

ADD-ON

Take-off Guarantee

The Carrier provides Flight Departure Guarantee as a supplementary product on bus routes 102806 and 102807 with the destination bus stops at Schwechat Airport. If passengers miss their flight due to the fault of Slovak Lines, in the event of no operation of the bus service or a part of the bus service for operational reasons or bus service delay due to vehicle failure, Slovak Lines guarantees reimbursement of the costs of the bus ticket and the passenger's first forfeited flight ticket (based on an airline confirmation), with the starting point of the trip at the Vienna Schwechat Airport, up to EUR 1,500, excluding VAT, provided that the passenger allowed for the minimum required time between the Carrier's scheduled bus service arrival at the final destination and the time of opening of the departure gate:

- a) Flights to the Schengen Area countries – required minimum time of 2.5 hours
- b) Flights outside the Schengen area – required minimum time of 3.5 hours.

The passenger is obliged to arrive at the boarding bus stop with the pre-purchased transport ticket no later than 15 (fifteen) minutes prior to the scheduled bus service departure.

If the Slovak Lines Carrier bus route or bus service is cancelled, the passenger is contacted well in advance (at least 2 (two) days before the scheduled departure) with the option to change the transport ticket to an alternative bus service or receive fare refund including the Guarantee charge. In such an event, the passenger is not entitled to a Guarantee claim.

Slovak Lines does not guarantee the reimbursement of costs due to force majeure – border closure, blanket ban on passenger transport across state borders, adverse weather conditions, earthquake, etc., also if the passenger is not fit for transport according to the Conditions of Transport Part A Clause 7.3, or the transport on the bus route is temporarily prevented by the current condition of the road and route capacity or road traffic safety and flow.

In the event of providing an alternative Slovak Lines vehicle to ensure a timely transport of

clients with the purchased Guarantee product, the passenger is obliged to use this transport option, otherwise, if they miss the flight, they are not entitled to the Guarantee claim.

When the conditions for the Guarantee claim are met, the passenger is obliged to send to Slovak Lines an airline confirmation of the missed plane departure detailing the amount paid for the flight ticket (flight ticket price + airport charges), a power of attorney and the Slovak Lines transport ticket within 30 days of the missed flight either:

- a) in writing to the address: Slovak Lines Express, a.s., Mlynské Nivy 5, 821 09 Bratislava. The confirmation must specify the contact person and include the airline signature.
- b) or in electronic form to staznosti@slovaklines.sk. The confirmation must specify the contact person and include the airline signature.

The Guarantee claim will expire after the expiration of the above 30-day period.

Flight Departure Guarantee is valid for one passenger for a specific bus service (i.e. 1 transport ticket) and is attached to the transport ticket with which it was purchased.