

Passenger and baggage transportation Terms and Conditions, ticket sales procedure of LLC "Gunsel" (from 05.08.2019)

**This is a translated version, for original version please refer to Ukrainian page*

1. General provisions.

1.1. These Terms and Conditions regulate the procedure for the carriage of passengers, baggage in buses, the procedure for the sale of tickets of LLC "Gunsel" (hereinafter - the Carrier), as well as determine the rights, duties and responsibilities of the Carrier and Passengers.

1.2. These Terms and Conditions have been drawn up on the basis of the Rules of Passenger Road Transport Services (DCMU No. 176 18.02.1997 with changes and additions). In case certain clauses of these Terms and Conditions and DCMU No. 176 differ, the DCMU No. 176 prefers, but other clauses remain valid.

1.3. With regard to international trips, these Terms and Conditions are drawn up on the basis of the Rules of crossing the state border by citizens of Ukraine (DCMU №57 dated 22.01.1995 with changes and additions), international treaties of Ukraine (reference information on the list of documents necessary for foreigners to cross the border of Ukraine under link <https://dpsu.gov.ua/en/Dokumenti-dlya-peretinannya-derzhavnogo-kordonu-Ukraini>).

1.4. In the event of amendments to these Terms and Conditions, tickets that were purchased at the time of their entry into force shall be subject to the Terms and Conditions in force at the date of purchase of the ticket.

2. Travel documents, documents required for boarding.

2.1. A ticket is a travel document with a fare determined by the Carrier, the issue of which confirms the conclusion of a contract of carriage between the Carrier and the Passenger and entitles the Passenger to use the trip solely on the basis of the data indicated in the ticket, namely: names and surnames, route, date, time and place departure.

2.2. The purchase of a ticket indicates that the Passenger is acquainted with and agrees with these Terms and Conditions and the Carrier's Privacy Policy.

2.3. The ticket is also a contract of obligatory personal insurance of passengers against accidents on transport under the conditions defined by DCMU №959 from 14.08.1996 (with changes and additions).

2.4. There are the following types of tickets accepted by the Carrier for execution:

2.4.1. e-ticket of the Carrier;

2.4.2. electronic ticket of partner agencies (Busfor, Infobus, PrivatBank and others);

2.4.3. ticket issued through ticket offices of bus stations;

2.4.4. ticket issued at the branches of the Carrier;

2.4.5. ticket issued by the representative while boarding the bus.

2.5. The ticket can be presented in printed form, in PDF format, on the screen of the phone and / or tablet. For international trips, the ticket must be printed and must not contain any errors in the Passenger's data.

2.6. Upon presentation of one of the above types of tickets, the responsible persons of the Carrier carry out their reconciliation with the ticket and boarding documents.

2.7. If at least one of the types of tickets is not presented, the Carrier has the right to terminate the unilateral contract of carriage.

2.8. Documents confirming the right of the Passenger to travel within Ukraine are the ticket and an identification document.

2.9. Documents confirming the Passenger's right to travel on international trips are: a ticket and a valid travel document.

2.10. Valid travel documents are documents that allow the Passenger to cross the internal European and foreign state borders of Ukraine, whose validity does not expire or will not expire during the future trip (taking into account the allowed number of days of stay or validity of the visa), such documents may be:

2.10.1. passport or ID card of an EU country national for entry and/ or travel within the territory of EU countries, Schengen countries or other countries, if the national legislation of the country does not stipulate that the passenger has other travel documents and, if available, a foreign passport and / or other travel documents;

2.10.2. passport and visa affixed to such passport - for entry and/ or transit through the territory of the country to which the visa regime, established by the law of the country applies, a migration card;

2.10.3. a child's passport, a child's travel document, or a visa affixed to such passport - for entry and/ or travel, stay in the territory of the country to which the visa regime established by national law applies; for travel with children, additional travel documents may be available, such as: birth certificates, notarized power of attorney from parents, divorce certificates, court decisions, etc. - the list of such documents depends on the law of the country from or to which the child enters;

2.10.4. diplomatic passport, service passport or visa, if required by the law of the country of destination or transit;

2.10.5. for citizens of Ukraine: foreign biometric passport (containing the chip presence icon on the front and on the identification pages of the passport), foreign passport with a visa affixed to such passport; for the citizens of Ukraine additional documents for crossing the state border may be (Passenger needs to take care of their availability depending on the purpose of the trip): an insurance

policy covering medical expenses of the traveler abroad, invitation, return ticket or hotel reservation, etc;

2.10.6. other documents that will be required under the law of the countries of destination or transit.

2.11. The documents required for crossing national borders, entry and exit, transit passage through EU countries are personal documents of the Passenger, so the responsibility to the relevant state authorities of the countries of their presence, proper registration, completeness, validity, etc. lies directly with the Passenger. Parents or accompanying persons are responsible for the travel documents of children.

2.12. The passenger is obliged to keep the ticket until the end of the trip and present it at the request of the control of the Carrier, drivers, hostess, representatives responsible for boarding.

2.13. Passenger transportation without a ticket is strictly forbidden, and if a passenger is revealed without a ticket during the trip, it must be issued by the representative responsible for boarding at the nearest stop (if free seat is available).

2.14. When a passenger without a ticket is revealed at the seat of the passenger with one of the types of tickets accepted by the Carrier for execution, the passenger with the ticket has priority.

2.15. For accounting purposes, a stamp may be affixed to the Carrier's electronic ticket at the office of the Carrier where it was purchased; if the ticket was purchased through the Carrier's website, the seal may be affixed to the Carrier's central office.

3. Boarding / disembarkation, route, stops, border crossing.

3.1. The passenger is recommended to arrive at the boarding location indicated in the ticket no later than 15 minutes before the scheduled departure time.

3.2. The Carrier's crew does not personally inform about bus departure of those passengers who did not show up to board the bus before the departure time specified in the ticket.

3.3. Boarding is only possible at the place indicated as the departure location in the ticket.

3.4. In case of force majeure, the place of boarding may be changed, as the Carrier or the representatives responsible for the boarding shall notify the Passenger before departure of the bus.

3.5. The accommodation is carried out at the seats chosen by the Passengers according to the ticket presented. The carrier has the right to change the number of the seat chosen by the Passenger.

3.6. In the absence of the specified seat number in the ticket (when purchasing tickets through some ticket offices of bus terminals or some partner agencies), accommodation is carried out at the vacant seats allocated for such bus station and / or partner agency, with the entry of information in the ticket and boarding documentation.

3.7. Only passengers older than 14 years are allowed on seats 1,2,3,4, passengers on these seats must be fastened with safety belts if the bus modification equipped with them.

3.8. Children under 14 years old have to be transported only with the consent of the parents (adoptive parents), guardians and accompanied by authorized persons. The Carrier does not provide unaccompanied minors services. Children from 14 years old are allowed to travel unaccompanied.

3.9. The Carrier has the right to refuse boarding if the crew and the representatives responsible for boarding passengers may have doubts about the accuracy of the tickets, the validity of the travel documents, or if these documents may cause problems with border control authorities when crossing national borders or delaying a trip at a border.

3.10. In case the Passenger is not allowed to continue the trip at the point of transfer to the international trip (on the Carrier's route with transfer), at the state border during its crossing, the contract of carriage is considered fulfilled, despite the fact that the carriage was performed in a different volume than provided in the ticket, the cost of the trip is not reimbursed (unless the Passenger has time to return the ticket for the second part of the trip with penalties and signing all relevant documents) and the claim is not being accepted.

3.11. In case of detention of the Passenger at the state border for carrying out the check of travel documents, individual inspection, performing of customs procedures regarding his personal belongings, baggage, tax free refund, the contract of carriage is considered fulfilled, despite the fact that the carriage was performed in a different volume than provided in the ticket, the bus has the right to continue the trip without the Passenger, his personal belongings and baggage, the cost of the trip is not reimbursed and the claim is not being accepted.

3.12. The bus driver, hostess, representatives responsible for boarding shall have the right not to allow the Passengers to travel who:

3.12.1. do not have tickets or do not show a certificate which gives a right for social benefits;

3.12.2. are intoxicated or drunk;

3.12.3. violate public order;

3.12.4. carry dangerous goods, including flammable, explosive and potentially contaminating buses or passenger clothing.

3.13. When replacing a bus with a bus of a different capacity, different cabin configuration or comfort class, the decision to board passengers is taken by representatives responsible for boarding or the driver, that will be stated in the ticket and boarding documentation.

3.14. Information about the route, timetable, stops and boarding / disembarkation Passenger can additionally find out on the website, via call center and by the telephone of the central office.

3.15. The bus stops on the route according to the schedule, taking into account circumstances of force majeure that may occur on the route and which the Carrier driver cannot influence (weather conditions, traffic jams, detour of obstacles, actions of governmental authorities, queues at state borders, bus accident and its unforeseen technical malfunction).

3.16. The duration of stops on the route (including sanitary) is declared by the driver or hostess.

3.17. After the announcement of the stop by the crew, the Passenger is obliged to return to the bus cabin before the end of the announced time. If the Passenger does not return to the cabin within 5 (five) minutes after the specified time, the driver has the right to continue the trip without the Passenger, and the delayed Passenger continues the trip on his own, without the cost of the trip being reimbursed and claims to the Carrier are not considered.

3.18. The time of arrival in the ticket is indicative, taking into account the circumstances of force majeure that may occur on the route and which the driver of the Carrier cannot influence (weather conditions, traffic jams, detour of obstacles, actions of governmental authorities, queues at state borders, bus accident and its unforeseen technical malfunction).

3.19. The Carrier does not guarantee and is not responsible for the untimely arrival of buses at the points of interconnections, transfers to other modes of transport and other carriers, connections of trips, except for the transfers stipulated by the tickets of the Carrier itself.

3.20. If the Passenger does not have time for the guaranteed transfer provided by the Carrier's tickets, the Carrier shall provide the passenger with an alternative bus and / or alternative delivery to the destination point. If the Passenger refuses to use an alternative bus and / or alternative delivery, the Carrier shall refund to the Passenger the full cost of the unused second part of the trip.

3.21. When calculating the time of arrival at the Boryspil airport and selecting connections with the bus routes of the Carrier, Passenger should take into account that at least 2 hours before the departure time indicated in the boarding pass is required for the timely completion of all airport formalities. Due to the lack of infrastructure near the terminal "F" at Boryspil airport for arrival of Carrier's buses, the schedule of routes provides boarding and disembarkation only near the terminal "D" Boryspil airport. The bus schedule between terminals can be found on the airport website.

3.22. Boarding and disembarkation of passengers is carried out in accordance with the permits of the Carrier. Stops and boarding in other places are prohibited. The passenger is obliged to board the bus at the departure location indicated in the ticket.

3.23. The timetable does not provide boarding of passengers with violation of the Traffic Rules.

3.24. If delay of departure of the trip for any reason from the location of departure or arrival at the destination point indicated in the ticket is more than 2 hours from the scheduled timetable, the Passenger may use the trip with a changed timetable or initiate the return of the unused part of the trip. In case the Passenger used the trip with a changed timetable, further claims to the Carrier shall not be considered.

4. Purchase, refund and making changes to the tickets, conditions of travel, cancellations and delays of trips.

4.1. Tickets are available for purchase 40 days before the date of departure of the Passenger.

4.2. Carrier's tickets can be purchased through the following sales channels:

4.2.1. Carrier's website;

4.2.2. partner agencies websites;

4.2.3. branches of the Carrier;

4.2.4. ticket offices of bus stations;

4.2.5. in exceptional cases, directly in the buses with compulsory ticket registration by the representatives responsible for boarding.

4.3. Pre-booking tickets by Carrier through any of the sales channels is not available.

4.4. The ticket is generated for one Passenger per one trip, while issuing tickets for trips of the Carrier with transfer two tickets are generated (but with one bank transaction).

4.5. When booking a ticket through the website and / or branch of the Carrier, partner agencies websites it is obligatory to provide up-to-date information: surname, first name, telephone number and email address. Failure to provide up-to-date Passenger data relieves the Carrier of the responsibility for delayed notification about trip delay or cancellation.

4.6. The purchase of a ticket by the Passenger confirms its consent to the processing of personal data (surname, name, telephone number and email address), the ticket cannot be transferred to a third party.

4.7. The surname and first name in the tickets for trips within Ukraine are allowed up to 3 mistakes, if this does not lead to a complete change of name and surname.

4.8. Mistakes in tickets for international trips cannot be corrected after the purchase of the ticket, in case of revealing a mistake by the Passenger, it is necessary to return the ticket and purchase a new one before trip commencing, providing the correct data.

4.9. After purchasing tickets through any of the Carrier's sales channels, the Passenger is obliged to check the accuracy of the specified data by himself, the Carrier is not responsible for any inaccuracies that do not correspond to the purpose of the trip (including, but not limited to: inaccuracies in the date, months, departure time, etc.) and were revealed during the Passenger's boarding on the trip.

4.10. The partner agencies within their contractual obligations are responsible for the accuracy of the information in the tickets, which were sold through the websites of the partner agencies, and the correspondence of this information to the actual conditions of transportation.

4.11. The passenger may cancel the trip (with obligatory registration time of appeal) and return the ticket as follows:

4.11.1. on the website of the Carrier in the section "Cancellation of the ticket"
<https://ticket.gunsel.ua/poshuk-kvytku>;

4.11.2. if it is impossible to cancel the ticket which was purchased on the website - by applying for a return to the email help@gunsel.ua;

4.11.3. in the branches of the Carrier where the ticket refund function is available (a list of such branches can be found on the website, at call center or by telephone of the central office) with the presentation of the original ticket and the identity document;

4.11.4. at the partner agency of the Carrier where the ticket was purchased.

4.12. In case of return of the ticket by the Passenger, despite of sales channel, the cost of the ticket is partially refunded (according to the Rules of Passenger Road Transport Services from 18.02.1997 No. 176), namely:

4.12.1. more than 24 hours before departure - 100% of the fare;

4.12.2. two hours before departure - 90% of the fare;

4.12.3. 10 minutes before departure - 80% of the fare.

4.13. If the Passenger is late for the trip, he/ she may return his/ her ticket within 3 hours after departure of the trip and he/ she will be refunded 70% of the fare under the following conditions:

4.13.1. if the Passenger purchased the ticket at <https://gunsel.ua/>, then the following information should be sent to help@gunsel.ua: ticket number, description of the situation;

4.13.2. if the Passenger purchased a ticket at the Carrier's branch, then he/ she should contact the nearest Carrier's branch, where the ticket refund function is available (a list of such branches can be found on the website, at call center or by telephone of the central office) and write a refund request.

4.14. Processing of applications sent to help@gunsel.ua is 14 working days (depending on the situation in which the return occurs).

4.15. Refund for a ticket purchased on the Carrier's website (subject to the terms of the return) will be refunded to the card from which the payment was made within 14 banking days.

4.16. If the Passenger purchased tickets through the websites of partner agencies, the ticket refund request will be sent and the cost (part of the cost) will be refunded exclusively through the partner agencies in accordance with their own rules for the sale and return of tickets.

4.17. Promotional tickets, discounted tickets, tickets provided under preferential and other conditions are subject to special rules and restrictions for which the Passenger will be additionally informed.

4.18. Duplicate of tickets are not refundable, ticket service fees (if applicable) and payment system fees are non-refundable.

4.19. The basic level of services for the carriage of passengers is the safe delivery of the Passenger with the designated seat on the Carrier's bus from the departure location to the destination point indicated in the ticket, and in the case of baggage carriage – delivery of the baggage to the destination point and its issuance to the Passenger.

4.20. During the trip the Carrier may provide additional services, the presence or absence of which depends on the direction, duration of the trip and modification of the Carrier's buses: presence of

hostess, air conditioning, Wi-Fi, USB sockets, individual built-in multimedia screen (without headphones), video content, tea, coffee, still water etc.

4.21. In case of refusal of the Carrier to provide the transportation service (including, but not limited to termination or cancellation of the trip), except in case of force majeure, the Passenger is entitled to a refund for the purchased ticket equal to its full cost, including but not limited to:

4.21.1. cancellation of the trip;

4.21.2. termination of the trip on the route due to technical malfunction of the bus and inability to provide by the Carrier with an alternative bus and / or alternative delivery to the destination point;

4.21.3. failure to provide the Passenger with the seat indicated in the ticket due to a technical failure in the ticketing system and possible double sale of one seat and in case of the Passenger's refusal of another seat offered by the Carrier.

4.22. In case of providing a bus for transportation with a class lower than indicated in the timetable or on the Carrier's ticket purchase website, at request of the Passenger a partial refund of the ticket fare is possible, namely the refund of the difference in fare between the comfort classes of buses on the trips determined by the Carrier.

4.23. In case of illness or accident, confirmed by the relevant documents, the ticket fare will be returned within 3 days after departure of the bus or the ticket for another trip of the Carrier will be issued free of charge.

5. Baggage and hand baggage.

5.1. The baggage is personal belongings of the Passenger which he / she takes with him / her on a trip and which are properly packed in bags and / or suitcases. All other things except baby strollers, wheelchairs, bicycles and sports equipment are considered as cargo. Carriage of cargo by Carrier's busses is not allowed, the Passenger may contact the Carrier's cargo branches, the list and working hours of which can be found on the website and by telephone of the call center.

5.2. Passengers on domestic and international trips of the Carrier are allowed to carry baggage free of charge in the luggage compartment of the bus, and in the cabin of the bus - hand baggage on hand baggage shelf, the quantity, size and weight of which is determined by the Carrier.

5.3. Under standard conditions, the Carrier allowed to carry free of charge:

5.3.1. baggage in the quantity of 1 unit with size of 80 * 50 * 30 cm and weight up to 20 kg inclusive;

5.3.2. hand baggage in quantity of 1 unit with size of 42 * 30 * 18 cm and weight up to 7 kg inclusive.

5.4. Extra baggage is accepted for carriage only if there is space available in the luggage compartment of the bus and at additional cost. Passengers should contact the Carrier's branches and bus station offices in advance to report excess baggage or baggage sum dimensions of which exceeds the amount allowed for carriage.

5.5. Additional baggage of 1 unit packed in a bag and /or suitcase must be no larger than the first baggage allowed, free of charge: 80 * 50 * 30 cm and weight up to 20 kg.

5.6. Carriage of extra baggage is charged at the fares set by the Carrier.

5.7. The Carrier has the right to refuse the Passenger to carry extra baggage.

5.8. If the number, size, weight of baggage and hand baggage in these Terms and Conditions differs from those indicated in the ticket, the ticket shall prevail.

5.9. The responsibility for the safekeeping of hand baggage in the cabin of the bus relies on Passenger, it is not allowed to place hand baggage in the bus aisle.

5.10. Special baggage on domestic and international trips in the form of a baby strollers, wheelchairs, bicycles and sports equipment may be accepted for carriage, subject to prior notification of the Carrier and / or the bus station and its proper packaging.

5.11. The baby strollers and wheelchairs are accepted free of charge, bicycles and sports equipment are subject to the fares set by the Carrier.

5.12. A baby strollers and wheelchairs are only accepted for carriage when folded; if Passenger with disabilities is required to use a crutch, they can be taken to the cabin of the bus.

5.13. Special baggage must not exceed 240 cm in total of dimensions and its weight must not exceed 30 kg.

5.14. The carriage of musical instruments exceeding the size of hand baggage is carried out only in a rigid case, provided that additional seat will be purchased by the Passenger, the musical instruments cannot be handed over to the luggage compartment of the bus and the Carrier is not responsible for their safety.

6. Rights and obligations of the Passenger and the Carrier.

6.1. The Passenger has the right:

6.1.1. of safe and high quality transportation;

6.1.2. to require from the Carrier to fulfill the terms of the contract of carriage;

6.1.3. to purchase a ticket with a fixed date, place, time of departure and to cancel the trip with refund of the ticket under conditions stipulated by these Terms and Conditions;

6.1.4. carry free of charge one unit of baggage and one unit of hand baggage with the dimensions and weight specified in these Terms and Conditions;

6.1.5. to carry free of charge one child under 3 years old without the right to occupy a separate seat;

6.1.6. to receive information on transportation services from the Carrier, the driver, the bus station employee.

6.2. The Carrier has the right:

- 6.2.1. to cancel trip in the event of circumstances that he could not foresee and could not prevent, with refund to Passengers amounts paid by them for transportation;
- 6.2.2. to change the bus class, passenger seat;
- 6.2.3. limit or suspend transportation in the event of a natural disaster, epidemic, epizootic or other emergency;
- 6.2.4. to stop the movement of bus in the event of a threat to the life and health of the Passengers;
- 6.2.5. to cancel the Passenger transportation under conditions specified by these Terms and Conditions;
- 6.2.6. not to accept baggage and objects restricted for carriage under the conditions specified by Terms and Conditions;
- 6.2.7. to indicate in the baggage receipt condition of the baggage which has external damage or refuse to carry it in case of Passenger refusal to make proper marking;
- 6.2.8. to provide Passengers with preferential tickets;
- 6.2.9. to offer Passengers additional services.

6.3. The Passenger is obliged to:

- 6.3.1. get acquainted with these Terms and Conditions, fares for transportation, to accurately determine the date and time of the trip, to ensure availability of valid travel documents;
- 6.3.2. after the ticket purchase, check the accuracy of the given data, and in case of mistakes - to initiate their corrections;
- 6.3.3. provide availability of ticket, baggage receipt, in the presence of the right of preferential travel - an appropriate certificate of which the preferential is granted, and in case of implementing of an automated ticket sales system - to register an electronic ticket;
- 6.3.4. make accommodation on the seat indicated in the ticket, to keep the ticket until the end of the trip and to present it at request of controllers;
- 6.3.5. make boarding (disembarkation) only after full bus stop;
- 6.3.6. pay for the transportation of baggage and hand baggage in accordance with the requirements of these Terms and Conditions;
- 6.3.7. during international trips to have duly prepared documents necessary for entry to the country of destination or transit and to present them to the Carrier upon request;
- 6.3.8. inform the driver of forgotten things, documents and valuables;
- 6.3.9. load and unload his / her own baggage by himself / herself according to the recommendations of the bus driver; the driver is entitled in exceptional cases to assist the Passenger in loading and

unloading of baggage, which does not entitle the Passenger to insist on such assistance, except when such assistance is required by a disabled passenger, a pregnant woman or a child;

6.3.10. comply with the requirements of these Terms and Conditions.

6.4. The Carrier is obliged to:

6.4.1. take measures to ensure the safe travel of Passengers and the delivery of baggage in accordance with the contract of carriage and timetable;

6.4.2. provide Passengers with accurate and timely information about the names of stops, possible transfers, transportation fares etc.;

6.4.3. ensure before the commencement of international trips that Passengers have all necessary documents to enter the country of destination or transit and to refuse international transportation of those Passengers who have not provided the required documents;

6.4.4. comply with the requirements of these Terms and Conditions, the Licensing Conditions for Carrying Passengers by Road, Traffic Rules Bus Technical Operation Manuals.

7. Liabilities, claims processing procedure.

7.1. The Passenger is individually responsible for improper preparation of travel documents for the right of crossing the state borders of countries of destination or transit.

7.2. The Passenger shall be obliged to compensate the Carrier any losses incurred as a result of the Passenger's arrival at the state border of the country of destination or transit on the bus of the Carrier performing international trip without a valid travel document entitling him to enter the country of destination or transit.

7.3. The Passenger is individually responsible for the violation of the legislation of the countries of destination or transit.

7.4. The Passenger shall be responsible for loss or damage caused to the Carrier's bus and / or its equipment and shall be obliged to compensate it to the Carrier.

7.5. In case of deliberate contamination of the bus, the Passenger shall bear financial responsibility and reimburse the Carrier the cost of cleaning in accordance with the current fares of the cleaning companies servicing the Carrier.

7.6. Responsibility of the Carrier for the life and health of the Passenger, his / her baggage determined by the legislation of Ukraine. In case of risks occurrence, provided by DCMU №959 from 14.08.1996 the Passenger (or his / her heirs) may apply to the insurer named in the ticket for insurance indemnification. The insured sum will be paid regardless of the payments on state social insurance, social protection against injuries.

7.7. The Carrier is responsible only for the baggage that has been duly accepted for carriage, i.e. on which the baggage receipt has been issued to the Passenger.

7.8. During transportation of baggage in the luggage compartment of the bus, the Carrier is responsible only for the presence of the accepted baggage unit, but is not responsible for its safety and integrity, the natural wear and tear that occurs during the movement of the bus (scratches, etc.).

7.9. The Carrier is not responsible for safety and integrity of the hand baggage carried by the Passenger on the hand baggage shelf, for any documents and valuables that may be contained therein.

7.10. The Carrier is not responsible for damage to items that are not allowed to be transported in the luggage compartment of the bus, as well as documents, valuable, things made of glass, fragile things, improperly packed items, perishable products that require special temperature conditions of transportation and are carried by the Passenger in the luggage compartment of the bus.

7.11. The Carrier is not responsible for personal belongings left by the Passenger in the bus cabin. In case of revealing forgotten things, the Passenger may contact the Carrier, and the Carrier in otherwise case concludes the relevant documents and sends forgotten things to his branch at the starting or ending point of the route.

7.12. The Carrier shall not be liable for any losses incurred by the Passenger as a result of deviation from the timetable, for any unsuccessful transfers or interconnections to other modes of transport or other carriers due to the deviation from the timetable.

7.13. Failure to provide up-to-date Passenger data relieves the Carrier of the responsibility for delayed notification of trip delay or cancellation.

7.14. The Carrier is not responsible for possible Passenger's mistakes during tickets purchase.

7.15. The Passenger is responsible for the transfer of his baggage to the bus in which he / she will continue the trip on the Carrier's route with transfer.

7.16. Passenger complaints and claims regarding the trip (with all supporting documents) ought to be sent to the Carrier within 30 days after the trip, any claims received after this deadline will not be processed.

7.17. Complaints and claims from partner agencies regarding the Passenger's trip are accepted within the deadlines specified by the relevant agency agreements.

8. Transportation of preferential categories of passengers.

8.1. When purchasing a ticket, the Passenger has the right to use the preference provided by the legislation of Ukraine by presenting the original certificate confirming the right to receive such preference.

8.2. List of preferential categories of passengers who are entitled to receive granted tickets on domestic routes of the Carrier:

8.2.1. combatants and persons of equal status (including ATOs) - presenting valid certificate of combatant;

8.2.2. persons with disabilities of war and persons of equal status - presenting valid certificate of invalidity of war.

8.3. As the state budget of Ukraine does not provide for compensation to the Carrier of his expenses for transportation of preferential categories of passengers, under such conditions rendering of a preferential ticket at his own expense is the decision of the Carrier and in order to avoid negative social burden the Carrier provides transportation of one Passenger of all preferential categories for one trip.

8.4. Transportation of one Passenger of all preferential categories for one trip is carried out taking into account the seasonal passenger loading, the directions of trips of the Carrier and the comfort class of buses.

8.5. If the ticket was purchased on preferential terms, the Passenger must carry with him the original of certificate confirming his right to receive such ticket and have it during boarding and during the trip. In the absence of such certificate at boarding, it is considered that the Passenger is not entitled to travel on preferential terms.

9. Restrictions on transportation.

9.1. Passengers are prohibited from:

9.1.1. distracting the driver while driving;

9.1.2. opening the bus door till its full stop by themselves;

9.1.3. preventing the door from being closed;

9.1.4. placing hand baggage in places where it prevents the free movement of Passengers along the cabin;

9.1.5. carrying out the trip without paying its fares or without presenting the valid certificate (in case of the right to travel on preferential terms);

9.1.6. making corrections in the ticket and pass it to another person;

9.1.7. carrying baggage and hand baggage on the seat (except as provided in paragraph 5.14);

9.1.8. using emergency equipment unnecessarily;

9.1.9. violating public order;

9.1.10. smoking in the bus and it's technical premises, to consume alcohol, narcotics;

9.1.11. transporting animals and birds, home pets other than guide dogs, if accompanied persons with disabilities;

9.1.12. unnecessarily moving inside the bus while driving;

9.1.13 putting feet on the seat, block the passage in the bus, lie on the floor of the bus;

9.1.14 interrupting crew working obligations or cause inconvenience to other passengers.