



M. Novačića 10, 43240 Čazma

Pursuant to Article 4, section 1, point 31 of Regulation (EU) no. 181/2011 of the European Parliament and of the Council concerning the rights of passengers in bus and coach transport and amending Regulation (EC) No 2006/2004 and the Law on implementation of Regulation (EU) and on rights of passengers in bus transportation and change of Regulation (EU) nr. 2006/2004 (NN 127/13) Chief Executive Officer Dragan Marinović, dipl. ing. passes on July 11, 2018:

## **GENERAL TERMS AND CONDITIONS OF TRANSPORT**

### **PASSENGERS' OBLIGATIONS**

#### Article 1

Passengers are responsible for taking care of entering the bus on the departure station or in between stations and leaving the bus on their destination.

The carrier has the obligation to stop the bus for passengers to get on or off on bus stations, bus terminals and bus stops listed in the licenced timetable. The bus will make a stop at a bus stop only if there are passengers who need to get on or off the bus.

Passengers may only enter or leave the bus on the designated bus stop according to the timetable except in case of force majeure.

#### Article 2

All passengers must have a valid ticket which they are obliged to show on demand to the personnel on the bus and/or a controlling officer.

Travel tickets are valid for a trip on the day and hour specified on the ticket.

In case the ticket (single, return, monthly or any other type) is lost, damaged or stolen, the passenger will not receive a copy of it and will lose all rights acquired by buying the ticket in question unless the passenger can show the damaged ticket to the carrier.

To ensure the orderly conduct of transport, driving personnel may relocate the passengers regardless of the seat number on the reservation.

### **RIGHTS OF PASSENGERS WITH A DISABILITY OR REDUCED MOBILITY**

#### Article 3

The carrier must not refuse to accept a reservation from, to issue or otherwise provide a ticket to, or to take on board, a person on the grounds of disability or of reduced mobility.

Reservations and tickets shall be offered to disabled persons and persons with reduced mobility at no additional cost.

## **EXCEPTIONS**

### Article 4

In exception to the Article 3, section 1, the carrier may refuse to accept a reservation from, to issue or otherwise provide a ticket to, or to take on board, a person on the grounds of disability or of reduced mobility:

- (a) in order to meet applicable safety requirements established by international, Union or national law, or in order to meet health and safety requirements established by the competent authorities;
- (b) where the design of the vehicle or the infrastructure, including bus stops and terminals, 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.

In the event of a refusal to accept a reservation or to issue or otherwise provide a ticket on the grounds referred to in section 1 of this Article, carrier shall inform the person concerned about any acceptable alternative service operated by the carrier.

If a disabled person or a person with reduced mobility, who holds a reservation or has a ticket and has complied with the requirements of Article 7, section 1, point (a) of these Terms and conditions, is nonetheless refused permission to board on the grounds of his disability or reduced mobility, that person and any accompanying person shall be offered the choice between:

- (a) the right to refund, and where relevant a return service free of charge to the first point of departure, as set out in the transport contract, at the earliest opportunity;
- (b) except where not feasible, continuation of the journey or re-routing by reasonable alternative transport services to the place of destination set out in the transport contract.

Passenger in case from section 3 of this Article has a right to refund for the paid ticket even though he missed to inform the carrier pursuant to Article 7, section 1, point (a) of these Terms and conditions.

Passenger with a disability or reduced mobility whom the carrier refused to accept a reservation or to issue or otherwise provide a ticket or board, has the right to demand accompaniment of another person of his own choice who can provide necessary help.

In case from the previous section of this Article, such an accompanying person shall be transported free of charge and, where feasible, seated next to the disabled person or person with reduced mobility.

### Article 5

In cases from Article 4, section 1 the carrier is responsible to immediately inform the passenger with a disability or reduced mobility about the reasons of decline, and to inform that passenger on his demand in written form within 5 working days from the receiving of demand.

## **RIGHTS OF PASSENGERS WITH A DISABILITY OR REDUCED MOBILITY TO ASSISTANCE ON DESIGNATED BUS STATIONS IN THE EU MEMBER STATES AND ON THE CARRIER'S BUSES**

### Article 6

To passengers with a disability or reduced mobility in accordance with Annex I, section 1 of Regulation (EU) 181/11, the carrier ensures free help on the designated bus stations in the EU member states as described in Annex I, section a of Regulation (EU) 181/11 while, in accordance with the same Regulation, ensures free help on the buses as described in Annex I, section b of Regulation (EU) 181/11.

### Article 7

The carrier cooperates with managements of bus stops regarding help for passengers with a disability or reduced ability under the following conditions:

- (a) the carrier, management, travelling agent or organizer of the trip is informed about such need for help at least 36 hours before the help is necessary and
- (b) the passenger comes to designated place 60 minutes before the departure time.

Additionally to the previous section of this Article, the passenger with a disability or reduced mobility in time of reservation or early buying of the ticket informs the carrier, travelling agent or trip organizer about special needs regarding seating in case such a need is known at that moment.

In case of passenger not sending a notice from section 1, point (a) of this Article and section 2 of this Article, the carrier is responsible to provide help to the passenger so that the passenger with the ticket can enter, transfer and exit the bus.

## **CARRIER'S RESPONSIBILITY FOR DAMAGING THE WHEEL CHAIR AND OTHER MOBILITY EQUIPMENT**

### Article 8

The carrier is responsible for loss of or damaging the wheel chair and other mobility equipment from the moment of its takeover for the trip until the moment of handover to the passenger.

The amount of compensation is determined in relation to cost of change of lost or damaged equipment or assistive device.

The carrier will compensate the damage for the equipment or devices from the previous section of this Article only upon presenting the valid ticket the passenger uses to prove that the transport is done and the bill of newly acquired equipment or of repair of it.

Where necessary, every effort shall be undertaken to rapidly provide temporary replacement equipment or devices. The wheelchairs, other mobility equipment or assistive devices from the previous section shall, where possible, have technical and functional features similar to those lost or damaged.

## **TICKETS**

### Article 9

If a passenger buys a ticket in the bus on the bus station where there is a ticket vendor, the carrier may charge the price of determined bus stop service on that bus stop together with the price of the ticket.

Carriers issue a ticket to the passenger, unless other documents give entitlement to transport. A ticket may be issued in an electronic format.

### Article 10

Passenger who wishes to continue the trip with the same bus further from the bus stop up to which the ticket is valid is responsible to announce the desired destination before arriving to the first destination.

In case from the previous section, passenger pays the difference in price of the travel up to the new destination.

If the passenger announces to the driving personnel that he wishes to continue the trip with the same bus further from the bus stop up to which the ticket is valid, after the second stop registered in the timetable, an additional ticket is charged for the additional relation.

### Article 11

If a passenger hides from the driving personnel with the intention not to pay the fare or if a passenger loses or is in any other way left without the ticket, he is responsible to pay for a new ticket to the driving or supervising personnel for a relation on which he travels, while the supervising personnel also charges the fine.

If the passenger's departure station is unknown, the ticket from the commencing station of the bus to the passenger's destination is charged.

In case the passenger pays for the ticket but makes an agreement with the driving personnel not to issue it, sections 2 and 3 of Article 12 of these General Terms will be applied.

## **SUPERVISION OF TICKETS ON THE BUS**

### Article 12

On demand of the supervising personnel, passengers are obliged to hand over the tickets for check up.

If supervising personnel finds a passenger without a ticket on the bus, they hold the right to charge him the fine in the amount of 200,00 HRK and to charge the full price of the ticket from the bus stop where the passenger entered the bus to his destination.

If the passenger's departure station is unknown, the ticket from the commencing station of the bus to the passenger's destination is charged.

If the driving or supervising personnel find a passenger with a destroyed or forged ticket, they will take such a ticket away from the passenger and charge the passenger the ticket according to sections 1 and 2 of this Article, but also may forbid the issuing of such a ticket.

Passenger who refuses to pay for the ticket will be excluded from the trip, and if they decline the exclusion, driving or supervising personnel is responsible to notify the nearest police station.

## **UNUSED TICKETS**

### Article 13

The passenger has a right to a partial refund for an unused ticket.

With unused return tickets, the refund will be reduced for the amount of single ticket and additional 20% handling cost.

The passenger who decides not to go on a trip can return the ticket 1 hour at the latest before the departure for domestic routes and 6 hours at the latest before the departure for international routes but the refund will be reduced by 20% handling cost.

If the passenger could not use the ticket due to carrier's responsibility, he is entitled to full refund of the amount paid for the unused ticket.

An unused single ticket with the specified time of departure can be used later on that same day in case it is validated at the ticket vendor. Such a ticket is valid for the new departure time specified when validating.

## **CERTIFICATE OF THE TICKET PRICE**

### Article 14

The passenger may ask for a certificate of the ticket price at the ticket vendor.

The certificate of the price of a single and/or monthly ticket for natural persons who do not use the carrier's services costs 100,00 kn per certificate. It is issued in the Passenger Transportation Section in the carrier's headquarters, at the carrier's ticket vendors, at the pay desk in a field office or in a tourist agency.

In case there is no pay desk in the carrier's field office, the certificates from the previous section are issued in the Passenger Transportation Salary Section in the carrier's headquarters or the nearest field office with a pay desk.

The certificates of the price of a single and/or monthly ticket for legal entities are issued by the Passenger Section in the carrier's headquarters or a field office with a pay desk for the designated area under the condition the certificate is signed by the field office director or manager.

The certificates from the previous section containing 1-10 lines cost 1.000,00 kn per certificate, and those containing more than 10 lines cost 100,00 kn per line.

The certificates from this Article are paid in advance.

The passengers who use the carrier's services may, on demand, together with the ticket, get a money order or a bill with specified VAT without charge. These are used as a proof of the ticket price.

## **EXCLUSION OF PASSENGERS FROM THE TRIP**

### Article 15

During the trip, driving and/or supervising personnel have the right to exclude a passenger from the trip on the first station in case he breaches peace and order on the bus, jeopardizes safety in traffic or continuously disturbs the driving personnel.

Passengers are not allowed to bring in or eat ice-cream and bring in drinks unless they are in plastic/glass bottles. The food is only allowed on the bus if it is dry.

Passengers are not allowed to bring in or drink alcohol.

Passengers are not allowed to smoke on the bus, including electronic cigarettes.

In case passengers breach the regulations from sections 2, 3 and 4 of this Article, driving and/or supervising personnel have the right to exclude them from the trip on the first station.

In cases from the previous sections the passenger has no right to fare refund from the place of exclusion to his destination. The passenger's luggage is handed to him with no right to luggage ticket refund.

## **PASSENGERS' RESPONSIBILITY FOR COMPENSATION OF DAMAGE TO THE CARRIER**

### Article 16

If the passenger pollutes the bus or makes it dirty either by accident, on purpose or by negligence, he is responsible to compensate the damage to the carrier in the amount of actual cleaning expense.

### Article 17

The passenger is obliged to compensate the damage to the carrier caused by his mistake on the bus, bus terminal, bus station or any other building owned by the carrier.

## **LUGGAGE**

### Article 18

Passengers are allowed one piece of hand luggage on the bus (personal belongings). Hand luggage, which includes bags, briefcases and backpacks up to 7 kg, is not charged and does not get the luggage ticket. It should be placed below the seat or in the overhead compartment.

Hand luggage is solely the passengers' responsibility and the carrier is not responsible in case it is lost or damaged.

Passengers are recommended to bring their hand luggage with them every time they leave the bus.

Remaining luggage, which includes travel bags, suitcases and backpacks with overall dimensions of 160 cm (height + width + depth) and maximum of 15 kg will be placed in the designated place in the boot and the ticket for it will be charged.

The passenger or the sender is allowed to take two pieces of luggage from the previous section of this Article. In case the driving personnel decide there is enough space in the boot, passengers are allowed to additional, third piece of luggage.

The passenger or the sender is solely responsible for the contents of luggage from section 4 of this Article. The carrier is not responsible for any damage that occurred due to passengers/senders submitting luggage which contents cannot be shipped by bus.

The passenger or the sender can also have a piece of luggage with overall dimensions bigger than those defined in section 4 of this Article, 290 cm and 30 kg being maximum, and the carrier may accept it in case there is enough space in the boot.

In case described in the previous section, the passenger or the sender need to inform the carrier about luggage transportation 48 hours before the departure.

The carrier recommends the luggage to be insured with the insurance companies in case of attended luggage which contains items worth more than the damages proscribed by Article 20, sections 2 and 4 of these General Terms, in case of unattended luggage from section 4 of this Article and in case of luggage from section 7 of this Article which contains items worth more than the damages proscribed by Article 20, section 7 of these General Terms.

Luggage transported on occasional services is not charged and does not get the ticket. It is solely the passenger's responsibility and the carrier is not responsible in case it is lost or damaged.

Passengers using occasional services are advised to insure their luggage with insurance companies.

#### Article 19

Luggage described in Article 18, sections 4 and 7 of these General Terms can also be taken on board as unattended luggage.

Unattended luggage from the previous section of this Article without the name of the sender and the receiver cannot be taken on board.

The sender is obliged to organize the reception of the luggage at its destination.

The sender or the receiver of the shipment need to identify themselves either when submitting or receiving the shipment. The shipment needs to be received within 10 days from the day it arrived to the destination.

After 10 days, the carrier is no longer responsible for the shipment.

Shipping of unattended luggage is not allowed in international transport.

#### Article 20

Shipping of luggage from Article 18, section 4 of these General Terms is charged 7,00 kn per item and marked with a ticket.

When transporting luggage which ticket is 7,00 kn, the carrier is not responsible for the damage done by the loss of it in the amount over 1.000,00 kn nor for the damage done by the damaging of luggage or possessions in the amount over 500,00 kn, regardless of the luggage value.

~~To university students, shipping of luggage from Article 18, section 4 of these General Terms is charged 1,00 kn per item for one piece of luggage. Each additional item is charged 7,00 kn per item.~~

~~When transporting university students' luggage which ticket is 1,00 kn, the carrier is not responsible for the damage done by the loss of it in the amount over 500,00 kn nor for the damage done by the damaging of luggage or possessions in the amount over 250,00 kn, regardless of the luggage value.~~

Shipping of attended luggage from Article 18, section 4 of these General Terms which contains items worth more than the damages proscribed by Article 20, sections 2 and 4 of these General Terms, and of the unattended luggage with overall dimensions proscribed by Article 18 section 4 of these General Terms is charged 30,00 kn per item.

Shipping of luggage described in Article 18, section 7 of these General Terms is charged 60,00 kn per item.

The carrier is not responsible for the damage of luggage described in sections 5 and 6 of this Article in the amount over 2.000,00 kn, regardless of the luggage value.

The items of higher value as understood in these General Terms, are expensive cameras, hand watches, jewellery, money, bonds etc.

The carrier will compensate the damage only upon presenting the valid travel ticket the passenger uses to prove that the transport is done.

## **EXCEPTION TO ADMITTANCE ON THE BUS**

### Article 21

The following will not be admitted on the bus:

- persons carrying firearms, except those legally permitted to do so,
- persons suffering from illnesses threatening health or safety of other passengers (contagious or mental illnesses)
- persons under the influence of intoxicants or drugs,
- persons without appropriate clothing,
- persons whose clothing may damage other passengers or the vehicle,
- unaccompanied children under the age of 6,
- animals, except for animals in Articles 22 and 24,
- corpses, explosives, flammable substances, items with odour and perishable goods,
- items with corrosive effect,
- items that can hurt, pollute or damage the passengers, the bus or other items on the bus,
- cash, bonds, items of value, jewellery and works of art,
- items which transport is prohibited by relevant laws and
- unattended luggage from Article 19 of these General Terms.

## **TRANSPORTATION OF PETS**

### Article 22

Transportation of pets is allowed in the following cases: dogs which height is up to 30 cm, cats and small tamed animals placed in containers.

Pets from the previous section are put into the bus boot in appropriate containers or cages and are transported that way as the passenger's responsibility.

The passenger can have one pet from the previous section transported and is charged 7,00 kn.

### Article 23

Pets from Article 22 of these General Terms cannot be transported as unattended luggage.

## **TRANSPORTATION OF SERVICE DOGS**

### Article 24

Service dogs (rehabilitation dogs, therapy dogs and guide dogs) are transported without containers, even without a muzzle, but during the trip cannot be placed in close proximity of children.

Dogs from the previous section must have an official harness.

There is no charge for the trip for the dogs from section 1 of this Article regardless of the destination and the length of the journey.

## **RIGHTS OF PASSENGERS IN THE EVENT OF DELAY, CANCELLATION OR BUS MALFUNCTION**

### Article 25

Where a carrier reasonably expects a regular service to be cancelled or delayed in departure from a terminal for more than 120 minutes or in the case of overbooking, the passenger shall immediately be offered the choice between:

- (a) continuation or re-routing to the final destination, at no additional cost and under comparable conditions, as set out in the transport contract, at the earliest opportunity;
- (b) refund of the ticket price, and, where relevant, a return service by bus or coach free of charge to the first point of departure, as set out in the transport contract, at the earliest opportunity.

### Article 26

In case the passenger is not offered the choice from Article 25, he has a right to refund in the amount of 50% of the ticket price, with the refund from Article 25, section 1, point (b).

The refund from the previous section is paid within a month after the submission of the refund request.

### Article 27

In case of a malfunction during the trip, the carrier needs to enable the continuance of the trip with another bus from the place of the malfunction or the transport from the place of the malfunction to the place appropriate for waiting or to the bus terminal from which the passenger can continue the trip.

### Article 28



In case regular services are cancelled or delayed for more than 120 minutes on departure, the passengers have a right to continue or reroute the trip or a right to a fare refund from the Article 25, section 1.

#### Article 29

The payment of refund from Article 25, section 1, point (b) and Article 28 will be made within 14 days from the day the offer is made or the refund request received. The payment covers the full price paid for the ticket for both, the finished and unfinished part of the trip in case there is no point in continuing the passenger's trip according to his original plan.

In case of a monthly or season ticket, the payment equals a proportional part of the monthly or season ticket.

The refund from the previous section is in cash unless the passenger accepts a different form of refund.

#### Article 30

In case of cancellation or delay in regular services, the carrier is obliged to inform the passengers leaving the terminal as soon as possible and in any event no later than 30 minutes after the scheduled departure time, and of the estimated departure time as soon as this information is available.

In case the passengers miss the connected lines according to the timetable due to cancellation or delay, the carrier is obliged to inform the passengers about the alternative lines.

The carrier is obliged to make sure the passengers with a disability or reduced mobility receive the information from sections 1 and 2 of this Article in the accessible formats.

If possible, the requested information from sections 1 and 2 of this Article is sent to all the passengers, including those leaving the bus stop, in an electronic form in the period of time defined in section 1 of this Article if the passenger made such a request and provided his contact details to the carrier.

### **HELPING PASSENGERS IN THE EVENT OF CANCELLATION OR DELAYS**

#### Article 31

For a trip of a scheduled duration of more than 3 hours, except for cases from Article 32 section 2 of these General Terms, in case of cancellation or delay longer than 90 minutes, the carrier is obliged to offer the passengers the following free of charge:

- (a) light meal, a dish or a refreshing drink in reasonable relation to waiting time or delay in case these are available on the bus, or the bus terminal or can be delivered within a reasonable period of time,
- (b) a hotel room or other accommodation as well as assistance to arrange transport between the terminal and the place of accommodation in cases where a stay of 1 or more nights becomes necessary.

The total expense for the accommodation from the previous section point (b) which does not include the transportation from the bus terminal to the accommodation site and back, cannot be more than 80€ per passenger per night for a maximum of 2 nights.

#### Article 32

Articles 25 to 29 and Article 31 of these General Terms do not apply on passengers with an open date ticket, if the departure time is not specified, except for passengers with a monthly or season ticket.

Article 31, section 1, point (b) and section 2 of these General Terms are not applied if the cause of cancellation or delay are severe weather conditions or natural disasters which are a threat to safety (road delays that are not the carrier's responsibility and which the carrier can do nothing about).

## **DAMAGES AND HELP IN CASE OF ACCIDENTS**

### Article 33

Passengers shall, in accordance with applicable national law, be entitled to compensation for death, including reasonable funeral expenses, or personal injury as well as to loss of or damage to luggage due to accidents arising out of the use of the bus or coach.

In case of death of a passenger, this right shall as a minimum apply to persons whom the passenger had, or would have had, a legal duty to maintain.

### Article 34

The amount of compensation for passengers using regular services when the point of entry or exit is within the state area of a member state and when the estimated travel distance is at least 250 km and for passengers using occasional services in cases from the Article 33 section 1, is determined in accordance with the relevant laws of the Republic of Croatia, with the maximum amount set by the Regulation (EU) no. 181/11.

Passengers should be entitled to assistance with regard to their immediate practical needs following an accident. Such assistance should include, where necessary, first aid, accommodation, food, clothes and transport.

Total expense of accommodation from the previous section of this Article cannot be more than 80€ per night per passenger for two nights maximum.

## **DRIVING PERSONNEL OBLIGATIONS IN CASE OF A MEDICAL EMERGENCY OR A PASSENGER'S DEATH**

### Article 35

If there is a medical emergency during the trip, the driving personnel is obliged to call an ambulance and stop the bus at the closest most convenient place taking due care of passengers' safety and of safety of others due to regulations of road safety laws.

In case of a situation from section 1 of this Article, the driving personnel and the bus will stay on spot until the ambulance takes care of the passenger with the medical emergency and continue the trip according to its licence, schedule and timetable.

### Article 36

In case a passenger dies during the trip, the driving personnel is obliged to call the ambulance and the police and stop the bus at the closest most convenient place taking due care of passengers' safety and of safety of others due to regulations of road safety laws.

### Article 37

In case of a situation from the previous article, the carrier is obliged to ensure the continuation of the trip by another bus in the shortest time possible.

### Article 38

After the medical and police intervention, the bus from Article 36 of these General Terms will return to its field office or, according to the manager's instructions, go to the closest car wash and be dry cleaned in the passenger transportation area.

#### Article 39

Situations described in Articles 35 and 36 of these General Terms are considered force majeure and the carrier holds no responsibility for the damage caused by the buses being late.

### **GENERAL RULES ABOUT INFORMATION AND COMPLAINTS**

#### Article 40

During the trip, the carrier provides the information to passengers considering their rights from the Regulation EU no. 181/2011 at the latest on the departure on the bus terminals and ticket vendors and on the official website [www.cazmatrans.hr](http://www.cazmatrans.hr).

#### Article 41

Complaints about the violation of the Regulation EU no. 181/2011 can be made within 3 months from the day the regular service was conducted or was supposed to be conducted. The carrier has to inform the passenger whether his complaint is reasonable, declined or still under consideration with a month from the day the complaint was filed.

The carrier has to make a decision about the complaint with 3 months from the day the complaint was filed.

Passengers' complaints which do not refer to the violation of the Regulation EU no. 181/2011 are dealt with in accordance with the relevant laws of the Republic of Croatia.

### **HANDLING FOUND ITEMS**

#### Article 42

At the line's destination, the driving personnel must check the bus immediately after the passengers leave. All the found items have to be handed to authorised personnel from the carrier or the bus terminal or stop.

When an item is found on the bus terminal or stop, the carrier's employee or a third party are responsible to hand in the found item to authorised personnel from the bus terminal or stop.

#### Article 43

Authorised personnel from Article 42, section 1 is responsible to carefully check each found item, and, if possible, find the owner. Locked, sealed or tightly tied items have to be opened immediately and their contents determined by the authorised personnel.

In case the owner of items is found, the personnel from Article 42, section 1 has to contact him immediately and arrange the takeover or the way items will be handled.

When taking the items over, the owner has to sign a statement, under full substantive and criminal liability, describing the contents in brief.

Authorised personnel from Article 42, section 1 is obliged to charge the owner a fee for keeping the items in the amount of luggage keeping fee.

#### Article 44

After 10 days from the day the item was found on the bus, bus terminal or stop, the carrier is no longer responsible for keeping the item and is allowed to sell it, throw it away, destroy it or give it away unless the items in question are the ones describes in Article 45 of these General Terms.

#### Article 45

When money, bonds, gold, jewellery or other items of value are found, authorised personnel from Article 42, section 1 of these General Terms is responsible for keeping them in the cash register for 10 days from the day the item was found. After that, the items are given to the nearest police station.

#### Article 46

The Terms do not apply for items with no value and the authorised personnel from Article 42, section 1 may have them destroyed or thrown away.

#### Article 47

Having bought the ticket, the passenger agrees to and fully accepts these Terms and Conditions of Transport.

#### Article 48

In regular transport of passengers, the bus will stop only on bus stops listed in the licenced timetable where there are passengers who need to get on or off the bus. If there are no passengers who need to get on or off the bus, it will not stop at a bus stop listed in the licenced timetable (conditional bus stops).

### **TRANSITIONAL AND FINAL PROVISIONS**

#### Article 49

The General Terms and Conditions are published on the Carrier's official website [www.cazmatrans.hr](http://www.cazmatrans.hr) and on all bus terminals and other tickets vendors where the carrier's tickets can be bought.

#### Article 50

Articles 1 to 3, Article 4 section 1 point (b), Article 8 sections 1, 2 and 3, Articles 9 to 24, Article 33, Article 35 to 48 of these General Terms apply to all the passengers using regular services regardless of the type of passengers when the point of entry or exit of the passenger is within the state area of a member state and when the estimated travel distance is at least 250km in accordance with Article 2, section 2 Regulation (EU) no. 181/2011.

To all the passengers using regular services when the point of entry or exit is within the state area of a non-member state, provisions from Articles 1 to 3, Article 4 section 1 points (a) and (b), Article 8 sections 1, 2 and 3, Articles 9 to 24, Article 33, Article 41 section 3 and Articles 42 to 48 of these General Terms are applied.

#### Article 51

Provisions of Articles 1 to 7, Article 8, section 4, Articles 9 to 14, Article 18 sections 1 to 9, Articles 19 to 20, Articles 22 to 23, Articles 25 to 32, and Articles 40 to 41 sections 1 and 2 of these General Terms do not apply to passengers using occasional services.

Article 52

These General Terms and Conditions of Transport shall enter into force and be applied from July 16, 2018. Thus the Terms and Conditions of Transport issued on September 1, 2017 are no longer valid.

Managing Board – CEO  
Dragan Marinović, dipl. ing.

  
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