines may refuse to carry a Passenger or his/her baggage if there is reason to believe that transporting the Passenger or his/her baggage could endanger or affect the safety, health or comfort of other passengers, including: (a) the physical or mental condition of the Passenger, including a condition caused by the use of alcohol or the taking of drugs or medication, poses a risk or danger to the Passenger concerned, other passengers, driving staff or property; (b) if the passenger refuses to comply with instructions or behaves in a threatening, abusive, insulting or unruly manner towards a member of our boarding staff or driving staff; (c) the Passenger presents a ticket that is damaged or illegible or that has been declared as lost or stolen or the Passenger cannot prove that he/she is the person named on the ticket; (d) the Passenger does not comply with Eurolines safety instructions. Eurolines shall in no way be liable towards any traveler for the total or partial refund of his/her ticket or any other compensation.

8.4 Transportation of animals.

The transportation of pet dogs or cats weighing up to 5 kilos is only allowed on board "isiline" coaches, in adapted travel bags or cages whose dimensions do not exceed 45 cmx30cmx25cm, subject to payment of a supplement specified on our Websites and within the limits of the available space.

For safety reasons, the driver or a Eurolines agent may ask you to muzzle your pet during the trip. Guide dogs for the blind or hard of hearing are allowed on all Eurolines and isilines services without exception.

It is your responsibility to carry out the mandatory preliminary formalities concerning the transportation of animals with the relevant authorities both in the country of departure and any countries passed through on the journey.

8.5 Technical and commercial stops. Stops for meals and refreshments are planned during the trip depending on the distance of the transport lines. Passengers must respect the duration of the scheduled stops. The coach driver agrees to leave if a Passenger does not respect the duration of the scheduled stop, without being held responsible for the absence of said passenger or the consequences thereof. At drop-off points during the journey, passengers are required to remain on the coach if they have not arrived at their destination unless otherwise specified by the driver.

8.6 Safety information. Mutual respect on board.

Passengers are required to comply with all safety instructions issued to them and, in particular, they are required to fasten their seat belts, and not to circulate in the aisle during the journey, except to go to the bathroom.

Passengers traveling with minors are responsible for them at all times and must exercise special supervision to ensure compliance with the safety rules on board.

It is not permitted to consume alcoholic beverages, smoke on the coach or transport narcotics and related products.

Passengers are prohibited from occupying seats with personal belongings, parcels or other objects. Each Passenger may only use the space provided above his/her seat for this purpose. Products or items which, due to their nature, volume or smell, could bother or inconvenience other passengers are prohibited on board.

The use of musical instruments or devices, radios and similar items, which are a source of annoyance for other passengers or which can distract the drivers, is not permitted on board. Cell phones must be kept in "silent" or "vibration" mode throughout the journey.

8.7 Supplementary Wi-Fi service on board. The Passenger is informed of the lack of reliability of the Internet network, especially in terms of lack of security regarding the transmission of data and non-guaranteed performance in terms of the volume and speed of data transmission. The Passenger acknowledges having been informed that the integrity, authentication and confidentiality of information, files and data of any kind (credit card codes, etc.) that he/she wishes to exchange over the Internet cannot be guaranteed on this network. The user must not transmit messages via the Internet network which require infallible guaranteed confidentiality. In order to take full advantage of the Wi-Fi service, Eurolines advises Passengers to protect their computer equipment by ensuring that laptops and personal assistants are not left unattended, paying attention to consumption that could damage their equipment and ensuring they have an updated antivirus.

## **9. Service delays and cancellations**

9.1 In the event that a service has to be canceled, if the departure has to be delayed by more than 120 minutes, or in case of overbooking, Eurolines will do its utmost to inform passengers as soon as possible by sending an email or SMS to the e-mail address or the number provided when purchasing the ticket.

9.2 If the cancellation, delay of more than 120 minutes or the overbooking is attributable to Eurolines, you will immediately be offered the choice between a) the continuation of the journey or re-routing towards the intended destination on a coach leaving on a different date and/or time at no additional cost and as soon as possible and in comparable conditions or b) reimbursement of the cost of the ticket and, where appropriate, a free return coach journey as soon as possible back to the point of departure provided for in the transport contract. This refund is made within fourteen days after the offer has been made or the request being received. The refund is made in cash or in accordance with the terms and conditions agreed with the Passenger.

9.3 If it is impossible for Eurolines to offer the passenger the choice referred to in paragraph 9.2, the Passenger is entitled to compensation equivalent to 50% of the ticket price, in addition to the reimbursement referred to in paragraph 9.2. This amount is paid by Eurolines in the month following the filing of the claim.

9.4 In the absence of a response from you to the proposal indicated in paragraph 9.2 within three days of receipt of the proposal, a Eurolines Voucher will be issued in your favor, covering the full cost of the ticket at the price at which it was purchased. This voucher will be sent by mail to the address you gave when purchasing.

9.5 You can also contact the Eurolines After-Sales Service at the address indicated in article 13.2 of these ToS, to request the cancellation of the Voucher, in favor of a refund of the exact price of the ticket. No cash refund will be possible if the voucher issued as a result of the cancellation has been used, in whole or in part.

9.6 In the case of cancellation or delayed departure giving rise to a right of accommodation, it cannot exceed 2 nights and €80/night.

9.7 In the event of changes, delays or cancellations due to a case of force majeure, Eurolines cannot be held responsible for any damage caused to the Passenger and, therefore, will under no circumstances be liable for totally or partially refunding the ticket or any other compensation. Circumstances of force majeure are considered to be the following: war or threat of war, accident(s) causing delays, bad weather, fire or accident at a stopping point, vehicle checked or stopped by the police or customs authorities, death or accident on the road, vandalism and terrorism, unusual traffic delays, strike action, disturbances, unrest, riots, problem(s) caused by a traveler, traffic ban given to vehicles, or any circumstance likely to endanger passenger safety.

## **10. Baggage.**

### 10.1 Eurolines Services

10.1.1 On the majority of our Eurolines lines, passengers are allowed to carry two checked baggage items (bags or suitcases) free of charge; each piece of luggage must not exceed 20 kg and the sum of the three dimensions (height + width + depth) must not exceed 170 cm.

10.1.2 On certain lines, the transport of baggage is subject to payment, as indicated in Article 3.4.

10.1.3 Objects exceeding the dimensions or weight indicated in article 10.1.1 as well as bicycles, skis and sports equipment, musical instruments, etc. are prohibited.

### 10.2 isilines Services.

10.2.1 Passengers are permitted to carry two checked baggage items, not exceeding the size and weight indicated in 10.1.1, free of charge.

10.2.2 The transport of additional baggage in the hold is authorized on payment of a supplement specified on our Websites, Mobile Application or in Eurolines agencies and within the limits of the available space.

10.2.3 The transport of special baggage and sports equipment in the hold is prohibited, except for bicycles, skis and surfboards in a suitably packed bag, not exceeding 230 cm long, 90 cm high, 60 cm wide and 20 kg in weight, which are transported in exchange for payment of a supplement specified on our Websites or in Eurolines agencies and within the limits of the available space. Customers wishing to transport special baggage are kindly requested to consult the special baggage section of the isilines website or contact isilines customer service for more information.

### 10.3 Provisions common to Eurolines and isilines services.

10.3.1 All baggage must bear Eurolines identification tags in the passenger's name.

10.3.2 Wheelchair transportation is available on services which are accessible for passengers with reduced mobility.

#### 10.3.3 Packing of baggage.

a) Baggage shall be properly packed to protect its contents and to withstand normal handling.

b) The packing of baggage is the sole responsibility of the passengers. They will be responsible in the event of damage caused by their baggage to third parties (persons or goods). Eurolines accepts no responsibility in the case of loss or damage if the passengers have packed their luggage badly.

c) The transport of illegal or flammable products is strictly prohibited (firearms, knives, blunt objects, and dangerous, toxic and polluting substances and materials, etc.).

d) Passengers must refrain from carrying valuables such as cash, checks, credit cards, securities (shares, bonds or any type of negotiable security), working documents or personal documents, passports or other identification documents, keys, electronic devices such as smartphones, mobile phones, laptops, iPads, notebooks, CD players, cameras, video cameras, artworks, jewelry, gems or fragile objects, in their checked baggage.

e) Passengers are also allowed to carry hand luggage up to 40x30x15 cm. Eurolines assumes no liability for baggage not carried in the hold, except in the event of gross negligence by the carrier. Passengers are responsible for the custody of their hand luggage, which must remain under their supervision throughout the journey.

f) Eurolines reserves the right to refuse any baggage which does not comply with the conditions indicated above in terms of size or nature.

g) When changing coaches and making connections, passengers must collect and transfer their own luggage. Assistance from the coach driver is possible upon prior request in accordance with Article 6.9 above for passengers who require assistance.

h) Any claim for loss, theft or damage of baggage bearing a registration label must be made by the Passenger in writing at the time of collection to the driver and to the Eurolines or partner agency, and confirmed in writing with acknowledgment of receipt accompanied by the original travel document to the address indicated in article 11.2 of these ToS and for the attention of the Eurolines After-Sales Service, at the latest 15 days after the end of the journey. Failing this, no claim will be accepted by Eurolines SA except to show that the impossibility of confirming the claim is due to a case of force majeure.

i) In the event of loss or damage of checked baggage, the compensation shall not exceed €150 per item of baggage. It is specified that:  
- the compensation for lost or damaged baggage following a traffic accident is subject to the regulations on passenger law;

j) At the end of the journey, the passenger is required to ensure that no personal baggage, objects or effects are left on board.

## **11. Cooling-off period.**

You are informed that, pursuant to Articles L. 121-16-1 and L. 121-21-8 of the Consumer Code, the Eurolines France and isilines transport services are not subject to the right to a cooling-off period provided for in Articles L. 121-20-12 et seq. of the Consumer Code regarding distance selling.

## 12. Processing of personal data. Data Protection Act.

The information you give us when you buy the ticket entitles Eurolines and its Partners to process and implement the placed orders and, if necessary, to manage the operation of your customer account. We inform you that some of the data you communicate at the time of booking may be transmitted to the authorities of the destination country if the regulatory framework requires it. When you make a purchase, your e-mail address is used to communicate with you, including sending you service information, system messages, registration confirmation e-mails, transmitting your user account information, and sending you information about your tickets and itineraries or your travel profiles. This data is also used to manage your subscription to our Newsletter. The Eurolines Websites and the Mobile Application use cookies.

To learn more about the use of your personal data, you can read our "Personal Data Protection Charter": <https://www.eurolines.fr/charte-de-protection-des-donnees-personnelles> Our Personal Data Protection Charter is also accessible at the hypertext link at the bottom of our website homepage and on the mobile application. You have the right to access, correction, portability, deletion and limitation of processing of your personal data in compliance with Regulation (EU) 2016/679 of April 27, 2016, regarding the protection of natural persons with respect to processing of personal data and the free circulation of this data (the "GDPR"), the amended Data Protection Act of January 6, 1978, and local legislation applicable to Eurolines Subsidiaries. You may exercise this right by contacting the Eurolines data protection representative at the following address: [data-privacy@transdev-eurolines.com](mailto:data-privacy@transdev-eurolines.com)

## 13. Passenger assistance. Claims.

### 13.1 Assistance.

To allow passengers to communicate quickly with Eurolines before and during the journey, an assistance number is indicated on all Eurolines and isilines tickets:

From France: +33 (0)1 49 72 51 57 (non-premium number)  
From Belgium: +32 (0)2 6692007  
From the Netherlands: +31 (0) 88 0761777  
From the Czech Republic: + 420 731 222 111

### 13.2 Claims.

For any claim, Passengers may contact Customer Services by email or telephone, at the addresses and/or numbers indicated below. Any claim must be made using the online contact form or by registered letter with acknowledgment of receipt:

**Eurolines France:** After-Sales Service – TSA 60001 92400 Villeneuve la Garenne- Cedex – France; [reclamations@transdev-eurolines.com](mailto:reclamations@transdev-eurolines.com)  
**Eurolines Belgium:** Customer Services Belgique-Eurolines België N.V., Avenue du Havenlaan 86c, 1000 Brussels, Belgium; [info-be@transdev-eurolines.com](mailto:info-be@transdev-eurolines.com)  
**Eurolines Netherlands:** Customer service Nederland- Eurolines Nederland B.V. 1115 BZ DUIVENDRECHT; [info-nl@transdev-eurolines.com](mailto:info-nl@transdev-eurolines.com)  
**Transdev Eurolines CZ:** Karlínské náměstí 6, Praha 8, 186 00; [reklamace@eurolines.cz](mailto:reklamace@eurolines.cz)

The claim must be accompanied by the travel document and other proofs and must be made within three (3) months of the date on which the journey was made or should have been executed, failing which it will not be processed. Within one (1) month of receipt of the complaint, Eurolines will inform you if it has been accepted, rejected or is still under examination. A definitive answer will be provided within 3 months of receipt of your complaint. Claims for Third Party Services will be forwarded to the corresponding Partners. The Eurolines After-Sales Service will manage the relationship with the Partners, in accordance with the conditions and limits set out in the Partner Terms and Conditions.

### 13.3 Mediation.

Customers who are not satisfied with Eurolines France's response to their complaint can send their request to the Travel and Tourism Ombudsman. **No request will be accepted if the Eurolines France customer services have not been contacted previously.** The Tourism and Travel Ombudsman can be contacted directly online by downloading the referral form from <http://www.mtv.travel> and returning it to the following address: MTV Médiation Tourisme Voyage-BP 80 303-75823 Paris Cedex 17. Similarly, the Customer can refer it to the European mediator. The contact details and referral methods are available on the website <https://ec.europa.eu/consumers/odr/>.

## 14. Use of the Websites and the Mobile Applications

14.1 Eurolines cannot guarantee that its Websites and Mobile Applications are free from anomalies, errors or bugs, nor that the Websites or mobile applications will operate without interruptions or failures, nor that they are compatible with specific hardware or settings. Eurolines cannot be held responsible for malfunctions attributable to third-party software, nor for any type of foreseeable or unforeseeable, material or immaterial damage arising from the use of our Websites or our mobile applications or the total or partial inability to use them.

**14.2 For hypertext links from our Websites to other sites, it is your responsibility to be aware of the policies of these sites, particularly regarding the protection of personal data. Eurolines makes no commitment regarding any other website to which you may have access via our Websites and cannot in any way be held responsible for the content, access or operation of these websites.**

## 15. Insurance.

15.1 No insurance is included in the ticket price. Therefore, it is advisable for Passengers with valuables worth more than €150 to subscribe to an optional travel insurance policy. Travel insurance can also cover the risks of certain cases of cancellation, assistance and repatriation costs in the event of accident or illness. If you decide to purchase travel insurance on our Websites or in our branches, your contract will be concluded directly with the insurance company whose general terms and conditions will apply to the said insurance. These insurance terms and conditions will be made available during the sales process.

Eurolines France has taken out professional insurance with HDI-Gerling Industrie Versicherung AG - Tour Opus 12 - La Défense 9 - 77 Esplanade General de Gaulle - 92914 Paris La Défense Cedex for damages resulting from its professional activity.

## 16. Law and Applicable Jurisdiction - Language

These general conditions and more generally the contract of carriage concluded with Eurolines France are subject to French law.

In the event that these general terms and conditions are translated into one or more foreign languages, only the French text will prevail in the case of a dispute. Any dispute relating to the interpretation and/or execution thereof is a matter for the French courts. The Passenger is informed that, in any case, they may use conventional mediation or another alternative dispute resolution.

#### **17. Pre-contractual Information - Passenger Acceptance**

The Passenger acknowledges having been informed, prior to the placing of his/her order, and in a clear and understandable manner, about these ToS and all information referred to in Articles L 111-1 to L-111-7 of the French Consumer Code, and in particular:

- The essential characteristics of the Eurolines France or isilines services;
- The price of the tickets and ancillary costs;
- Information relating to the identity of Eurolines SA, its postal address, telephone number and electronic contact details, and its activities;
- Information on the legal and contractual warranties and how they are implemented;
- The functionalities of the digital content and, where appropriate, its interoperability;
- The possibility of resorting to conventional mediation in the case of litigation;
- The mere fact of a person buying or ordering Eurolines France or isilines tickets implies full compliance with acceptance of these ToS, which is expressly acknowledged by the Passenger.