

# Terms of sale for promotional and discounted tickets

**EST Sp. z o. o.**

*(valid from November 26, 2018)*

## **PROMOTIONAL TICKETS:**

Customers of EST SP. z o.o. in Gdańsk, hereinafter referred to as "Passengers," are entitled to purchase promotional tickets as follows:

### **1. Tickets for 50% of the price:**

#### **1.1. Single-ticket:**

- After previous purchase of 5 single tickets
- After previous purchase of 5 tickets for different routes (single and return)

#### **1.2. Return ticket (must be dated in both directions)**

- After previous purchase of 5 return tickets

### **2. FREE tickets:**

#### **2.1. Single-ticket:**

- After previous purchase of 10 single tickets
- After previous purchase of 10 tickets for different routes (single and return)
- **BIRTHDAY TICKET** - when the trip falls on the Passenger's birthday (upon providing a legible photocopy an identity document during the purchase in EST office or Agent's office)

#### **2.2. Return ticket (must be dated in both directions)**

- After previous purchase of 10 return tickets

**2.3.** FREE tickets can be obtained at the EST offices in Gdańsk, Koszalin, and Hamburg, and from ticket agents who cooperate with EST. The ticketing agent issuing a promotional ticket should inform the Operator of that fact.

### **3. The following are conditions for purchasing a Promotional Ticket are:**

**3.1.** Providing the corresponding number of ticket stubs indicated above. Stubs must be dated not earlier than three years before purchase of the Promotional Ticket.

**3.2.** Ticket stubs must be issued to Passenger with the same name and surname as the Promotional Ticket.

**3.3.** Agents selling Promotional Tickets should enclose with said tickets (Section B - Settlement with the Operator) the number of used ticket stubs corresponding to the type of Promotional Ticket, to be sent along with the settlement at the end of the month.

**3.4.** Ticket stubs from promotional tickets may not be used when purchasing other promotional tickets.

**3.5.** The promotion is applicable as long as seats are available, with the exception of:

the Easter holiday period (the exact dates are specified at the beginning of each year),

from June 15th to August 31,

and from December 15 to January 15 of the following year.

**3.7** Promotional and free tickets may not be changed or returned. They can be purchased only in EST office or in Agent's office.

## ***NEW PROMOTIONS!!!***

### **4. The earlier you buy, the cheaper you travel with EST**

- Get great discounts when you purchase tickets in advance

(once discounted tickets are sold out, the standard price applies)

Tickets are available at sales offices, from ticketing agents and online at [www.estgdansk.pl](http://www.estgdansk.pl).

### **5. It's never been so cheap**

- limited edition tickets at competitive prices
- promotion includes both single and return tickets
- does not apply to OPEN tickets
- tickets from the IT'S NEVER BEEN SO CHEAP promotion are not refundable
- tickets from the IT'S NEVER BEEN SO CHEAP promotion are not subject to change (it is not possible to change the date of departure or return)
- the IT'S NEVER BEEN SO CHEAP promotion may not be combined with any other discounts or promotions

## 6. Holiday promotions:

- January 21 - Grandmother's Day - 50% off for everyone over the age of 60
- January 22- Grandfather's Day - 50% off for everyone over the age of 60
- February 14 - Valentine's Day - companion ticket for half price
- March 8 - Women's Day - 15% off for all women
- March 20 - First Day of Spring - 15% off all tickets
- May 26 - Mother's Day - 15% off for all mothers
- June 1 - Children's Day - 15% off all tickets
- June 23 - Father's Day - 15% off for all fathers
- September 30 - Boy's Day - 15% off for all men
- November 30 - St. Andrew's Day - 15% off all tickets
- December 6 - St. Nicholas Day - 15% off all tickets

excluding the dates:

- the period around Easter
- from June 15 to August 31
- from July 5 to August 31 – **Applies only to the Father's Day promotion**
- from December 15 to January 15 of the following year

Neither departure nor return may occur during the above periods.

The offer only covers tickets purchased on the day of the promotion at the office of a ticketing AGENT.

Tickets with a 15% discount are sold as for a Customer Loyalty Card holder, with 'Holiday promotion' added as a comment.

Each such ticket must be reported to the office of EST – LOREK.

## **DISCOUNT TICKETS**

### **5. List of ticket price discounts:**

- Seniors (over 60) / Disabled - 10% (according to date of birth/disability card)
- Students up to age 26 - 10% (according to date of birth)
- Large Family Card \* - 10%
- Customer Loyalty Card holders - 15%
- Customer Loyalty Card business holders - 10%
- Children up to 12 years old - 50% (according to date of birth)
- Small pets - 50%
- second place for the Passenger in the price of the first ticket

\* EST LOREK honors Large Family Card. The owner of the Large Family Card receives a 10% discount for one way ticket, two way ticket, open ticket in case of travelling with minimum one minor (under 18 years old). In order to obtain the discount, the client is required to show valid Large Family Card to the ticketing Agency while purchasing tickets. Large Family Card doesn't combine with other discounts. The child gets a discount according to his/her age.

- 6.** Purchase of a discount ticket obliges the Passenger to present a document entitling him or her to the discount to the ticketing agent as well as during the ticket check on board the coach. Lack of such a document will result in the obligation of the Passenger to pay the remainder of the full ticket price.
- 7.** The agent selling the discount tickets is required to enter the date of birth which entitles the Passenger to purchase the ticket at the reduced price
- 8.** In cases where the passenger is entitled to two or more discounts, the highest possible discount applies, and discounts are not cumulative.

## **CUSTOMER LOYALTY CARD:**

- 9.** A condition for granting the card is sending 5 used ticket stubs (not older than 3 years) with the same Passenger name and surname, together with the completed Customer Loyalty Card application (available for download [www.estgdansk.pl](http://www.estgdansk.pl)), to the office of EST SP. z o.o. in Gdańsk. The card can also be obtained by sending a photocopy of a Customer Loyalty Card from another carrier and together with 3 used EST ticket stubs and a completed application.
- 10.** The card entitles the Passenger to purchase tickets for EST routes at a 15% discount.

11. The card does not entitle the Passenger to use additional discounts (discounts are not cumulative.)
12. The card may only be used by the owner of the card, together with proof of identity.
13. EST reserves the right to void the card in case of use of the card by other persons (not eligible for the discount).
14. The Customer Loyalty Card does not expire.
15. A duplicate of the card (in case of loss, damage or name change) is available for a 20 PLN / 5 EUR fee.
16. Cards issued before these terms and conditions came into effect remain valid.
17. We also accept Customer Loyalty Cards issued by other carriers, on the condition that such card is presented when purchasing a ticket and on board the coach.

#### **VOUCHER DISCOUNT CARD**

18. The voucher card entitles you to a one-time discount on the purchase of an EST company ticket. The card can only be used by its holder - it is only deemed valid with the holder's personal ID.
19. When purchasing a discount ticket, the Passenger is obliged to present a document authorising the discount to the person selling the ticket, i.e. the Agent / Driver. The lack of such a document will result in the Passenger having to pay the full price of the ticket. The Agent / Driver who is selling a discount ticket is obliged to check the discount card, take it from the customer and proceed to enter the card number in the comments section, as well as report such a ticket to the carrier. Cards that are damaged or illegible will not be accepted.
20. Every card contains the following information:
  - the assigned number
  - the amount of the discount
  - designation as one-way or two-way ticket
  - the card expiry date
  - the dates, on which the discount does not apply
  - the name and surname of the card holder
21. The discount is subtracted from the full basic price of the ticket, discounts cannot be used in conjunction with one another. Making changes to the ticket bought with the discount card is possible only after paying the difference between the price of the discount ticket and the full ticket. The company does not issue replacements for lost or damaged cards.