

ASIK TRANSPORT RULES

The passenger should arrive at the stop indicated in the timetable, 15 minutes before the scheduled departure of the coach. The Passenger's failure to show up at the scheduled departure is treated as a cancellation of the journey.

The only travel guarantee is the purchased ticket.

The coaches are equipped with an audio-video system, air conditioning and a toilet 220 v + USB sockets

Passengers on the coach are required to fasten their seat belts
Alcohol consumption and smoking, including e-cigarettes, are not allowed on the bus.

The passenger is responsible for damage to the coach equipment, seat upholstery and other things during the trip.

Coronavirus (COVID-19) protection measures : Passengers must wear appropriate face masks from the start of their journey. The mask must be worn throughout the journey. Passengers who do not wear adequate security measures may be excluded from the journey. In this case, they are not entitled to an alternative mode of transport.

Rules for passing customs and border control

During the trip, customs and border controls will take place. While crossing the border, any negotiations with officials, taking photos and filming are prohibited . During border control as well as when boarding the bus, passengers must present valid exit, entry and other documents authorizing them to travel (ID card, passport, visas) passport with the necessary valid visas. It is forbidden to carry weapons, drugs, pornography, things that require special permits for transport, the passenger is responsible for the lack of such contracts .

Children up to 16 years of age traveling without parents must have the original form of a notarial deed,
where they consent to the child crossing the border on their own .

Tickets and confirmation rules

- The ticket is a personal document and cannot be transferred to another person
- It is forbidden to make any changes to the ticket, except for authorized persons.
- When purchasing a ticket with a fixed departure date, the passenger is obliged to confirm the departure date no later than 24 hours before the planned departure date. Please contact the representatives of the carrier's company.
- The carrier charges a fee for changing the departure date in the amount of EUR 10 or PLN 42
- It is not possible to change the date of departure in an already paid ticket less than 48 hours before departure.
- In the event of a change of departure date, it is necessary to submit an appropriate application by e-mail, telephone or viber .
- If you have been refused a visa, the amount of the advance payment will not be reimbursed as these circumstances were not the fault of the carrier.
- According to the "Regulations transport": if the trip was canceled at the initiative of the passenger, the passenger is entitled to the compensation cost of travel from the deduction of the costs specified on the ticket or invoice.

Conditions for reimbursement in the event of cancellation by the passenger.

The basis for reimbursement for unused transport service is the original ticket and the passenger's application (in some cases other documents may be needed).

Depending on the date of cancellation, the carrier is entitled to a deduction of the following amounts:

- more than 7 days before departure 15% of the ticket value
- from 7 days to 72 hours before departure 30% of the ticket value
- from 72 hours to 24 hours before departure 50% of the ticket value
- less than 24 hours before departure 100% of the ticket value.

The carrier reserves the right to sell reserved but unpaid seats. Passengers without a ticket will not be allowed to board the coach

In the event of theft, loss or destruction of the ticket, a duplicate ticket is issued at the request of the passenger's written statement. Ticket price - duplicate EUR 10 or PLN 42),

Luggage

- The passenger has the right to free transport of 2 pieces of basic luggage (dimensions 80 * 40 * 40cm) - (suitcase, travel bag, backpack) with a total weight not exceeding 30 kg.
- Luggage in excess of the above limit may be transported with the consent of the coach crew only if there is room in the luggage compartment.
- For exceeding the permissible weight / dimension of basic luggage, the Carrier charges a fee of EUR 1.5 for each additional kg .

It is forbidden to transport:

- alcoholic drinks (max 1 liter per person)
- tobacco products (max. 2 packs, 40 items per person)
caviar (max. 1 can per person)
- flammable and explosive substances;
meat and dairy products
- animals without proper documents and cages;
- items of cultural, artistic and historical value, without proper