

DESTINATIONS AND EXPERIENCES

Concerts and festivals

Forget about driving and parking. We will take you by bus to concerts of your favorite performers.

The easiest way to buy a ticket is online, on the website or in the Slovak Lines app. However, you can also buy it at the ticket office at the Nivy Bus Station. It is not possible to make a purchase with the driver just before departure.

The **price does not include** the venue ticket itself, nor travel insurance, just travel ticket.

The Slovak Lines bus will take you **as close as possible to the venue** of the event and after its end will transport you back safely. The bus leaves approximately **30 minutes after the end of the concert** (the departure time from festival is as stated on the bus ticket). This time is indicative only. You don't have to worry, the driver always tries to wait for each passenger, but also with regard to other passengers, you need to try to respect this limit. If necessary, a telephone contact for the driver is available.

When canceling a ticket online via the website or app, you will be charged a **cancellation fee of 100% of the ticket price**, which means that you will not be refunded for the ticket.

If necessary, you can only cancel your ticket through our Customer Center by phone at +421 2 55 422 734 or by email at info@slovaklines.sk under the following conditions:

- a) There is a cancellation fee 8 or more days before transportation 0% of the ticket price,
- b) There is a cancellation fee 7-4 days before the shipment 50% of the ticket price,

c) 3 or less days before transportation, the cancellation fee is 100% of the ticket price.

We will return the aliquoted amount to you in cash or to the account from which you paid for the tickets.

In case of cancellation of transport by the carrier **due to non-fulfilment of the minimum capacity** or in case of **cancellation of the venue** by the organizer before the trip, the fare will be refunded in full to the passenger without a cancellation fee.

The passenger boards only the bus whose number or name is indicated on his ticket, or on the basis of the instructions of the driver or an authorized employee of the Carrier.

The bus to the event leaves at the time stated on the ticket. If the passenger misses his departure, he is not entitled to a refund or any proportional part of it.

In case of damage or staining of the bus, the person who caused this will be charged with the costs of repair or cleaning.

It is forbidden to smoke, consume alcoholic beverages and addictive substances during transportation.

More detailed information can be found in the current Slovak Lines **[Conditions of the Carriage](#)**.