

I GENERAL PROVISIONS

CARRIER IS DISCOVERY GROUP J.D.O.O. , DR. VLADKA MAČEKA 28, 20000 DUBROVNIK

PASSENGER IS THE PERSON CARRIED BY THE CARRIER UPON PAYMENT OF A FEE

SERVICES IN DOMESTIC ROAD TRANSPORT INCLUDE SERVICES ON THE TERRITORY OF THE REPUBLIC OF CROATIA

SERVICES IN ROAD TRANSPORT WITHIN EUROPEAN UNION INCLUDE SERVICES BETWEEN TWO OR MORE MEMBER STATES OF THE EUROPEAN UNION (HEREINAFTER REFERRED TO AS: THE EU), SWITZERLAND INCLUDED

SERVICES IN INTERNATIONAL ROAD TRANSPORT INCLUDE SERVICES BETWEEN THE MEMBER STATE OF THE EU AND A COUNTRY OUTSIDE THE EU

VEHICLE IS THE BUS AND THE PERSONAL VEHICLE WITH AT LEAST 9 SEATS (DRIVER'S SEAT INCLUDED) EXCLUSIVELY USED FOR PASSENGERS TRANSPORT

TICKET IS THE DOCUMENT THAT ENTITLES THE PASSENGER THE RIGHT TO USE TRANSPORT SERVICES OF THE CARRIER UNDER THE CONDITIONS ESTABLISHED BY THESE GENERAL CONDITIONS OF CARRIAGE

Article 1

The General Conditions of Carriage establish relationships between the Carrier and the Passengers who use services of the Carrier in bus and coach transport and the conditions under which the Carrier shall offer transport services to the Passenger and his/her luggage.

II CONTRACT OF CARRIAGE

Article 2

With the Contract of Carriage the Carrier undertakes to carry safely the Passenger and his/her luggage according to the agreed route, and according to the published timetable, and the Passenger undertakes to pay to the Carrier the transport fare.

The Contract of Carriage may be concluded between the Carrier and the orderer of the transport, in which case the orderer of the transport undertakes the obligation to pay to the Carrier the transport fare.

The existence of the Contract of Carriage is proved with the ticket.

Article 3

The ticket contains the date, time and coach service, data about the Carrier and the price of the service. Tickets may be purchased at the Carrier's ticket outlets, online on the Carrier's website, and in the Carrier's vehicles.

The ticket may be printed or handwritten.

Article 4

The term pass entitles the Passenger to use transport services within a specific period of time, and may be issued for a definite number of journeys or may be issued for an indefinite number of journeys on the specific route.

The term pass contains the name and surname of the Passenger, a photo and the category of the Passenger, if the term pass is a chip card then it contains all other information necessary for an easy realization of the right to transport.

The type of the term pass depends on the category of the Passenger (primary school student, high school student, university student, employed or retired person) and the territory of service, and its issuance is charged according to the valid pricelist of the Carrier.

Article 5

The ticket is generally issued for a single journey that is the one-way journey, and is binding for the Carrier for the specific date, time and distance of the journey indicated on the ticket.

The Passenger may buy a return ticket for journeys indicated as such by the Carrier.

The return ticket entitles the Passenger to take an outward and return journey for which the route is stated on the ticket; and obligates the Carrier solely for the established date and time of the outward journey stated on the ticket, while the Passenger is obliged to confirm the date and time of the return journey by purchasing a reservation.

The basis for the calculation of the return ticket is the doubled price of one-way ticket for the specific route, reduced for discount according to commercial benefits of the Carrier that have been determined previously. The return ticket has the validity period that is calculated from the outward journey, and cannot be used after the validity period has expired.

Return tickets are valid on the Carrier's routes, and in exceptional situations on routes operated by other carriers if there is an agreement between carriers existing.

The Carrier can approve the commercial benefits to a specific category of passengers that are realized at the time of ticket purchase, with remark that such commercial benefits cannot be cumulated.

Article 6

It is possible to change the date and time of the departure stated on the ticket if the Passenger makes the request to the transport office or to another person authorised by the Carrier not later than 2 hours before the beginning of the journey on domestic regular services, that is 6 hours before the beginning of the journey on international regular services within EU. In that case, the Passenger is obliged to pay a new reservation fee and a bus terminal fee.

Article 7

The Passenger may pre-reserve the seat in the vehicle personally at the authorized Carrier's ticket outlets, by phone at the number of the info centre 060/30 20 10 or the ticket outlet's number, and by e-mail to the address of the info centre info@discovery.rent or the ticket outlet's e-mail address.

The pre-reservation is binding for the Carrier only if the passenger buys the ticket and/or reservation not later than 6 hours before the journey on international regular services within EU that is 2 hours on domestic regular services.

If the Passenger fails to buy the ticket within the period established in Paragraph 2 of this Article, the ticket outlet is entitled to resell the reservation to another passenger, and the previous passenger loses the right to the reserved seat, as well as to the request for compensation from the Carrier.

The Carrier reserves the right to change on specific services the number of seats indicated on the reservation, whereby it undertakes the obligation to provide to the Passenger the seat with a valid reservation.

Reservation is not issued without the ticket being purchased, unless the Passenger has the return ticket or the term pass that are valid.

The seat reservation fee is charged for according to the valid pricelist of the Carrier, that is, the authorized ticket outlet.

Article 8

The Carrier shall issue to the Passenger, upon request, the confirmation about the ticket price for the requested service that the Carrier operates.

The confirmation is issued at the authorized ticket outlets (vehicles not included) and it is charged for according to the valid pricelist of the Carrier.

III REFUNDS

Article 9

The Carrier undertakes to refund the fare, less 10% for handling costs, if the Passenger decides to cancel the journey and makes the request to the Carrier as follows:

- on domestic services at least 2 hours before the beginning of journey
- on international services and services within EU at least 6 hours before the beginning of journey

The Passenger from Paragraph 1 of this Article is not entitled to a refund of the amount paid for the bus station fee and the reservation.

If the Passenger makes the request for refund to the Carrier on the unused part of the return ticket within its validity period, the Carrier shall deduct from the paid amount of the return ticket (from which the amount paid for the reservation and the coach station fees are excluded) the amount of the one-way ticket with the corresponding commercial discount and 10% for handling costs, and shall refund the difference to the Passenger.

The validity of the return ticket is calculated from the day of the outward journey.

When calculating the amount of the refund, the amount is rounded to a whole number according to the established rules of rounding process.

Article 10

Lost, damaged or destroyed ticket, as well as tickets cancelled after the period indicated in Article 9 Paragraph 1 of the present General Conditions, shall not be refunded.

The Passenger who, by mistake, used the service of another carrier, and not the carrier for which the ticket was purchased, shall not have the right to a refund of the paid fare.

Article 11

If the Passenger has purchased the term pass, and then cancels it, the refund may be requested from the Carrier.

a) Term pass for unlimited number of journeys in a specific period of time

If the refund on term pass is requested before the beginning of the validity period of the ticket, the fare will be refunded, less 10% for handling costs.

If the refund on term pass is requested during its validity period, that is, the ticket was partially used, the fare will be refunded less the number of used days at the ticket purchase price from the cancellation date (excluding Saturdays, Sundays and holidays), and 10% for handling costs.

The request for refund is approved exclusively for the period of at least five consecutive days, excluding Saturdays, Sundays and holidays, for which is necessary to attach the appropriate confirmation.

The request for a justified refund (illness, annual leave, etc.) of part of fare for the unused term pass may be presented not later than 5 days after its expiry date, and is necessary to attach the medical certificate, certificate of the use of annual leave, or another proof of the impossibility to use the term pass.

If the term pass is purchased within its validity period, it is not possible to receive the refund of the unused part for the days prior to purchase.

b) Term pass for a definite number of journeys

If the refund on term pass is requested before the beginning of the period for which it was purchased, the fare will be refunded, less 10% for handling costs.

If the refund on term pass is requested during its validity period, that is, the ticket has been used partially, the pass will be refunded less the number of used journeys (coupons) at the ticket purchase price from the cancellation date, and 10% for handling costs.

The request for partial money refund for the unused term pass may be made during its validity period.

Article 12

In case the term pass is damaged, the Passenger shall replace the damaged term pass with a new one by paying the compensation in the amount of the value of the new term pass that shall be valid until the validity date of the previous term pass.

In case of loss of the term pass, it shall be reported immediately at the authorized Carrier's ticket outlet.

The issuance of a new term pass is charged for according to the valid pricelist of the Carrier.

Article 13

The refund is made upon the ticket that is whole and not damaged and such presented at the ticket outlet where the ticket was purchased, or at the authorized ticket outlet listed at www.discovery.rent web page, if the ticket was purchased onboard.

The exception to Paragraph 1 of this Article are tickets purchased at the ticket outlets also listed on the Autotrans' website - www.autotrans.hr for which the refund is possible upon request made at any of the outlets listed on the mentioned web page.

Sales staff may refund the ticket on the condition that a transport officer or another person authorized by the Carrier has validated it.

For the term passes, the refund request shall be submitted in written to the address of the Carrier referred to in paragraph 3 of this Article or in one of the ticket outlets listed in paragraph 1 of this Article, or by e-mail address: info@discovery.rent.

With the refund request in written stated in paragraph 3 and paragraph 5 of this Article, there shall be the original ticket attached. Written requests without attachments will not be taken in proceeding.

If the refund request is presented in written, then the refund is paid solely on the bank account which is given in it.

IV PASSENGER RESPONSIBILITIES

Article 14

The Passenger is obliged to check all the elements of the ticket in the moment of receipt and bring any irregularities immediately to the attention of the sales staff.

If the Passenger fails to report timely the errors to the Carrier, the ticket shall be considered valid.

Article 15

The Carrier reserves the right not to issue the ticket and refuse to take onboard passengers who damage the assets of the Carrier with their behaviour and harass other passengers or the staff.

Article 16

The Passenger is obliged to pay attention to enter the vehicle that is operating the specific service at the bus terminal at the beginning of the journey, that is, at bus stops, and to exit the vehicle at the scheduled final bus terminal or bus stop.

The Passenger may enter or exit the vehicle only at the bus terminal, that is, the scheduled bus stop according to the timetable.

The Passenger shall mind to travel with the Carrier indicated on the ticket.

The Passenger shall arrive to the boarding point at least 10 minutes prior to the departure time. In case the Passenger is late, the Carrier shall not have any liabilities towards the Passenger.

If during the transport there are certain short pauses due to the use of toilets and/or refreshments, the customer is required to return the vehicle within the time specified for the short pause.

The Carrier is not liable to hold the vehicle and wait for passengers who do not respect the time for the short pause as it is stated in the preceding paragraph of this article.

The Carrier completely renounces any liability for damages on the basis of a claim of passengers, which may be incurred as a result of the failure of passengers stated in paragraphs 5 and 6 of this Article.

Article 17

The Passenger shall keep the ticket during the whole journey and produce it for inspection upon request of the Carrier's authorized person, identified by the official card of the ticket inspector.

If the Passenger uses the ticket with a commercial discount, it is necessary to prove his/her identity by producing a personal ID or another appropriate document (e.g. a- student card) that allows the Passenger to purchase a discounted ticket.

If the Passenger damages, loses or, by any means, remains without the ticket, uses the expired or invalid ticket, he/she shall pay to the inspection staff a penalty fare in the amount of 50.00 HRK and the full price for a ticket on a service he/she is travelling on.

The Passenger refusing to pay the penalty fare and the full price of the ticket for the service he/she is travelling on due to the lack of a valid ticket shall be excluded from further travel.

Article 18

The Carrier has the right to refuse to provide or assure the ticket or the reservation, or to take onboard a person on the ground of disability or of reduced mobility in case it is necessary to meet applicable safety requirements established by the rules of the international law, Community law or national law, or in order to meet health and safety requirements established by the competent authorities, and in case when the design of the vehicle itself or the infrastructure of bus terminals and bus stations makes it physically impossible to take on board, alight or carry the disabled person or person with reduced mobility in a safe and operationally feasible manner.

Article 19

During the journey the driver and the inspector of the Carrier may exclude a passenger from the journey if:

- he/she jeopardizes good order and discipline onboard
- he/she jeopardizes the safety of travel
- he/she disturbs the staff
- he/she disturbs the inspection staff
- he/she refers to other passenger and/or bus personnel in a indecent manner.

When excluding the Passenger from further travel, the bus staff shall give the Passenger his/her luggage.

In that case the Passenger is not entitled to a refund from the location of exclusion to the final destination.

Article 20

If the Passenger gets the bus dirty by wilful misconduct or gross negligence, he/she shall pay for the cleaning service the amount of the actual costs.

The Passenger shall pay for the damage incurred to the Carrier through his/her own fault.

Article 21

The Passenger during driving, on the seats on which there are installed seat belts, shall use the seat belt in accordance with provisions of the Law on Road Traffic Safety.

All possible consequences in the case of adverse events due to non-compliance with the provisions of paragraph 1 of this Article shall be borne by the Passenger.

During driving, the Passenger cannot walk through a vehicle or lift himself of the passenger's seat while the vehicle is not stopped in order to disembark passengers.

Article 22

In international transport and transport within EU the Passenger shall respect the rules valid in other countries that apply to the journey, entry and exit documents (passport, visa, money for the stay in a specific country, etc.), as well as other rules connected with customs, tax authorities and other administrative bodies, as for the Passenger itself, and his/her hold luggage and hand luggage.

The Carrier has no liability towards the Passenger for his/her omission of reasons stated in Paragraph 1 of this Article, for which the Passenger might be excluded from further travel.

Article 23

The Passenger who wishes to receive necessary information about a specific journey in its duration shall give his/her contact to the Carrier or to the bus terminal when the contract of carriage is stipulated, so as to send the requested information.

Other information for passengers are available on the website of the Carrier and at the bus terminals.

Article 24

The Passenger has the right to submit a written complaint no later than 90 days from the date when the service was or had to be performed.

The written complaint stated in previous paragraph of this Article (for which a form can be found on the Carrier's web page) shall be sent to the address: Discovery Group j.d.o.o., Dr. Vlada Mačeka 28, 20000 Dubovnik or by an e-mail sent to info@discovery.rent which shall have the ticket (for tickets bought on-line only the order number can be stated) and a short motivation of the written complaint attached.

The Carrier shall notify the Passenger within 30 days from the receipt of the written complaint that the complaint is accepted, rejected, or still being considered.

The Carrier undertakes to give the final answer within a period not longer than 3 months from the receipt of the written notice. If the Carrier fails to do so in the indicated time period from the receipt of the written complaint, the Passenger may file a complaint to the Ministry of Maritime Affairs, Transport and Infrastructure.

The Passenger shall not make public statements related to the indicated service until the date of receipt of the written statement by the Sales Department of the Carrier.

Article 25

Within 5 days of receipt of the response to a written complaint from the previous Article of these General Conditions of Carriage, the Passenger may submit a written complaint to the Carriers' Consumer Complaint Commission in which there is a representative of the Association for Consumer Protection.

Complaints received after the deadline in the previous paragraph of this Article shall not be taken in proceedings.

The Commission shall send a written answer to the Passenger who sent complaint within 30 days of receipt of the complaint.

The Passenger agrees that until the day of receipt of the Commission's answer to the complaint filed, he/she will not give public statements related to the subject of the complaint.

In connection with the complaint, the Passenger can initiate court proceedings only after he has exhausted the process of resolving the complaint in accordance with Article 24 and 25 of these General Conditions of Carriage.

In the event of a dispute between the Passenger and the Carrier, the competent court shall be determined according to the seat of the Carrier.

V. CARRIER RESPONSIBILITIES

Article 26

The Carrier establishes the timetable and the price of transport for all destinations of a service, and publishes them in an appropriate way, on the Internet, at authorized ticket outlets.

When establishing the transport prices, the Carrier may take into consideration commercial discounts for specific categories of passengers, determined as such, whereat commercial discounts are not always available for all or the same destinations and routes of a service.

Article 27

The Carrier shall accept to transport and carry each person that satisfies the conditions from the present General Conditions of Carriage:

The Carrier may refuse to carry:

- persons who carry firearms, excluding passengers on duty, under the condition their weapon is in safe mode,
- persons showing clear signs of contagious or mental diseases, as well as persons with open wounds (unless it is a person injured in a traffic accident, carried to the nearest healthcare institution),
- children up to 14 years, if not accompanied by adults or other legal representative or by their authorized person, where such authorization shall be approved by public notary or consulate office. The Carrier shall accept to carry children from 14 to 18 years of age to the parents' own responsibility.
- persons whose clothes or luggage are so dirty that there is the risk of getting dirty other passengers' clothes in the vehicle, or the vehicle itself,
- persons under the influence of alcohol or drugs
- persons without appropriate clothing (wearing bathing suits, without parts of clothing and footwear, wearing ski boots, etc.).

Article 28

In case of cancellation or delay for more than 90 minutes in departure from the bus terminal in domestic road transport, in international road transport, in road transport between EU Member States with scheduled distance of the service up to 250 km, the Passenger has the right to choose among the following:

- to continue with the journey or to redirect it to the destination without additional travel cost, or
- to return to the departure point with full refund of the travel ticket, or
- to interrupt the journey with refund of the unused-part of the ticket.

For damages caused to the Passenger due to interruption, delay or not performed service, the Carrier shall not be liable in case of severe weather conditions, traffic jams, and in cases that are not a consequence of wilful misconduct or gross negligence of the Carrier.

Article 29

In domestic road transport, in international road transport and in road transport between EU Member States with the scheduled distance of the service of at least 250 km, the Passenger has the following rights:

- in case of cancellation or delay in departure from the bus terminal for more than 120 minutes, or in case of overbooking, the Passenger may choose to continue or to redirect the journey to the final destination with the first available service without any additional transport cost, or the refund, and, where necessary, a free return journey to the first point of departure indicated in the contract of carriage at the earliest opportunity.
- this does not apply to passengers who have the open date ticket without a validated ticket and reservation with time and date of the return journey.

The Passenger shall announce his/her choice in a verifiable way within 60 minutes after the circumstances from previous Paragraph of this Article have arisen.

The refund to the Passenger referred to in Paragraph 2 Subparagraph 1 of this Article shall be paid within 14 days from the date of receipt of the Passenger's request, in cash, unless the Passenger accepts another form of compensation. The refund includes the full amount of purchase price, for the unused part or parts of the service, and for the used parts of the service if the journey does not comply any more with the Passenger's journey plan.

- in case of cancellation or delay in departure from the bus terminal for more than 90 minutes for journeys with scheduled duration of more than 3 hours, the Passenger has the right to a snack or refreshment in reasonable relation to the waiting time, provided they are available in the bus terminal, or can reasonably be supplied, and a hotel room or other accommodation in cases where a stay of one or more nights becomes necessary. The cost of accommodation is limited to EUR 80.00 per night, and for a maximum of two nights.

The Carrier is not obliged to provide accommodation if the cancellation or delay is caused by severe weather conditions or major natural disaster endangering the safe operation of services.

- In the event of an accident arising out of the provided service according to the present General Conditions, the Carrier shall provide passengers from Paragraph 1 of this Article with reasonable and proportionate assistance with regard to the passengers' immediate practical needs following the accident, including transport, food, clothes, and the facilitation of first aid. The total cost of accommodation per passenger is limited to EUR 80.00 per night, and for a maximum of two nights.

VI. LUGGAGE

Article 30

Carrier's vehicles carry hand, hold, and unaccompanied luggage, as well as items that are not considered hand, hold, and unaccompanied luggage, under the conditions established by the present General Conditions.

Personal vehicles 8+1 in road transport carry exclusively hand luggage.

Article 31

Hand luggage include items that may be brought in the vehicle, that is, personal vehicle referred to in Article 30 Paragraph 2 of the present General Conditions, and stored in the appropriate place for it, and that the passenger guards by himself/herself.

Hand luggage refers in general to items of small dimensions, such as handbags, nets and similar, that can be stored in the overhead racks, or the passengers can keep with them, under the seat, and ensure not to disturb other passengers.

Hand luggage referred to in Paragraph 2 of this Article is free of charge, and the Carrier is not liable for the loss or damage of items.

Article 32

Hold luggage include suitcases, bags, backpacks and similar, with maximum weight of 25 kg each.

The hold luggage service has a fee.

Items that are not considered hold luggage include items that the Passenger is carrying with him/her, such as: cases, baskets, sacks, casings and similar items that by their dimension and weight can be stored in the storage compartment (baggage hold) and are charged according to the valid pricelist for unaccompanied luggage.

The Carrier may, to the Passenger's request, carry not more than two pieces of luggage, and if it disposes of necessary storage compartment, and does not overloads the vehicle, even more than two.

When accepting and handling luggage, staff shall issue a corresponding ticket – luggage tag, and the receipt for the luggage transport service that the Passenger shall keep during the whole journey, and produce it for inspection upon request.

The pricelist for the service, hold and unaccompanied luggage and items is set by the Carrier and available on the Carrier's web site.

The existence of a contract of carriage of hold luggage and items can be proved only with the luggage ticket and the receipt for luggage transport service.

Article 33

The Carrier shall be liable for damage incurred because of loss or damage of hold and unaccompanied luggage and items in the amount of up to HRK 2.500.00.

The Carrier shall not be liable for damage referred to in Paragraph 1 of this Article if the hold luggage is not packed or sufficiently packed and due to that, by its nature, exposed to loss or damage.

Upon luggage consignment, the Passenger shall inform the staff about the value of the luggage exceeding the amount referred to in Paragraph 1 of this Article, and allow the staff to inspect the luggage.

Valuables, securities, or other valuable items the Passenger shall carry in hand luggage.

Article 34

The Passenger shall compensate to the Carrier the damage incurred due to the characteristics or conditions of luggage.

The Carrier shall not accept to transport luggage including hazardous items, explosive and highly flammable items, items with unpleasant odour, perishable goods, corrosive goods or goods that may hurt or get dirty other passengers, damage the bus or carried other passengers' items, fragile goods, cash, securities, valuables, jewellery or works of art.

Article 35

Transported animals may include exclusively guide dogs accompanying blind persons as passengers.

Article 36

In accordance with the available space in the baggage hold, the Carrier may transport unaccompanied luggage.

Unaccompanied luggage include items that are not accompanied by a passenger onboard, and that the Carrier takes for transport with the accompanying luggage ticket, and delivers in the agreed destination indicated on the voucher.

The contract of carriage of unaccompanied luggage obliges the Carrier to transport the taken luggage to the agreed destination and deliver it to the recipient or his/her attorney (with the exhibition of a power of attorney of the recipient). The luggage tag shall contain the route and the name, surname and address of the recipient and sender. The staff confirms the take over of unaccompanied luggage for transport by the bill delivered to the sender when the service is charged for, while at the delivery the recipient confirms the receipt with his/her signature on the luggage tag sample that is held by the staff.

The existence of the contract of carriage is proved only with the luggage ticket or the bill for unaccompanied luggage.

Article 37

The Carrier is not liable for incorrect information about the content of unaccompanied luggage.

The staff is authorised to refuse to accept luggage in case the Passenger or the sender refuses to declare its content.

Article 38

Aside the items stated in the Article 34, Paragraph 2 of these General Conditions of Carriage, shipments that will not be accepted for transport are:

- fresh and frozen fish and fish products, seashells and molluscs,
- fresh and frozen meat and meat products,
- milk and dairy products.

The Carrier shall not accept transport of unaccompanied luggage in international transport and transport within EU.

Article 39

The sender shall deliver the unaccompanied luggage not later than 15 minutes before departure of the vehicle according to the timetable, failing to do so the Carrier is not obliged to accept it. The recipient shall wait for the vehicle in order to take the unaccompanied luggage. The Carrier is not liable for unaccompanied luggage if the recipient fails to wait for the bus.

Article 40

Upon the exit from the vehicle the Passenger shall take with him/her all his/her belongings from the vehicle and take his/her hold luggage. All items found after the journey the staff shall give to the authorised person of the Carrier or to the company that manages the operation of the bus terminal. The Carrier is not liable for perishable goods found in the vehicle after the journey.

VII. FINAL PROVISIONS

Article 41

Carrier's vehicles that have built-in video surveillance at a prominent place at the entrance to the vehicle, as well as in the vehicle itself, shall have a sign indicating that the vehicle is monitored by cameras. Recorded data are confidential. Checking recorded data is possible by order of the Carrier's responsible person, upon request of the Ministry of Internal Affairs or the Court. Delivery of recorded data to third parties shall be performed only upon written request in which the purpose of such a request should be stated.

Article 42

The Carrier shall keep as trade secret all information about the Passenger and without his/her consent, except in cases prescribed by the law or to the request of the competent government authorities, shall not disclose personal data of the Passenger collected for the purpose of the contract of carriage and/or issuing of the document needed to obtain commercial benefits of the carrier. Correction, addition and deletion of personal data of the Passenger are provided upon written request sent to address , to the Officer for Protection of Personal Data or using e-mail via contact form on the website of the Carrier (type of query: Protection of Personal Data).

Article 43

All disputes among passengers during the journey shall be settled by the staff, while possible disputes among passengers and staff shall be settled by an authorised person of the Carrier.

Article 44

The present General Conditions shall enter into force on the day of their adoption, and are available to the Passengers on the Carrier's website www.autotrans.hr and at all ticket outlets where Carrier's ticket are sold. With the entry into force of the present General Conditions, the General Conditions of Carriage dated 19th October 2013 shall cease to have effect.

Article 45

Online ticket sales is regulated by separate General Conditions.

Article 46

The Carrier may change the present General Conditions in accordance with its business policy and the valid EU legislative acts and regulations.