

**CONTRACTUAL CONDITIONS
OF CARRIAGE OF ARRIVA CITY a.s.**
for Regular Passenger Transport
by Bus on Routes 580916 Teplice – Prague
and 157710 Prague – Most – Chomutov –
Litvínov

effective as of 1 January 2026

www.arriva.cz



These Contractual Conditions of Carriage for Public Scheduled Passenger Road Transport (hereinafter referred to as the "Conditions of Carriage") were issued by ARRIVA CITY a.s., with its registered office at Železničářů 885, Kladno – Kročehlavy, 272 01, Company ID No.: 27229131, VAT ID No.: CZ699001947, entered in the Commercial Register maintained by the Municipal Court in Prague, Section B, Insert 9860, e-mail: info@arriva.cz, tel.: +420 725 100 725 (hereinafter referred to as the "Carrier"), pursuant to Section 18 of Act No. 111/1994 Coll., on Road Transport, as amended, and in accordance with Decree No. 175/2000 Coll. of the Ministry of Transport and Communications on the Transport Rules for Public Rail and Road Passenger Transport (hereinafter referred to as the "Transport Rules").

Article 1: GENERAL PROVISIONS

These Contractual Conditions of Carriage set out the conditions for the carriage of passengers, luggage and live animals, the contract of carriage, and the rights and obligations of passengers and the Carrier on Arriva Express routes 580916 Teplice – Prague and 157710 Prague – Most – Chomutov – Litvínov.

Article 2: BASIC DEFINITIONS

1. **Public scheduled passenger road transport** means the Carrier's activity consisting in the regular carriage of passengers, luggage, goods and live animals by vehicles used in public scheduled transport.
2. A **contract of carriage** is a legal contractual relationship between the Carrier and the passenger, the content of which consists in particular of:
 - the Carrier's obligation to transport the passenger duly and on time from the boarding stop to the destination stop by the services specified in the timetable; and
 - the passenger's obligation to pay the fare according to the Tariff of ARRIVA CITY a.s. for the carriage of passengers and luggage in public domestic scheduled passenger road transport on routes 580916 Teplice – Prague and 157710 Prague – Most – Chomutov – Litvínov (hereinafter also referred to as the "Tariff") and to comply with these Conditions of Carriage.
3. **Luggage** means an easily portable item which, due to its dimensions and weight, can easily be placed in the vehicle or loaded into the luggage compartment without difficulty and which, by its nature, cannot damage or soil passengers or the vehicle.
4. **Regular passenger transport** means transport operated in accordance with a publicly announced timetable, Tariff and these Conditions of Carriage.
5. An **authorized person** means the driver or another person authorized by the Carrier to issue instructions and orders to passengers in order to ensure their safety, the safety and smooth operation of transport, and the safety of other passengers.
6. **Fare** means the price for carriage agreed in accordance with the Tariff.
7. A **travel document** means a ticket with seat reservation entitling the passenger to travel from the boarding stop to the destination stop specified on the ticket (hereinafter referred to as the "Ticket").

Article 3: FORMATION AND PERFORMANCE OF THE CONTRACT OF CARRIAGE OF PASSENGERS

1. The contract of carriage is concluded if:
 - a) the passenger exercises their right to carriage arising from the Ticket by boarding the vehicle;
 - b) the Carrier allows the passenger to board the vehicle without a Ticket in a vehicle where Ticket sales are provided, and the passenger pays the fare immediately after boarding; or
 - c) the passenger purchases a Ticket.
2. By concluding the contract of carriage, the passenger undertakes to comply with the Transport Rules, these Conditions of Carriage and the Tariff.
3. Throughout the duration of carriage, including the moment of disembarkation, the passenger must possess a valid Ticket as proof of performance of the contract, which the passenger shall present upon request to an authorized person.
4. The contract of carriage shall be deemed properly performed by the Carrier upon proper completion of the carriage within the agreed scope under the concluded contract of carriage, or also if the passenger is lawfully excluded from carriage during the journey by an authorized person.

Article 4: TICKETS AND THEIR USE

1. A Ticket entitles the passenger to travel from the boarding stop to the destination stop specified on the Ticket.
2. When purchasing a Ticket on board the bus, the passenger shall pay the fare according to the Tariff to the driver immediately after boarding the vehicle. The passenger may pay either in cash or by cashless electronic payment

methods enabling immediate payment. Immediately after payment, the driver shall issue the passenger a Ticket containing the details required under these Conditions of Carriage.

If the passenger requests a discounted Ticket, they must present, without being asked, a document entitling them to purchase the discounted Ticket (e.g. identity card, disability card, student card).

Upon receiving the Ticket, the passenger shall immediately verify that it has been issued according to their request. If the Ticket does not correspond to the requested details, the passenger is entitled to refuse it. Later complaints shall not be taken into consideration.

3. Tickets may also be purchased before boarding:

- at the Carrier's ticket office;
- through the online interface operated at ARRIVA e-shop and in the mobile application ("ARRIVA e-shop"); or
- from another contractual sales partner of the Carrier.

The passenger is obliged to arrive for boarding no later than the scheduled departure time according to the timetable. Otherwise, the passenger loses the right to carriage and the right to the reserved seat without compensation.

The passenger shall present the Ticket upon boarding.

No refund shall be provided for unused or partially unused Tickets unless otherwise stipulated in these Conditions of Carriage (Article 10).

4. Only contractually authorized partners of the Carrier are entitled to trade in Tickets.

5. Online sales of Tickets on the platforms of contractual partners are subject to the contractual terms and conditions of the relevant partner. Payment complaints must be submitted to the partner from whom the Ticket was purchased.

6. A Ticket must contain:

- a) the Carrier's business name;
- b) the type of Ticket;
- c) the fare amount and any discount;
- d) the date and time of sale;
- e) validity details;
- f) the route and service number;
- g) the boarding and destination stops;
- h) the seat number;
- i) a numerical code in the case of Tickets purchased through the e-shop or ticket office.

7. Tickets may take the following forms:

- a) a paper Ticket electronically printed or handwritten on an ARRIVA form;
- b) a paper Ticket printed from a PDF file on white A4 paper in its original, non-reduced size to preserve QR code readability; the passenger is responsible for sufficient print quality; or
- c) a QR code or open PDF file containing a QR code clearly displayed on the monitor/display of the passenger's portable electronic device.

The QR code must be electronically stored by the passenger so that it can be immediately displayed when boarding and at any time during carriage, independently of internet signal reception. The passenger is responsible for the functionality of the device.

In the event of device malfunction (e.g. discharged battery), the passenger shall pay the applicable fare according to the tariff category for which entitlement is proven, at the price valid for onboard Ticket purchases.

- 8. At any time during performance of the contract of carriage, including repeatedly, the passenger is obliged to allow an authorized employee of the Carrier to inspect the Ticket using the Carrier's electronic reading device
- 9. Together with the Ticket, the passenger shall present any discount entitlement card for inspection upon boarding and at any time during carriage.

A discount entitlement card means a document whose holder is entitled to a fare discount (e.g. student cards or disability cards pursuant to Act No. 329/2011 Coll.).

Where a photograph is required, it must reflect the current appearance of the holder.

A Ticket or discount entitlement card shall be invalid if:

- the announced conditions for use have not been complied with;
- it has been used by an unauthorized person;
- a valid entitlement card has not been presented with a discounted Ticket;
- mandatory details are missing or illegible;
- the details do not correspond to reality or have been unlawfully altered;
- any part of the document has been unlawfully separated; or
- the required photograph or other particulars are missing.

10. A Ticket shall be invalid if:

- a) the passenger has not complied with the conditions for its use stipulated by the Tariff or these Conditions of Carriage;
- b) mandatory details are missing or illegible;
- c) it contains erasures, alterations or overwriting;
- d) it is not an original;
- e) it is used without a valid entitlement card for a discount;
- f) it is damaged so that the details necessary for inspection are illegible;
- g) the details do not correspond to reality or have been unlawfully altered;
- h) it is used by an unauthorized person;
- i) validation by the ticketing device has not taken place; or
- j) the passenger interrupts the journey.

11. An authorized person is entitled to confiscate an invalid Ticket and provide the passenger with written confirmation thereof.

12. Where a Ticket or discount entitlement card is invalid, the passenger shall be deemed to be travelling without a valid Ticket or entitlement card.

A passenger without a valid Ticket or entitlement card shall be obliged to pay a new fare or the difference up to the amount of the fare discount to which entitlement is proven, if permitted by the Carrier.

Complaints regarding incorrect purchases shall not be taken into consideration.

Article 5: CONDITIONS FOR BOARDING, CARRIAGE AND DISEMBARKATION

1. The passenger is obliged to board at the boarding stop specified on the Ticket.
2. Unless the vehicle is fully occupied (occupancy being determined by the authorized person), boarding is permitted only through the front door.
3. Due to vehicle occupancy, the authorized person may give priority to passengers holding Tickets purchased before boarding, including via the reservation system.
4. Due to vehicle occupancy, organized groups of passengers may not necessarily be transported together on the requested service. Remaining group members for whom no seats are available shall be directed to the next service by the authorized person.
5. Children under 6 years of age may only be transported when accompanied by a person older than 10 years. The passenger is obliged to ensure the child's safety.
6. A passenger holding a valid Ticket may occupy only one vacant seat in the vehicle. If the passenger wishes to occupy an additional seat, they must purchase an additional Ticket at the full fare for that seat, present it to the driver upon boarding, and inform the driver that the seat is already occupied.
7. Passengers with reduced mobility or orientation ability have priority rights to seats reserved and marked for such persons. Entitlement shall be proven by presenting a TP, ZTP or ZTP/P card. Any other passenger unlawfully occupying such a seat must vacate it.
8. A passenger in a wheelchair may be transported if permitted by the technical design of the vehicle, vehicle occupancy and transport safety, and provided the passenger arranges assistance for boarding and disembarkation. The wheelchair shall be transported separately in the luggage compartment.
9. The passenger is obliged to disembark at the destination stop specified on the Ticket.

Článek 6: PŘEPRAVA ZAVAZADEL A ŽIVÝCH ZVÍŘAT

1. Luggage shall be transported together with the passenger and under their supervision either:

- as hand luggage;
- accompanying luggage; or
- separately as checked luggage.

a) **Hand luggage** means easily portable items kept by the passenger and capable of being placed under or above the seat. The passenger is responsible for safe handling and supervision.

Hand luggage includes:

- items not exceeding 30 × 40 × 60 cm;
- cylindrical items not exceeding 150 cm in length and 10 cm in diameter;
- flat items not exceeding 80 × 100 cm; or
- items weighing no more than 25 kg.

Valuable items such as money, jewellery, precious metals, keys, glasses, electronic devices, contact lenses and important documents must be transported only as hand luggage and remain under the passenger's supervision.

If passengers place valuable items in checked or accompanying luggage, they do so at their own risk without claims against the Carrier, except in cases of intentional misconduct or gross negligence by the Carrier.

b) **Accompanying luggage** means luggage exceeding the dimensions of hand luggage and requiring placement in a designated area within the passenger compartment. The passenger is responsible for safe handling and supervision.

c) **Checked luggage** means luggage transported in the separate luggage compartment of the vehicle, including strollers and sports equipment.

Each passenger may transport a maximum of two pieces of luggage with a total weight not exceeding 30 kg.

Checked luggage stored in the luggage compartment must be marked with the passenger's name and address to prevent confusion.

Passengers are responsible for loading and unloading their checked luggage and must follow the driver's instructions.

Driver assistance shall only be provided upon request by passengers with reduced mobility or orientation ability.

Only luggage packed in travel containers (suitcases, bags, backpacks, travel sacks, etc.) that cannot damage other luggage may be loaded into the luggage compartment.

Exceptions apply to folded strollers and mobility aids for disabled passengers.

Sports equipment and children's transport devices referred to in paragraph 6.3 must also be transported in protective covers.

If a passenger fails to comply with these rules and causes damage to another passenger's luggage, they shall be liable for such damage.

If a passenger causes damage to their own luggage by breaching these rules, the Carrier shall not be liable.

Passengers may not transport luggage or contents exceeding a value of CZK 3,000 in the luggage compartment. The Carrier shall not be liable for damage, loss or theft exceeding this amount.

Passengers are obliged to inform the driver when loading luggage into the luggage compartment.

d) Accompanying and checked luggage shall only be accepted up to the capacity of the designated luggage areas.

e) Charges for transporting hand luggage, accompanying luggage and checked luggage are determined by the Tariff of ARRIVA CITY a.s..

2. Passengers are prohibited from bringing into the vehicle or luggage compartment:

- a) items prohibited by generally binding legal regulations;
- b) dangerous substances or items capable of causing explosion, fire, vehicle damage, injury, poisoning, burns or illness;
- c) improperly packed items that may damage or soil passengers or the vehicle;
- d) items whose odor or other characteristics may inconvenience passengers;

- e) loaded firearms (except firearms carried by military or police personnel under special regulations);
- f) construction materials, furniture, household equipment or car parts;
- g) oversized items exceeding prescribed dimensions, except folded strollers and mobility aids.

Final decisions regarding the carriage of bulky items shall be made by the authorized person.

3. Transport of sports equipment and personal transport devices

- a) Sports equipment (snowboards, sledges, skis with poles, skateboards) may only be transported in the luggage compartment and only in protective covers.
- b) Children's balance bikes, tricycles, scooters and folded children's bicycles may only be transported in protective covers in the luggage compartment.
- c) Electric scooters, e-bikes, electric unicycles, adult tricycles, scooters, Segways and electric wheelchairs may not be transported.
- d) Bicycles may not be transported unless the authorized person decides otherwise based on occupancy and passenger safety.

4. Transport of live animals

Live animals are not transported on routes 580916 Teplice – Prague and 157710 Prague – Most – Chomutov – Litvínov.

Exceptions apply to:

- guide dogs accompanying blind persons;
- assistance dogs accompanying disabled persons; and
- service dogs of security forces, armed forces, military intelligence and municipal police during official duties.

Such dogs may not be excluded from carriage.

5. Transport of strollers

Due to vehicle design, strollers may only be transported folded and empty in the luggage compartment. The passenger is responsible for the child's safety.

Child safety seats are not available on board.

Article 7: RELATIONS BETWEEN THE CARRIER AND THE PASSENGER

1. The Carrier is in particular obliged to:

- a) ensure transport according to the timetable;
- b) provide information regarding timetables, these Conditions of Carriage and the Tariff at customer contact points and sales points using all available communication methods; the Conditions of Carriage, Tariff, fare list and valid timetables are available upon request from the driver in every vehicle operated by ARRIVA CITY a.s., at the Carrier's information centres, at the Carrier's registered office and dispatch centre with continuous service, and on the Carrier's website;
- c) ensure cleanliness, order, safety and adequate temperature conditions in vehicles during winter.

2. The authorized person is entitled to:

- a) issue instructions and orders to passengers to ensure safety and smooth operation;
- b) refuse carriage of luggage or animals that obstruct safe and comfortable transport or endanger health;
- c) refuse carriage of children under 6 years of age not accompanied by a person older than 10 years.

3. The authorized person is entitled to exclude from carriage:

- a) passengers unable to present a valid Ticket and unwilling to pay the fare;
- b) passengers under the influence of alcohol or narcotic substances, or passengers whose conduct, appearance or behavior inconveniences others;
- c) provided that such exclusion does not endanger the passenger's safety or health.

4. The passenger is in particular obliged to:
 - a) comply with the Transport Rules, these Conditions of Carriage and the Tariff;
 - b) follow instructions issued by authorized persons;
 - c) board with a valid Ticket or purchase one immediately after boarding;
 - d) present a valid Ticket upon request;
 - e) occupy the seat assigned by reservation;
 - f) wear a seatbelt where provided;
 - g) board and disembark only at stops and when the vehicle is stationary;
 - h) board or disembark outside regular stops only with permission from an authorized person;
 - i) board through the front door only;
 - j) preferably use payment in an amount reasonably corresponding to the fare; the driver may refuse banknotes exceeding CZK 500;
 - k) verify Ticket details immediately after purchase and report defects without delay.
5. Passengers are prohibited from:
 - a) talking to the driver while driving;
 - b) standing during travel;
 - c) moving around the vehicle while in motion;
 - d) opening vehicle doors while driving or damaging the vehicle;
 - e) throwing items from the vehicle or leaning out;
 - f) boarding a vehicle declared full;
 - g) obstructing boarding, passage or disembarkation;
 - h) smoking in the vehicle or in non-smoking passenger areas;
 - i) behaving noisily or disturbing others;
 - j) soiling passengers or the vehicle;
 - k) boarding with roller skates, scooters or skateboards in use;
 - l) moving around the vehicle with backpacks worn on the back;
 - m) standing, kneeling or lying on seats, or placing live animals on seats;
 - n) bringing food or drinks that could soil passengers or the vehicle.

Article 8: RIGHTS AND OBLIGATIONS ARISING FROM PERFORMANCE OF THE CONTRACT

1. Unless otherwise stipulated, passenger rights arising from the contract of carriage must be exercised without undue delay, no later than 6 months from the date the journey commenced or should have commenced.
2. Rights arising from the contract of carriage may only be exercised by a person presenting the original Ticket and confirmation from the Carrier of the facts giving rise to the claim.
3. Claims under this Article may be submitted through the ARRIVA customer centre by telephone at +420 725 100 725 or by e-mail at info@arriva.cz.
4. A passenger lawfully excluded from carriage by an authorized person is not entitled to a refund of the fare.
5. A passenger who soils or damages the vehicle shall reimburse the costs associated with remedying the consequences.
6. A passenger not transported on time is not entitled to compensation for damages.
7. In the event of lost luggage, the passenger is entitled to compensation for the proven value of the lost luggage up to a maximum of CZK 3,000.

Liability is excluded for loss unrelated to a bus accident, as well as for luggage exchange or theft, except in cases of intentional misconduct or gross negligence by the Carrier.

In the event of damage to checked luggage, compensation shall correspond to the actual damage but shall not exceed the limit applicable to loss of luggage.

8. The Carrier shall not be liable for damage to checked luggage if:
 - a) the passenger cannot prove entitlement with a valid luggage transport document;
 - b) the packaging is unsuitable;
 - c) the passenger transported luggage exceeding the permitted value; or
 - d) unavoidable circumstances occurred, such as natural disasters or acts of third parties.

Article 9: REFUND OF FARE FOR REASONS ATTRIBUTABLE TO THE CARRIER

1. In public passenger road transport, passengers are entitled to a refund if carriage is not performed for reasons attributable to the Carrier.
2. If, due to delay attributable to the Carrier, the passenger misses a connection within a single contract of carriage or the journey is not completed, the passenger is entitled to:
 - a) continued transport to the destination by the next suitable service;
 - b) free return transport to the boarding station by the next suitable service, together with a refund of the fare for a single journey Ticket; or
 - c) a refund for the untraveled part of the journey if the passenger abandons further travel and the Carrier confirms this fact.
3. If a service is delayed by 60 minutes or more and the passenger consequently abandons travel, the passenger holding a valid single journey Ticket is entitled to a refund.
4. Refund claims may be submitted through the ARRIVA customer centre by telephone at +420 725 100 725 or by e-mail at info@arriva.cz.

Article 10: REFUND OF FARE FOR REASONS ATTRIBUTABLE TO THE PASSENGER

1. If a passenger holding a valid single journey Ticket does not commence the journey for reasons on their side, the unused Ticket may be returned no later than 15 minutes before the scheduled departure time from the boarding station, and the passenger may claim a refund reduced by the deduction specified in paragraph 5.
2. Tickets may only be returned in full, including all supplementary services and for all passengers.
3. Tickets purchased at a ticket office may only be returned at the same ticket office. Tickets purchased at ARRIVA railway station ticket offices may be returned at any ARRIVA railway station ticket office.

Lists of ticket offices and opening hours are available at ARRIVA Czech Republic.

Refunds shall be paid in cash or by cashless transfer according to the seller's possibilities.

4. Tickets purchased online through contractual partners may only be returned through the same contractual partner under that partner's contractual terms and conditions.
5. The deduction amount shall be:
 - a) 0% for Tickets purchased in the ARRIVA e-shop where the refund is credited to the passenger's credit account;
 - b) 0% for Tickets purchased at a ticket office if another advance Ticket for a different service is purchased simultaneously;
 - c) 10% of the Ticket price, but at least CZK 10, in all other cases.

6. No entitlement to a refund arises if explicitly stated in the Ticket offer or on the Ticket itself.

7. Refund claims may only be exercised by a passenger presenting the original Ticket or otherwise proving entitlement.

Where the Ticket is non-transferable, only the passenger identified on the entitlement card used for the discount claim may exercise such rights.

Article 11: OUT-OF-COURT DISPUTE RESOLUTION

1. If a consumer dispute arises between the Carrier and a passenger acting as a consumer under the contract of carriage and cannot be resolved amicably, the passenger may submit a proposal for out-of-court dispute resolution to the designated authority:

Czech Trade Inspection Authority
Central Inspectorate – ADR Department
Gorazdova 1969/24
120 00 Prague 2
e-mail: adr@coi.gov.cz

ADR Czech Trade Inspection Authority

Article 12: FINAL PROVISIONS

1. Unless otherwise specified in these Conditions of Carriage, the provisions of Decree No. 175/2000 Coll. of the Ministry of Transport and Communications on the Transport Rules for Public Rail and Road Passenger Transport shall apply.
2. The Carrier may revoke, amend or supplement these Conditions of Carriage. Amendments become effective upon publication at www.arriva.cz
3. These Conditions of Carriage enter into force on 1 January 2026.

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