



M. Novačića 10, 43240 Čazma

Managing Board - CEO Dragan Marinović, dipl. ing. passed on January 1st 2017 the following

## **GENERAL TERMS AND CONDITIONS FOR ONLINE TICKET SALES**

### **1. General provisions**

#### **Article 1**

The General Terms and Conditions for Online Ticket Sales regulate the terms under which the service provider for ticket sales Čazmatrans - Nova d.o.o. (hereafter: Čazmatrans) will use the official web site [www.cazmatrans.hr](http://www.cazmatrans.hr) to sell tickets and are a supplement of General Terms of Transport. General Terms of Transport are applied unless the provisions of the General Terms and Conditions for Online Ticket Sales specify otherwise.

### **2. Transport contract**

#### **Article 2**

Čazmatrans provides the service of online ticket sales and booking for lines and departures specified on the official web site [www.cazmatrans.hr](http://www.cazmatrans.hr).

When buying a ticket online, the seat is booked for the departure and there is no booking fee. The above mentioned seat is any free seat in the bus, regardless of its number.

Booking without buying the ticket is only available on return, with the ticket shown. In case the ticket bought online is a return ticket, the passenger needs to book a seat on return in one of the points of sale.

The transport contract is considered concluded after completed payment after which the travel ticket and the order confirmation are emailed to the buyer.

### **3. Delivery of the ticket and the order confirmation**

#### **Article 3**

The buyer is obliged to print out and carry with him the delivered ticket and the order confirmation or to save them in an electronic form on his smartphone, tablet or a similar gadget.

When boarding the bus, the buyer gives the ticket slip to the personnel on the bus or shows it to them in an electronic form on his smartphone, tablet or a similar gadget. The personnel on the bus then issue a valid ticket which the buyer, together with the order confirmation, needs to keep with him during the entire journey.

If a passenger selects any of the available discounts on the Internet, Čazmatrans reserves the right to ask for a proof that he belongs to the discount category selected. If the passenger fails to prove it, he will pay an additional charge up to the full fare price. In case the passenger does not agree to pay the difference in price in the above case, Čazmatrans reserves the right not to permit the passenger to enter the vehicle.

## **4. Fees and payment**

### **Article 4**

The information about the tickets' prices is available on the official web site [www.cazmatrans.hr](http://www.cazmatrans.hr) and Čazmatrans ticket vendors.

Tickets bought on the official web site [www.cazmatrans.hr](http://www.cazmatrans.hr) can only be paid for with debit/credit cards American Express, MasterCard, Maestro and Visa.

Instalment payment is not allowed.

## **5. Security, privacy and data protection**

### **Article 5**

Personal data from an order is collected, processed and used in accordance with the relevant laws of the Republic of Croatia. In case of an order on the official website [www.cazmatrans.hr](http://www.cazmatrans.hr) the credit card data is protected by secure online link (SSL) between the buyer's PC and the connected PC.

Input and transfer of personal and credit card data is protected by SSL protocole (128/256 bit encryption) ensured by SSL certificate issued by RapidSSL. Authorisation and credit card payment is done through WSpay™ system for authorisation and credit card payment in real time.

## **6. Purchase deadlines**

### **Article 6**

Tickets from article 2 of the General terms can be bought and booking can be made on the official website [www.cazmatrans.hr](http://www.cazmatrans.hr) 1 hour at the latest before the departure for domestic routes and 6 hours at the latest before the departure for international routes.

## **7. Fare refund**

### **Article 7**

Fare refund is done according to article 13 of General Terms and Conditions of Transport available on the official website [www.cazmatrans.hr](http://www.cazmatrans.hr).

The refund is done based on a completed Fare refund request form available in an electronic format on the official website [www.cazmatrans.hr](http://www.cazmatrans.hr).

The filled form needs to be emailed in due time to [komercijala@cazmatrans.hr](mailto:komercijala@cazmatrans.hr) or sent via registered mail to Čazmatrans - Nova d.o.o. Čazma, M. Novačića 10.

The request from paragraph 2 of this article can also be handed in on the nearest Čazmatrans ticket vendor. Fare is only refunded to the account stated in the Fare refund request form.

In case of paragraph 1 of this article, the passenger has no right for a booking refund.

## **8. Change of departure time – the passenger**

### **Article 8**

It is not possible to change the departure time for a ticket bought on the official website.

In case of change of the departure time, it is necessary to make a fare refund request for the bought ticket and then buy a new ticket or book a seat.

In case of paragraph 1 of this article, the passenger has no right for a booking refund.

## **9. Change of departure time – the carrier**

### **Article 9**

The carrier has the right to change the departure time due to justified reasons, 6 hours at the latest before the planned departure.

The carrier will inform the passenger of any changes of the departure time.

## **10. Additional information**

### **Article 10**

Any questions related to ordering tickets on the official website should be sent to Čazmatrans - Nova d.o.o., M. Novačića 10, 43240 Čazma or emailed to [ekarta@cazmatrans.hr](mailto:ekarta@cazmatrans.hr).

## **11. Final provisions**

### **Article 11**

The carrier can change these General Terms according to their company policy and relevant laws and regulations of the European Union.

### **Article 12**

The General Terms become binding and are applied from January 1st 2017. They are available on the official website [www.cazmatrans.hr](http://www.cazmatrans.hr).

Čazmatrans - Nova d.o.o. Čazma  
Managing Board – CEO  
Dragan Marinović, dipl.ing.

  
NOVA d.o.o.  
1 ČAZMA, M. Novačića 10