

ADD-ON

# Missed bus

The Carrier provides an add-on Missed bus on lines 102806, 102807 and Skiing at Stuhleck. By purchasing it, the Carrier guarantees a refund of the price for an unused ticket, including purchased add-ons (does not apply to the Missed Bus and Travel Insurance add-on). If, for any reason, the passenger misses his/her connection for which he/she has purchased a travel ticket, the Carrier, after sending a request to apply the fulfillment of the product, will refund the price of the travel ticket, including the purchased add-ons (does not apply to the Missed Bus and Travel Insurance add-on), in the same way as he/she paid for it within 3 working days from the assessment of the application, but no later than 30 days from the date of its delivery.

The add-on **Missed bus is valid for one passenger on a specific route, i.e. one one-way ticket.** In the case of purchasing multiple tickets, the passenger is obliged to correctly select the number of Missed Bus add-ons for each passenger. In the case of the purchase of a return trip, the passenger is obliged to correctly choose the direction for which he wants to purchase the add-on, and additional correction is not given for the possible erroneous purchase.

The price of the Missed Bus add-on is valid for one one-way trip, for one passenger. The price for lines 102807 and 10287 is €2 and for Skiing at Stuhleck €6.

The passenger is obliged to arrive at the boarding stop on time, the Carrier recommends no later than 15 minutes before the scheduled departure of the bus. Departure according to the valid timetable is considered a scheduled departure. After the departure of the connection, the add-on Missed bus does not guarantee a free seat on the following connections, and it is necessary to purchase a new ticket.

In the event that the above-mentioned conditions for the application of the add-on Missed bus are met (the ticket is not registered as used), the passenger is obliged to send to Slovak Lines a request for the refund of the amount for the unused ticket (including add-ons, according to the above conditions):

a) in electronic form to e-mail [info@slovaklines.sk](mailto:info@slovaklines.sk)  
b) in writing to the address of the Carrier Slovak Lines Express a.s., Mlynské Nivy 5, 821 09 Bratislava.

In the request, the passenger indicates the number of the travel ticket or purchase. In the case of a combined payment (eg voucher + card), the entire amount will be returned in the form of a voucher.

After a period of 30 calendar days from the date of non-use of the ticket, the right to use the add-on Missed Bus expires.

The product cannot be redeemed before the scheduled departure of the connection. In case of cancellation of the travel ticket for lines 102806 and 102807 more than 15 minutes before the scheduled departure of the bus, the amount for the travel ticket, including all add-ons (including the add-on Missed Bus), is refunded in the form of a voucher according to the valid Conditions of carriage.