

The terms of purchasing and renouncing the tickets on international routes

1. Ticket is a document that provides the passenger with the right to travel only in accordance with the data and route indicated on the ticket.
2. The advance purchasing and booking of tickets opens 15 to 90 days before departure of the bus.
3. The booking of tickets is possible on the telephone (90001111) or at the administrator of the hall.
4. Booked tickets must be purchased not later than 24 hours before departure time.
5. Passenger can purchase also return tickets.
6. Price of the ticket does not include insurance of health and luggage. It should be purchased in insurance agencies.
7. In case of renouncing the journey before departure passenger can receive 80% of the cost.
8. Passenger can receive 100% of the cost if the trip is cancelled by carrier.
9. **No ticket value refund is made after the date and time of the scheduled departure and after the time when the selling of tickets has been stopped (20 minutes before departure).**
10. No value refund and no exchange are made if ticket has been lost.
11. Renouncing of the tickets is possible by the administrator of Riga International Coach Terminal (in the passenger waiting hall) or not later than 2 hours before departure on the website where it was purchased.
12. Presentation of personal documents (ID cards) is obligatory when renouncing the ticket.
13. Carrier is not accountable for deviations of timetable if it is not caused by carrier (weather, traffic rush, government etc.)
14. Only written passenger claims are accepted not later than 2 weeks after departure and answered within one month if it is requested. Particular carrier, route and departure time must be given.