Indigo Coaches s.r.o.

Terms and conditions

Passenger transport including refunds and dispute resolution

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These terms apply when provided to the customer and accepted as part of a booking. They govern the agreed passenger transport service and set out payment, cancellation, refund and complaint procedures.

1 Carrier and contact details

Indigo Coaches s.r.o. (the Carrier)
Registered office: Rybná 716/24, Staré Město, 110 00 Praha 1, Czech Republic
Company ID: 21945063 | VAT ID: CZ21945063
Commercial Register: Municipal Court in Prague, Section C, File 408892
Email for bookings, refunds and complaints: info@indigocoaches.com
Telephone: +31 610 20 1224 | Website: https://indigocoaches.com/

2 Services and booking agreement

2.1 These terms cover private and corporate passenger transport by coach, minibus, van or passenger car, including group travel, airport transfers, sightseeing transport and journeys to business meetings. Transport is provided for the route, dates and passengers agreed in the booking.

2.2 A booking becomes binding when the parties agree the service and price and the Carrier confirms acceptance in writing, including by email. A request for a quotation alone does not create a booking. The confirmation identifies the customer, itinerary, timetable, vehicle capacity, price, included services and payment due date.

2.3 Specific terms accepted in the booking confirmation take priority, subject to mandatory law. The rule that card payments may be accepted only after the entire booked transport service is completed cannot be varied by a booking confirmation. A group organiser must provide accurate information and communicate relevant terms to the passengers.

3 Prices and payment after completion

3.1 The confirmed price identifies the currency, applicable taxes and included services. Additional stops, waiting time, route changes or other extras require an agreed price or an agreed method of calculation. The invoice identifies the services delivered and any agreed extras.

3.2 Payment is normally due within 7 calendar days after completion of the transport service. Any different invoice deadline must be agreed with the customer. Payments may be made by bank transfer or by an accepted payment card.

3.3 Card payments are accepted exclusively after final completion of the booked passenger transport service. No card deposits, advance card payments or card instalments for future transport are collected. Consequently, there is no remaining delivery period after a card payment (0 days).

3.4 Cancellation fees, no-show fees and other charges for transport that was not performed are invoiced separately and payable by bank transfer. They are not collected by card. Any statutory interest on overdue invoices is governed by applicable law.

4 Delivery of the transport service

4.1 The Carrier provides the agreed transport using appropriately qualified drivers and vehicles suitable for the confirmed passenger capacity. Driving time, rest periods, road safety and other mandatory operational rules take priority over a requested timetable.

4.2 A substitute vehicle or a contracted transport operator may be used where necessary. The Carrier remains responsible to the customer for its contractual obligations. Material changes to the agreed vehicle standard, itinerary or timing will be communicated promptly; the customer retains all applicable remedies.

4.3 The service is completed when the final booked journey has ended and the passengers have been delivered to the agreed final destination. For a booking covering several days or several journeys, a card payment is collected only after the whole booked service is completed.

5 Passenger responsibilities and baggage

5.1 Passengers must attend the agreed pickup point on time, carry required travel documents, follow lawful safety instructions and use seat belts where fitted. The customer must notify the Carrier promptly of delays or changes. Waiting arrangements and any agreed waiting charges are stated in the booking confirmation.

5.2 Smoking, unlawful substances, dangerous items and behaviour endangering or seriously disturbing others are prohibited. The Carrier may refuse or end carriage only where reasonably necessary for safety, legal compliance or a serious breach. Any resulting charge or refund is assessed under these terms and mandatory law.

5.3 Baggage allowances and arrangements for oversized items, bicycles or animals depend on the booked vehicle and must be confirmed before departure. Customers should disclose wheelchair, assistance dog, child restraint or other accessibility requirements when booking. Applicable rights of disabled passengers remain unaffected.

5.4 Passengers should label baggage, pack it safely and keep essential documents, medication and valuables with them. Loss or damage should be reported promptly so it can be recorded and investigated. The absence of a driver report does not by itself remove a valid claim. Liability is governed by applicable law.

6 Customer cancellation and no show

6.1 The customer may cancel in writing by email to info@indigocoaches.com. The cancellation takes effect when received. Unless a different policy was expressly accepted before the booking became binding, the following fees apply to the price of the cancelled part of the booking.

Notice received before scheduled departure	Cancellation fee
60 calendar days or more	20%
45 to 59 calendar days	40%
14 to 44 calendar days	50%
Less than 14 calendar days or no show	100%

6.2 Notice is measured in calendar days, excluding the departure day, using local time at the scheduled pickup point. A cancellation or no-show fee is reduced where required by law, including to reflect relevant saved costs or replacement bookings. No disproportionate consumer charge is enforceable.

6.3 These fees do not apply where the customer has a statutory right to cancel without charge or where cancellation results from the Carrier's failure to provide the agreed service. Any fee is invoiced for bank transfer under clause 3.4.

6.4 Passenger transport contracts do not generally carry the 14-day cooling-off right applicable to many online purchases. This does not restrict cancellation rights granted by this agreement or mandatory law.

7 Changes or cancellation by the Carrier

7.1 If the Carrier cannot provide the agreed transport, it will notify the customer promptly and offer a suitable alternative where possible. The customer is not required to accept a materially different service. No fare is payable for transport cancelled by the Carrier and not provided, subject to any lawful agreement for an accepted alternative.

7.2 If only part of the agreed service is delivered, the invoice will reflect the customer's entitlement to a price reduction or other remedy. Any amount already paid for undelivered transport will be refunded to the extent due. Mandatory compensation and passenger rights are preserved.

7.3 Severe weather, road closures, border restrictions and similar events may require changes. The Carrier will take reasonable steps to limit disruption. Such events do not automatically remove a right to reimbursement for undelivered transport or any other right that cannot lawfully be excluded.

8 Refund policy

8.1 A refund is due for a duplicate payment, an overpayment, an incorrect charge or an amount recoverable following a justified service complaint, a lawful cancellation or another legal entitlement. A fully delivered service is not automatically refundable because the customer later changes their mind; rights relating to defects or breach remain unaffected.

8.2 To request a refund, contact info@indigocoaches.com with the booking or invoice reference, journey date, amount paid, reason for the request and relevant evidence. For card identification, provide only the last four digits if needed. Never send the full card number or security code.

8.3 The Carrier will assess the request promptly and confirm its decision and reasons in writing. Where a refund is due, the Carrier will initiate it without undue delay and no later than 14 calendar days after the entitlement and amount have been established, or within any shorter mandatory deadline.

8.4 Card refunds are processed to the same card and in the original transaction currency through the original payment channel. Bank transfer payments are returned to the verified originating account. A different verified method is used only if the original method is technically unavailable, with the customer's agreement and subject to payment provider rules.

8.5 No refund administration fee is charged. The customer will be told when the refund has been initiated. The date on which funds become available depends on the customer's bank or card issuer. A credit voucher may replace a monetary refund only with the customer's express agreement.

9 Complaints and card payment disputes

9.1 A complaint may be submitted by email, post to the registered office or another legally permitted method. The customer should identify the booking, describe the problem and requested remedy, and provide reasonably available supporting information. Problems during a journey should also be reported promptly to the driver so that a remedy can be attempted.

9.2 The Carrier provides written confirmation of receipt, the complaint's subject and the requested remedy, followed by a reasoned written outcome. Consumer complaints are resolved without undue delay and within the applicable statutory deadline, normally 30 days from submission, unless a longer period is individually agreed with the consumer. Mandatory rules on calculating time limits remain applicable.

9.3 Prompt reporting assists investigation, but no 7-day forfeiture deadline is imposed by these terms. Statutory claim periods and passenger rights remain unaffected. Where a complaint is justified, the remedy may include correction, a proportionate price reduction, a partial or full refund, or compensation where required by law.

9.4 Customers are encouraged to contact the Carrier about an unrecognised or disputed charge. This is not a condition of contacting their bank, card issuer or a competent authority and does not suspend their deadlines. The Carrier cooperates with payment dispute investigations and supplies relevant records. Any refund and chargeback are coordinated to prevent duplicate reimbursement.

10 Liability and insurance

10.1 The Carrier's responsibility for injury, baggage, service failure and other loss is governed by applicable law and any binding international rules. These terms do not exclude liability for intentional misconduct or gross negligence, or restrict liability or compensation where such a restriction is unlawful.

10.2 A passenger or customer is responsible, to the extent provided by law, for damage they cause. Any claim for vehicle damage or exceptional cleaning must be supported by evidence and reflect a lawful and reasonable amount. Such a claim is not automatically debited from a payment card.

10.3 Personal travel insurance, medical expense cover and insurance for consequential travel costs are not included unless expressly specified in the booking confirmation. Customers may arrange suitable personal cover. This does not affect the Carrier's statutory insurance obligations or legal liability.

11 Personal data

11.1 Indigo Coaches s.r.o. is the controller of personal data needed to quote, arrange and deliver transport, issue invoices, meet legal obligations and handle claims. Processing is based on the relevant contractual, legal or other lawful basis; accepting these terms does not constitute blanket consent to marketing.

11.2 Only necessary information is shared with drivers, contracted transport operators, payment providers and other service providers, or authorities where legally required. Data is retained for the period necessary for the stated purpose and applicable statutory retention or claim periods. Transfers outside the EEA require applicable legal safeguards.

11.3 Data protection requests may be sent to info@indigocoaches.com. Subject to legal conditions, individuals may request access, correction, erasure, restriction or portability, and object to processing. They may complain to the Czech Office for Personal Data Protection at https://uoou.gov.cz/.

12 Dispute resolution and applicable law

12.1 The parties will first seek an amicable resolution through the complaint procedure. A consumer whose dispute cannot be resolved directly may seek out-of-court resolution through the Czech Trade Inspection Authority (Česká obchodní inspekce), the competent ADR body for these consumer transport disputes. Information and the application portal are available at https://coi.gov.cz/mimosoudni-reseni-spotrebitelskych-sporu-adr/.

12.2 An ADR application must generally be made within one year from the date the consumer first asserted the disputed right against the Carrier. ADR does not remove the right to bring a claim before the competent courts. These terms do not impose compulsory private arbitration or restrict a customer's lawful right to dispute a card transaction.

12.3 The agreement is governed by Czech law, including applicable provisions of the Civil Code and consumer protection legislation. Regulation (EU) No 181/2011 and other mandatory passenger protection rules apply where the particular service falls within their scope. No term limits rights that cannot lawfully be waived. Court jurisdiction follows the applicable legal rules.

13 Application and updates

13.1 These terms apply only when made available and incorporated into the booking agreement before it becomes binding. Issuing this version does not retrospectively change an earlier booking. Amendments apply to future bookings unless a lawful change is expressly agreed with the customer.

13.2 If a provision is invalid, applicable law governs that issue and the remaining provisions continue to apply where legally possible. The customer may retain this document together with the booking confirmation and invoice.