

## New method of purchasing the service ALIBUS

### GENERAL CONDITIONS WARNING

1 – S.A.F. Società Autoservizi Fontaneto s.r.l. is the contracting party and the passenger can find 'General Terms & Conditions of Carriage' of S.A.F. s.r.l. on web-site [www.safduemila.com](http://www.safduemila.com).

2 –Alibus tickets can be purchased online and are personal and non-negotiable. The ticket is valid for the exact number of passengers confirmed in it. Repayment is excluded and the passenger will not be reimbursed.

3 - The ticket booked on line is already validated with the date and the time of the trip the passenger has chosen. The passenger can read all these information on it. The ticket entitles the passenger to a journey at the time indicated on the ticket. If the passenger does not arrive at the bus on time, he/she will lose the claim to the seat and carriage on that trip. But in such case S.A.F. grants the passenger the possibility to reassign the seat/s on other Alibus active trip with available seats, within the following 12 hours. To reassign the seat/s, directly on our web-site, the passenger has to dial the ticket number-code ( it appears on the ticket in the field: reassignment) and book the new journey choosing from a list of the available seats on the active trips for that date. At the end of the new confirmation the system will cancel the old reservation and will send to the passenger a new voucher without any additional cost. (PAY ATTENTION: in case of the use the reassignment procedure on later ALIBUS trip, we cannot assure the place for additional or special luggage, already paid)

4 - The passenger is required to show both the ticket and a valid identification document, when asked to do so by the driver (or employees of S.A.F. during random ticket checks for the purpose of checking the validity of the ticket). Passenger has to show the ticket, received in the confirmation, on paper or on pc, tablet or smartphone. If passenger provides a document or identity paper, whose information does not correspond to the information on the ticket or when the passenger is not able to show the correct booking of the trip, she/he shall be obliged to buy the ticket on board.

5 - The passenger can change the date and the time of her/his journey by telephone (+39 323 552172) during working days from Monday to Saturday within 11 o'clock a.m. of the previous day. After this time the passenger can change the reservation only with the reassignment procedure.

6- The ticket includes the free transportation of: -one item of hand luggage (max. 42 x 30 x 18 cm, max. 7kg) - 1 item of luggage (max. 80 x 50 x 30 cm, slight deviations in dimensions with a max. volume of 120 cm<sup>3</sup> permitted, max. 20 kg)

For safety reasons it is important that your hand luggage can be stowed in the overhead compartments above your seat, so that escape routes are kept free. Please ensure that all of your luggage is labelled with your name and address to avoid any confusion. Our friendly drivers are more than happy to help you load your luggage into the luggage compartments.

**Additional luggage-** The additional luggage should not exceed the dimensions and the weight of the standard luggage allowance. A fee is charged for this service. The fee for additional luggage can be done online during the booking process. If the additional luggage fee is not booked and paid with the ticket, the passenger have to pay for it directly to our driver and the passenger will receive a receipt for it. Nevertheless we cannot guarantee that there will be enough space (Considering the luggage booking of all the other passengers on that journey)for more than one luggage item on board without previous booking.

**Special luggage** - Special luggage must either be indicated during booking, provided this is possible for the trip. Only one item of special luggage may be taken on board per person. If not previously booked here is no guarantee of space for special luggage. You must pay a fee for a piece of luggage larger than your standard luggage allowance. This luggage item may not exceed the dimensions (height in cm + width in cm + depth in cm) of 240 cm (94.5 in) or a weight of 30 kg (66.1 lbs). Special luggage includes, for example: skis and musical instruments (we recommend transporting these in a hard shell case). Special rules apply to bicycles and orthopedic aids. Certain items cannot be transported.

IMPORTANT: Only one item of special luggage may be taken on board per person.

7 - For more information about rules and regulations of the transportation of luggage on board our buses please see our 'General Terms & Conditions of Carriage.

8 - PRIVACY POLICY STATEMENT: Our privacy policy can be found on our web-site [www.safduemila.com](http://www.safduemila.com) . The passenger have always to consent the personal data treatment to provide to her/him the issue of the booking voucher.