

In accordance with Article 14 of the Articles of Incorporation of Zagreb Holding d.o.o. (full text dated 28 May 2015) and Article 29 of the Rules of Procedure of the Management Board, on this day, 6 April 2016, the Management Board adopted the

**General Terms and Conditions for Online  
Ticket Sales on the Zagreb Bus Terminal Website**

**1. GENERAL PROVISIONS**

1.1. These General Terms and Conditions (hereinafter: General Conditions for Online Sale) will regulate the online sale of passenger tickets on the website of Zagreb Holding d.o.o., Bus Terminal Subsidiary – [www.akz.hr](http://www.akz.hr), and supplement the provisions of the currently applicable version of the General Terms and Conditions of the Performance of Bus Terminal Operations.

**2. ONLINE TICKET PURCHASE**

2.1. Customer may purchase passenger tickets on the [www.akz.hr](http://www.akz.hr) website. With each purchase, the customer agrees to comply with the General Conditions for Online Sale, the General Terms and Conditions for the Performance of Bus Terminal Operations of the Zagreb Bus Terminal and the general conditions for transport by the selected carrier.

2.2. If “e-mail” is indicated under the column “Manner of Delivery” in the arrivals and departures schedule, a customer who has purchased a ticket on the [www.akz.hr](http://www.akz.hr) website must print out the ticket, which can then be used to board a bus. If “Ticket Office” is indicated under the column “Manner of Delivery” in the arrivals and departures schedule, a customer who has purchased a ticket on the [www.akz.hr](http://www.akz.hr) website, may pick up the ticket at the ticket offices of the Subsidiary upon presenting the confirmation of purchase and transaction number. If a ticket was e-mailed to the customer, it cannot be picked up at the ticket office.

2.3. In the case of return tickets, customers must book a return trip in keeping with the general terms and conditions for transport by the selected carrier.

2.4. If a ticket has been purchased for a destination that requires the crossing of one or more national borders, the customer must have a valid travel document.

**3. CONCLUDING A CONTRACT**

3.1. For an online ticket purchase, the contract for the purchase of a ticket will be concluded with the delivery of the ticket or confirmation of a successful purchase by e-mail. A purchase will be considered to be final primarily upon successful completion of payment; a ticket or the confirmation of a successful purchase will be delivered by e-mail only after payment is made. If an electronic payment is not made, the purchase will be cancelled.

By purchasing a ticket, and following successful payment and the delivery of the ticket and invoice to the customer’s e-mail address, the customer has concluded a contract of transport with the carrier, in keeping with the General Terms and Conditions of the Carrier, and a contract between the customer and the Zagreb Bus Terminal.

- 3.2. If a customer selects any available discounts when making an online purchase, the selected carrier reserves the right to request proof that the customer actually meets the requirements of the selected discount category. If the customer fails to meet these requirements, s/he must pay the balance up to the amount of the full ticket price. If the customer refuses to pay the balance, the carrier reserves the right to deny that person from boarding the vehicle.

#### **4. REFUNDS AND REPLACEMENT OF ONLINE TICKETS**

- 4.1. A ticket will either be replaced or returned in the manner described in the General Terms and Conditions for Performance of Bus Terminal Operations only at the Complaints Office of the Zagreb Bus Terminal.
- 4.2. If a customer does not wish to return the ticket at the ticket offices of the Zagreb Bus Terminal, s/he may contact personnel of the Zagreb Bus Terminal to return the. In this case, the request must be submitted in writing, only by e-mail to: [AKZ.podrska@zgh.hr](mailto:AKZ.podrska@zgh.hr). Requests may be submitted to this e-mail address only during the working hours of Customer Service, daily from 6 a.m. to 10 p.m. A ticket may be returned outside the Customer Service working hours only as described in Paragraph 4.1. of these General Terms and Conditions.  
Customers must send the ticket or the payment identification code (confirmation of purchase) that they received after making payment to the above e-mail address.  
Tickets must be returned in the manner described in the General Terms and Conditions of Performance of Bus Terminal Operations, and the Zagreb Bus Terminal agrees to refund the price of the ticket, reduced by 10% of the ticket price to cover handling costs, without returning money paid for terminal services, place marking and a boarding pass.
- 4.3. The Zagreb Bus Terminal will inform the carrier of any ticket returns or replacements, i.e. that a ticket is invalid, by e-mail.

#### **5. PAYMENT**

- 5.1. The payment procedure is explained in detail on the [www.akz.hr](http://www.akz.hr) website.

#### **6. DATA PROTECTION, PRIVACY AND SAFETY**

- 6.1. Personal data from the order are collected, processed and used in accordance with the provisions of the relevant laws of the Republic of Croatia. In the case of online orders made through the [www.akz.hr](http://www.akz.hr) website, credit card data are protected by secure online link (SSL) between the personal computer of customers and the computer to which they are connected.

#### **7. RETENTION AND STORAGE OF ONLINE TICKET PURCHASES**

- 7.1. Online ticket purchases will be stored in the electronic system of the Zagreb Bus Terminal for a minimum of 10 years.

## 8. MISCELLANEOUS

- 8.1. Because of the technical limitations of the Internet, access to all the purchase modules on the [www.akz.hr](http://www.akz.hr) website cannot be guaranteed at all times.
- 8.2. In the event of a dispute, the contracting parties agree to the application of Croatian law and the jurisdiction of the competent Zagreb court.
- 8.3. Any attempted misuse of a printed ticket will be reported to the competent Croatian authorities. By agreeing to these General Terms and Conditions, customers also agree that if a printed ticket is misused, the Subsidiary may use the personal data obtained from the credit card.

## 9. INQUIRIES / CONTACT

- 9.1. Inquiries regarding online ordering of tickets may be sent to: [AKZ.podrska@zgh.hr](mailto:AKZ.podrska@zgh.hr), or by calling: 01/6008-610.

These General Terms and Conditions will be published on AKZ's notice-board and the [www.akz.hr](http://www.akz.hr) website.

These General Terms and Conditions will enter into force on the eighth day from the day of their publication on AKZ's notice-board.

These General Terms and Conditions supersede the General Terms and Conditions for Online Ticket Sales at the Zagreb Bus Terminal adopted at the 269<sup>th</sup> session of the Management Board held on 5 July 2013.

Subsidiary Head:  
Martina Peričić, MBE

CEO:  
Ana Stojić Deban

ZAGREB HOLDING D.O.O.

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