

PRODAJA KARATA - TICKET OFFICE - KASSE
INTERNETSKA PRODAJA www.akz.hr ONLINE SALES

Cancellation?

Long delay?

*Discrimination when
purchasing tickets?*

While travelling by bus and coach around Europe you are protected by passenger rights. These rights apply if your journey begins or ends within the European Union, it's a regular service and you're set to travel along specified routes with predetermined stops at specified intervals.

NON DISCRIMINATION

You are protected against discrimination based on nationality, place of residence or disability both when you buy a ticket and during travel.

INFORMATION RIGHTS

You must receive adequate information about your service and your passenger rights. The bus and coach companies and terminal managing bodies are required to inform you about your passenger rights before departure.

ASSISTANCE IN CASE OF DELAY OR CANCELLATION

The following rules apply to services of more than 250 km.

If your service is delayed or cancelled, you must be informed about the situation and the estimated departure and arrival times immediately once such information is available. For services where the scheduled duration is more than 3 hours and the services is cancelled or delayed in its departure from a bus terminal for longer than 90 minutes, you will be offered free of charge; meals, refreshments (if they can reasonably be supplied) and, under certain conditions, accommodation.

DISABLED PERSONS AND PERSONS WITH REDUCED MOBILITY

You have the same rights to travel as other passengers and you should be able to travel without difficulties and at no extra cost. Carriers, travel agents and tour operators can only refuse to sell you a ticket or to take you on board if it's physically impossible given the design of the vehicle, the bus stop or the terminal building, or doing so would breach health and safety requirements.

For services of more than 250 km, carriers and bus terminal managers must provide assistance free of charge at the designated bus terminals and on board coaches and buses.

Alternatively they can accept a person accompanying you on board for free.

If you need assistance, you will need to notify them at least 36 hours before your intended journey.

If your mobility equipment is lost or damaged due to the fault of the carrier or terminal manager, you must receive full compensation.

RE-ROUTING OR REIMBURSEMENT IN CASE OF DELAY, CANCELLATION OR OVERBOOKING

For services of more than 250 km, if your service is overbooked and you're denied boarding, or the carrier expects either a delay of more than 2 hours or cancellation of the service, it must immediately offer you the choice between re-routing to your financial destination and reimbursement of the ticket price.

Re-routing should be offered at no additional cost, at the earliest opportunity and under comparable conditions. Reimbursement of the ticket price should be offered in combination, where relevant, with a free-of-charge return at the earliest opportunity to your first point of departure set out in the transport contract.

You can also agree with the carrier to rebook your trip at a convenient later date, under comparable transport conditions.

If the bus or coach breaks down during the journey, the carrier must send another one with which you can continue your journey.

For services of more than 250 km, you're entitled to compensation amounting to 50 % of the ticket price if your service was overbooked and you were denied boarding, or it was cancelled or delayed by more than 2 hours compared to the scheduled departure time and the carrier did not offer your choice between re-routing or reimbursement.

LIABILITY TOWARDS THE PASSENGER AND THEIR LUGGAGE

The following rules apply to services of more than 250 km. Carriers can be held liable to pay compensation for the injury or death of passengers and the damage or loss of their luggage resulting from accidents.

Carriers will also provide assistance to cover the passengers' immediate practical needs following an accident.

Ministry of the Sea, Transport and Infrastructure
Directorate for Road Transport and Inspection
Prisavlje 14, 10000 Zagreb

Tel.: +385 1 6169 050

E-mail: PravaPutnika.Cestovni@mmpi.hr



NOT SATISFIED WITH HOW YOUR RIGHTS HAVE BEEN APPLIED?

1. First contact the carrier within 3 months of your journey (whether your journey took place in full or not).
2. Briefly summarise your complaint – provide dates, any booking references, details of anyone you may have spoken to and any relevant documentation.
3. Remember to keep a copy of your documents and to allow a reasonable period for investigation.

The carrier must send final reply within 3 months.

If you are not satisfied with the carrier's response, you can lodge a complaint with one of the National Enforcement Bodies. Remember to provide copies of any relevant correspondence.