

General Terms and Conditions of Travel

The General Terms and Conditions of Travel represent the conditions under which Zoran Reisen DOO performs the transport of passengers and luggage. These conditions have been drawn up in accordance with the applicable laws in the Republic of Serbia defining passenger transport in road traffic. It shall be considered that a person traveling on a line maintained by Zoran Reisen DOO (hereinafter: the Carrier) has accepted to travel under these General Terms and Conditions of Travel.

Right to Transport The right to transport exists when a contract of carriage is concluded, i.e., a transport ticket is purchased. The ticket is valid for one passenger and one journey, except in the case of purchasing a return ticket, which is valid for passenger transport in two directions. Children up to ten years of age are entitled to a 50% discount relative to the standard ticket price and must travel accompanied by an adult. The child establishes the right to a seat by purchasing a child ticket. During the journey, the passenger must possess a valid transport ticket and must show it to the vehicle crew when entering the bus and for control purposes when requested. If during the journey the passenger does not have the ticket with them, or does not show it when requested, they will be considered to be traveling without a ticket and will be charged a transport ticket from the station where they started the journey to the destination. Lost or stolen tickets cannot be replaced. In such circumstances, the passenger is obliged to purchase a new valid transport ticket. The passenger must start the journey at the departure station listed on their transport document; otherwise, the transport ticket will be considered invalid. It is the passenger's responsibility to arrive on time at the place designated for boarding the departure they are traveling on and for disembarking at the defined destination. Upon entering the bus, the passenger is obliged to show a valid pre-purchased ticket or buy a ticket from the driver.

1. Instructions issued by drivers and accompanying staff must be obeyed.
2. Drivers and dispatchers have the authority to exclude persons from the trip if they are under the influence of alcohol or narcotic drugs. The same applies to passengers who endanger the safety of fellow passengers for other reasons or who significantly disrupt their well-being. The right to demand that alternative transport be provided does not exist in these cases.
3. Smoking in the bus is not allowed. The ban also applies to e-cigarettes.
4. Passengers are responsible for damage they cause in or on the bus.
5. The Carrier may cancel the contract of carriage without notice in the event that the passenger behaves in a way that, despite a (verbal) warning, is so disruptive that it is no longer reasonable for the carrier and/or the rest of the passengers to continue the journey. This also applies if the passenger does not comply with objectively justified instructions (e.g., safety instructions). In this case, the Carrier has no obligation to refund the fare.
6. In the case of breaks/stops or police controls where passengers are obliged to leave the bus at the request of the driver or police: The passenger is obliged to respect the length of breaks determined by the driver or act in accordance with the order of the competent authorities. The vehicle crew has the right to continue the drive if the passenger does not return to the bus when the time determined for the stop expires and is not responsible for the passenger's absence after the expiration of the defined time. The passenger is obliged, inside the bus and at any bus station, to behave reasonably and in accordance with the law as well as to act in accordance with the requests of the staff.

Prohibited Behavior – Behavior that may endanger the passenger themselves, the bus, the bus station, or any person or property in the bus as well as at stations is prohibited. – The passenger must not be violent nor threaten the staff, interfere with the driver, crew, or staff in the performance of their duties, or refuse to act in accordance with their instructions and those of other passengers. – Behavior that causes discomfort or unpleasantness to other passengers or causes injury or damage to

other passengers is prohibited. Passengers and their hand luggage must not block the aisle in the bus. – The use of any devices that may disturb or irritate others with their sound or interfere with the operation of other equipment is prohibited. – Passengers under the influence of alcohol or drugs are prohibited from entering the bus. – Passengers are prohibited from bringing alcoholic beverages, drugs, or tobacco for the purpose of consuming them, as well as consuming them in the bus, as well as bringing hot food and drinks into the bus if the transport container does not have a lid.

Ticket Reservation Reservation can be made for travel on all international lines of Zoran Reisen. Seat numbering in intercity transport does not apply, so the reservation is made by securing a seating space, not by seat numbering. The passenger can reserve a transport ticket only before the start of the journey. Passengers with a seat reservation are obliged to buy their tickets 30 minutes before departure in order to secure their travel on a specific line, except for international lines and as needed for other lines when the carrier notifies the passenger about the time of collection/purchase of the reserved ticket. If they fail to do so, the reservation ceases to be valid and the seats may be assigned to other passengers. In such circumstances, the Carrier will not accept responsibility for any damage.

Ticket Purchase Tickets can be purchased online, or at the Jagodina bus station. If the passenger has not purchased a ticket at sales points, they can do so from the driver upon entering the bus before the vehicle departs, only on the condition that there are enough available seats in the vehicle. Purchasing tickets from the driver is possible for return, one-way standard, and child tickets. Upon purchase, the passenger is obliged to check their ticket immediately after purchase so they can point out errors in accordance with the following rules: – If the ticket was purchased at a sales point of the carrier or its associates, any irregularity on the ticket can be pointed out to the person who issued the ticket and a correction requested. If the ticket was purchased online, check the ticket details before payment. After purchase, i.e., payment, the program does not allow any changes to the online ticket, nor correction of errors in the details stated in the ticket. In that case, the passenger is obliged to report errors without delay to the e-mail address: office@zoranreisen.rs; otherwise, the purchased ticket will be treated as correct. All questions regarding online ticket purchase are defined by the General Terms of Online Ticket Sales.

Ticket Validation The passenger may use transport on the return leg with a purchased return ticket exclusively if the return date and time were defined during the ticket purchase, or if the ticket is validated before departure, at the return station. A return ticket can be validated by a counter worker at the bus station or branch office, a driver in the bus, or an employee in a travel agency that sells the carrier's tickets.

Consequences of Traveling Without a Ticket A passenger will not be allowed to travel if they do not possess a valid transport document. A passenger will be considered to be without a transport document in the following cases: – if they do not possess a transport ticket – if they travel with a transport document for which they do not meet the conditions – if they travel on a line for which the ticket is not valid – if they travel outside the date and time of travel stated on the ticket or after the expiration of the transport ticket's validity – if they extend the journey relative to the route defined by the transport ticket the passenger possesses. In the event that a passenger is found in the vehicle without a valid transport ticket, they will be obliged to buy a transport ticket from the driver for the route they are traveling from the station where they started the journey to the destination; otherwise, their journey is terminated at the first safe place. If a passenger is found in the vehicle possessing a transport ticket with a discount to which they are not entitled or a transport ticket that is not valid for that departure (because it is being used on the wrong date or at the wrong time), they are obliged to buy a new ticket from the driver for the route they are traveling from the station where they started the journey to the destination; otherwise, their journey is terminated at the first safe place.

Specific Obligations of Passengers Regarding International Lines

1. Every passenger wishing to be transported across any international border is personally responsible for complying with all laws and regulations regarding necessary travel documents, visas, foreign currencies, customs, and health insurance. The Carrier is not responsible for any omissions resulting from the passenger's non-compliance with these laws and regulations, even if they change after booking.
2. Every passenger wishing to be transported across any international border is responsible for carrying all necessary valid travel documents with them and for respecting the laws of every country, including the country they are traveling from, through which they are traveling, and to which they are traveling.

If requested, the passenger is obliged to show their travel documentation to the carrier's staff, police, or other government officials for control or security checks. The passenger agrees that the Carrier may use and record travel documentation and their personal data for the purpose of realizing the journey and the contract of carriage. If upon request they do not show their travel documentation or refuse to hand it over for control or security checks, or they are not allowed to exit or enter a country through which the line passes; or they show documentation that is incomplete or insufficient, or which can be assumed to be invalid or false, the carrier reserves the right to refuse the provision of transport service to such a passenger and terminate their journey. In that case, the carrier has no responsibility towards the passenger, nor an obligation to return the fare, and the passenger is solely responsible for further travel to the destination or departure station. Zoran Reisen D.O.O. will not bear responsibility if the passenger is removed from any departure by any state authority. If, due to the passenger's incorrect or invalid documentation, or the fact that the passenger was denied exit from a country or entry into a country, a fine or any other cost is demanded from or charged to the carrier, the passenger is obliged to reimburse the carrier for all incurred costs at its request.

Ticket Cancellation and Refund General Refund Rules The right to a fare refund belongs to:

1. passengers who have not started the journey, and have canceled the journey previously at least 2 hours before the start of the journey. The fare is refunded reduced by 10% in the name of administrative costs.
2. passengers who abandoned the journey before its start due to a delay or cancellation of departure by the carrier. The fare is refunded in the full amount.
3. passengers who, due to an interruption of the journey through no fault of their own, decided to continue the journey to the destination in their own organization have the right to demand the return of the fare for the unused part of the journey.

When submitting a request for a refund, the passenger is obliged to return the ticket with the request and submit proof of identity for inspection.

If one direction of a return ticket has been used, and the passenger has abandoned the return journey at least 2 hours before the start of the journey, the amount of the price of the unused part of the ticket reduced by 10% in the name of administrative costs is returned to the passenger.

A passenger may cancel tickets purchased online and request a refund in accordance with the General Terms of Online Ticket Sales in the following manner: – it is necessary to forward the email received during the ticket purchase (email with the ticket) to office@zoranreisen.rs. In the email, the passenger is obliged to state that they wish to cancel the ticket and that the carrier receives the email at least two hours before the planned departure. Regarding tickets purchased online, the money refund is made by payment to the account from which the payment was made during the

online purchase (please read our Online Sales Terms). The Carrier is not obliged to refund funds for lost, stolen, or damaged tickets. –

Carrier Obligations The Carrier performs passenger transport in international traffic based on registered timetables.

By the contract concluded between the carrier and the passenger, the carrier undertakes to transport the passenger to a specific place under the conditions determined by the contract, the valid Law on Passenger Transport in Road Transport, and the carrier's general terms of travel.

The Carrier is obliged to inform passengers regarding bus lines and types of tickets, discounts, and other information relevant to the realization of the journey, so that the passenger can choose the appropriate line and type of ticket for the desired journey.

The Carrier is obliged to insure passengers. The Carrier is obliged to issue the passenger a legibly filled, numbered travel ticket for a specific route in accordance with the registered timetable with the carrier's name, departure date, departure time, and transport price written on it, as well as a numbered confirmation (identification sticker) for the transport of passenger luggage.

The Carrier offers multiple ways of purchasing tickets before travel and all necessary assistance from its staff for the realization of the purchase. If a problem arises during the purchase of a transport ticket, the passenger is obliged to contact the carrier without delay, in the manner described in the paragraph "Ticket Purchase" in order to resolve the problem before departure (incorrect data on the ticket issued at the sales point, incorrect elements on the online ticket...).

Zoran Reisen, however, will not accept responsibility for any loss, damage, injury, inconvenience, or expense suffered by the passenger, unless it can be proven that such loss, damage, injury, inconvenience, or expense occurred through the fault of the carrier.

The Carrier will not bear responsibility for any damage suffered by the passenger due to cancellation or delay of departure or interruption of the journey if the cancellation, delay, or interruption occurred due to circumstances that could not be foreseen, avoided, or removed. Zoran Reisen will not bear responsibility in the event of death, bodily injury, or damage to the health of a passenger located in the bus as well as a passenger entering or exiting the vehicle, if it is proven that: – the damage did not occur through the carrier's fault – the damage occurred due to the negligence or omission of the passenger themselves – the damage occurred due to circumstances that could not be foreseen, avoided, or removed. The Carrier does not exclude or limit its liability in the event of death, bodily injury, or damage to the health of a passenger if such damage occurred through the carrier's fault. In that case, it is necessary to submit a claim for damages within six months from the day of the harmful event, i.e., learning of the damage.

Transport of Animals In accordance with the Law on Passenger Transport in Road Traffic, the transport of animals in buses is not allowed.

Transport of Luggage The Carrier is obliged in line transport to provide transport of luggage simultaneously with the transport of the passenger to whom the luggage belongs.

During the journey, all luggage except hand luggage is kept in the luggage compartment, and not in the space where passengers are located.

Passengers answer for their hand luggage and the carrier has no responsibility regarding loss, theft, or damage of hand luggage.

Stowing Luggage in the Vehicle Only the driver may stow luggage in the luggage compartment of the bus, and hand it over to the passenger upon completion of the journey. Upon receipt of luggage from the driver, the passenger is obliged to check whether their luggage has been handed over to them and in this regard, the responsibility lies on the passenger.

When stowing luggage in the vehicle, the driver is obliged to stick an identification sticker on the luggage, and hand the other copy to the passenger. The passenger is obliged to keep the identification sticker until the end of the journey and receipt of luggage.

Prohibited Luggage The Carrier is not obliged to transport any items or substances whose transport is prohibited by the law of any of the countries through which the line passes, which in the opinion of the carrier are not safe or may cause injury or damage to property, which are inappropriate for transport due to their weight, size, shape, or characteristics (fragile and perishable items, items with sharp edges...). If a passenger brings such items into the bus, the driver may request that the passenger take them out and leave them outside the bus. If a passenger brings any prohibited luggage into the bus or onto the station premises, the carrier is not responsible for any loss or damage of the mentioned luggage. If the passenger is not sure that the transport of a specific item they plan to take on the trip is allowed, they should check the information before purchasing the ticket.

Packing and Marking Luggage The passenger is obliged to pack and close the luggage in a way that will secure their luggage and ensure that loss, damage, or mixing with other things does not occur, as well as that the luggage does not damage the luggage of other passengers. Fragile items and things that can be easily damaged, such as electrical devices, can be accepted for transport by the carrier only if they are of acceptable size, wrapped and packed in an appropriate manner that protects the goods from damage. If in a certain case the carrier accepts to transport certain luggage which due to characteristics is not suitable for transport (fragile, perishable goods...), this does not imply the carrier's responsibility for the destruction or damage of the items. We are not obliged to accept and transport any luggage that is not adequately packed. It is the passenger's responsibility to mark their luggage or place a sticker stating that they are the owner of the luggage.

Valuables and Important Items Valuables (money, jewelry, medicines, portable computers, and other valuable items, as well as documents, passports, visas, tickets, and identification documents) must be kept by the passenger in hand luggage and looked after at all times. The Carrier is not responsible for the loss, theft, or damage of such items.

Left and Lost Luggage If a passenger forgets to collect luggage from the luggage compartment after the journey ends, it will be handed over for safekeeping in the luggage storage room at the bus station in Jagodina, for a maximum period of 6 months. If the passenger does not collect the luggage within 6 months from the date it was left for safekeeping, Zoran Reisen reserves the right to dispose of it in a manner it chooses. Niš-ekspres reserves the right to open and check forgotten or lost luggage. If it is determined that the luggage contains dangerous or perishable items, or items that on any other basis are not suitable for storage, it reserves the right to immediately remove those items, without the obligation to bear any responsibility regarding that.

Collecting Lost Luggage The passenger can collect their lost luggage within 6 months from the moment the journey ended. Upon collection, the passenger is obliged to pay a fee for storage and return of luggage according to the price list of the bus station manager. If they do not collect their luggage within 6 months from the date the journey ended, Zoran Reisen reserves the right to dispose of it in a manner it chooses.

Notification of Lost Luggage or Damage If luggage is lost or damaged during the journey, the passenger is obliged to inform a crew member immediately upon completion of the journey and a

report must be drawn up regarding this. If this is not done, the carrier will not be responsible for the loss or damage of luggage. A claim for damages for loss or damage of luggage must be submitted by the passenger within 30 days from the completion of the journey by sending an email to info@zoranreisen.rs or a letter to the address Zoran Reisen D.O.O., Gorana Stankovića 20, 35220 Ribare. Attached to the request, it is mandatory to submit the transport and luggage ticket (identification sticker the passenger received from the driver when placing the luggage in the bus's luggage compartment).

Our Responsibility for Loss or Damage of Luggage If a passenger forgets or loses luggage in the bus or at the bus station, the carrier will not bear any responsibility for the disappearance or damage of the luggage. The Carrier will be responsible exclusively if the loss or damage occurred through its fault.

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Jagodina

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