

**THE FOLLOWING PURCHASE CONDITIONS ARE APPLIED ON TRAVEL TICKETS VALID ON NATIONAL ROUTES BY**



- 1) SEAT RESERVATION IS CONCOMITANT TO THE PURCHASE OF THE TICKET;
- 2) THE PASSENGER IS REQUIRED TO CHECK HIS TICKET WHEN IT IS DELIVERED, WITH SPECIAL REGARDS TO NAME, DEPARTURE, DESTINATION, DAY AND TIME OF THE TRIP;
- 3) THE RIGHT TO MAKE USE OF THIS SERVICE WILL BE GRANTED TO PASSENGERS WHO WILL SHOW TO THE DRIVER A TICKET THAT IS COMPLETELY INTACT AT THE MOMENT OF DEPARTURE, AS NO EQUIVALENT DOCUMENT WILL BE ACCEPTED;
- 4) THE PURCHASED TICKET CANNOT BE TRANSFERRED: THE NAME ON THE TICKET MUST BE THE NAME OF THE PASSENGER;
- 5) DISCOUNT RATE IS MEANT FOR PASSENGERS THAT ARE UNDER 25 YEARS OF AGE OR OVER 65 YEARS OF AGE AT THE MOMENT OF THE TICKET PURCHASE. DISCOUNT RATE CAN ONLY BE APPLIED IF A VALID ID IS PROVIDED. IF AN ON-BOARD CONTROL PROVES THAT A PASSENGER IS NOT ELIGIBLE TO THE DISCOUNT RATE, HE WILL BE REQUIRED TO PAY THE DIFFERENCE BETWEEN THE FULL RATE AND THE DISCOUNT RATE;
- 6) SHOULD A CLIENT CANCEL HIS TRIP UNTIL 2 HOURS BEFORE DEPARTURE, HE WILL HAVE THE RIGHT TO RECEIVE A 50% REFUND. NO MODIFICATION OR REFUND WILL BE PROVIDED IF THE REQUEST IS SUBMITTED LESS THAN 2 HOURS BEFORE DEPARTURE. AS FAR AS ROUND TICKETS ARE CONCERNED, IF THE PASSENGER HAS ALREADY USED THE TICKET FOR ONE ROUTE AND WISHES TO CANCEL THE OTHER ONE, A 50% REFUND WILL BE APPLIED TO HALF THE COST OF THE TICKET;
- 7) CHANGE OF DATE ON THE TICKET WILL BE POSSIBLE UNTIL TWO HOURS BEFORE DEPARTURE AND CHARGED WITH €5,00 EXTRA FEE. MAXIMUM 3 DATE CHANGES PER TICKET ARE AVAILABLE AND CAN ONLY CONCERN DATES – NOT PLACE OF DEPARTURE OR DESTINATION. NO CHANGES OR REFUNDS CAN BE APPLIED ON NON-USED TICKETS IF REQUESTS ARE SUBMITTED WITHIN LESS THAN TWO HOURS FROM DEPARTURE TIME;
- 8) NO REFUNDS ARE APPLICABLE ON TICKETS PURCHASED ONLINE AT [WWW.SAISTRASPORTI.IT](http://WWW.SAISTRASPORTI.IT);
- 9) TIMETABLES, BUS STOPS AND ROUTES CAN BE SUBJECT TO UNPREVENTABLE VARIATIONS;
- 10) TRAVELLERS WITH VALID TICKET ARE ENTITLED TO CARRY A SMALL HAND BAGGAGE THAT WILL BE GUARDED UNDER THEIR OWN RESPONSIBILITY AND CAN BE PLACED ON THE COMPARTMENTS ON THE BUS; A BAGGAGE THAT DOES NOT EXCEED THE LIMIT OF 20-KG WEIGHT CAN BE PLACED IN THE LUGGAGE COMPARTMENT OF THE BUS. ANOTHER BAGGAGE MAY BE ALLOWED ACCORDING TO THE CAPACITY OF THE BUS.
- 11) IT IS FORBIDDEN TO PLACE PERISHABLE, FRAGILE OR FLAMMABLE GOODS IN THE LUGGAGE. IN ANY CASE IT IS ABSOLUTELY FORBIDDEN TO CARRY ILLEGAL GOODS, GAS CYLINDERS INCLUDING ANY KIND OF EXPLOSIVE, FLAMMABLE, CORROSIVE, NOXIOUS OR CONTAMINANT MATERIALS, MUNITIONS OR WEAPONS EVEN IF NOT LOADED. TRANSPORT OF LIQUID GOODS IS ALSO FORBIDDEN;
- 12) SMALL-SIZE ANIMALS MAY BE CARRIED BY THE PASSENGER ON HIS OWN RESPONSIBILITY AND ONLY IF LOCKED IN ANIMAL CAGES. THE RATE FOR ANIMAL TRANSPORT IS EQUAL TO THE DISCOUNT RATE, WITHOUT SEAT OCCUPATION RIGHTS. THE ANIMAL CAGE MUST BE PLACED ON BOARD BETWEEN THE SEAT AND BACK OF THE PRECEDING SEAT. SEEING-EYE DOGS FOR BLIND PEOPLE TRAVEL FOR FREE.
- 13) COMPLAINTS OR OTHER COMMUNICATIONS AND REQUESTS MAY BE WRITTEN AND SENT TO SAIS TRASPORTI SPA, VIA PORTELLO 32/A – 90135 PALERMO.