

## **INSTRUCTIONS ON BUYING TICKETS (Bus Station Zadar, Bus Station Biograd and online sale)**

Dear passengers, when buying your tickets, please check the accuracy of the ticket and pay attention to the following:

- 1. Date and time of departure:**
  - return tickets are checked immediately when you come to the station.
- 2. Count the money at the box office, we do not accept later complaints.**
- 3. Ticket return can be provided where the ticket was bought, in such a way:**
  - a) if the traffic on the bus line did not operate, the passenger receives a full refund,**
  - b) if the passenger wants to return the ticket for any reason, he can do so no later than two hours before bus departure; 10% of handling costs, bus station service and reservation (even for tickets bought two hours before departure) are deducted from the base cost,**
  - c) if the passenger did not use the return coupon for the return ticket, he will get a refund in the amount of the price of a one-way ticket, which will be reduced by 10% of handling costs, for the period when the return ticket can be used,**
  - d) tickets cannot be returned after bus departure (this excludes the lines on which the traffic did not operate),**
  - e) passenger is issued a receipt for the returned ticket.**