

General contractual terms and conditions and booking conditions

Field of application

The general and special booking terms and conditions apply to the use of web portals and the booking of SVS.

Parties to the contract

The contractor for booking travel (ticket seller), as well as for the use of web portals is the company SARVALTEH AUTO S.R.L. with registered office in Moldova, UTA Gagauzia, or. Ceadir-Lunga, str. Proezdnaia, 3/2, hereinafter referred to as SVS.

Commercial use of the web portal

Price comparison sites may sign a written agreement with the SVS, authorizing them to obtain the SVS's prices and travel schedule, for processing and publication.

The use of SVS web portals for non-private or commercial purposes is not permitted. The use of automated systems for extracting data from this site for commercial use is prohibited.

Payment and vouchers

Travel tickets can be paid depending on where the booking is made through different payment methods:

- On the Internet: payment is possible by payment cards Visa, Mastercard, Paynet Wallet. Payment takes place on the secure page of the payment aggregator Paynet Services SRL.
- On board of the coaches: Cash.
- At points of sale / travel agencies: All payment methods offered by the agency, and in any case, cash payment.

Special credit card payment terms:

Credit card purchase

When paying by credit card, at the time of booking, the customer's account is debited. Upon payment by credit card, the customer informs the bank used by him, even at the time of booking, that in case of refusal to pay it must provide at the request of the SVS or a third party authorized by him - can claim its claims from the client.

Bank charges and fees due to a refusal to pay by card are borne by the passenger. In addition, cancellation fees may apply. The passenger is given the opportunity to prove that by refusing to pay the costs are either reduced or no costs have been created. In case of refusal to pay, the customer can be temporarily or permanently blocked access to payment by credit card.

Following an unsuccessful payment order procedure carried out by the SVS, further processing of the file in order to recover the claims is forwarded to an external service provider.

Compensation; Right of retention

There is a right to compensation for the customer only if his claims are legally established or are not contested or are recognized by us. He also has a right of detention only if and to the extent that his request is based on the same contractual relationship.

If the customer is in arrears with us, then all existing claims in the same contractual relationship are due immediately.

The total price indicated in the online store may include the payment fees involved in the third party payment procedure chosen by you and borne by you.

For customers who select a taxable payment method, a payment fee will apply, which corresponds to a percentage of the total value of the shopping cart. There is at least one free and commonly used payment method available in each country.

The passenger has the right to cancel the contract within 14 days of signing the purchase contract. The waiver must be notified in writing.

Promotional actions

The operations performed by SVS, as part of the promotional actions carried out within the marketing activities and the purchase of tickets at a reduced price are not limited.

Commercial use, especially the resale of tickets, is not allowed and is sanctioned by the company SVS with the blocking of tickets and / or with the request for damages.

In case of fraud, attempted fraud or suspicion of other illegal activities in connection with the purchase of tickets, with their recovery and transfer, SVS reserves the right to block the account of that customer, and / or to request an alternative payment. or to cancel those tickets. SVS does not recognize the requests for recognition and reimbursement of the respective tickets.

In case of fraud, attempted fraud or suspicion of other illegal activities in connection with the purchase of tickets, their recovery and transfer, SVS reserves the right to cancel the ticket obtained in whole or in part by refunding the ticket.

Tickets purchased under an offer, for which other conditions are valid after the expiration of that offer, must be purchased at the full price, applicable on the day of travel / ticket validity.

Cancellation and rescheduling of the trip

A rescheduling of the trip involves the prior cancellation of the trip. A cancellation can be made either before departure. A change or cancellation of the reservation is not possible on board the bus (to the driver). A cancellation can be made exclusively by email vitasea-svs@mail.ru or through partner agencies and at the ticket offices of the SVS, with a maximum of 24 hours before the scheduled departure time. A round trip is considered a reservation.

For each cancellation, a cancellation fee will be charged per canceled trip and per passenger, in the amount of 20% of the total value of the ticket.

In case of non-use of a ticket for a trip made by the transport operators of SVS, the tariff will not be refunded, if it has not informed the company about the impossibility of using the purchased ticket. One ticket is generated for each person and for each trip. In case of fulfilling the conditions for reimbursing the fare for tickets, the request can be made within 3 days. It must be sent to the company SVS at the email address vitasea-svs@mail.ru . The processing fee will be reduced to an amount of 100 LEI.

All the processing fees mentioned above and any transfer fee are not charged if a refund is requested due to circumstances for which the company SVS is responsible. Reimbursement of the ticket price, minus processing fees and possible transfer fees will be made in full on the account indicated by the customer when placing the order.

Jurisdiction

Competent jurisdiction for traders, legal entities and natural persons who do not have general jurisdiction in the Republic of Moldova, as well as for persons who have moved their usual domicile or residence abroad after concluding a contract of carriage, or whose usual domicile or residence is not known at the time of filing the complaint, is Chisinau.

If some provisions of these General and Special Terms and Conditions of Carriage are or become void in whole or in part, this does not normally affect the effect of the contract of carriage as a whole.

Conditions and rules regarding the purchase of electronic tickets for regular international flights

By purchasing electronic tickets on our website, you fully accept the conditions and rules (hereinafter Conditions) below.

Attention! The completion and payment of electronic tickets is accessible only in case of acceptance of the Conditions.

1. General information

Payment for tickets on the site is made at least 6 hours before the departure of the bus.

2. Rules for completing electronic tickets

2.1 When completing the electronic tickets, the details of the trip and the personal data of the passenger are entered in the proposed fields.

2.2 Electronic tickets, as a rule, are perfect for traveling in a "tour" direction.

2.3 Until the payment of the electronic tickets, make sure that you are acquainted with the tariffs and the circulation schedule of the selected means of transport.

2.4 If you have entered your travel details or personal details incorrectly, their correction is only possible until payment has been made.

2.5 When purchasing several tickets, the user, who completes the electronic tickets, acts on behalf of all passengers of the order, in this sense, all passengers are considered to be informed about the boarding and travel conditions.

2.6 The correct registration of the travel details and personal data is made at the own responsibility of the service user.

3. Completing personal data

3.1 By completing the personal data on our site, the user agrees to the processing of personal data.

3.2 The personal data of the passengers must correspond to the data, specified in the document attesting the identity.

3.3 In accordance with the provisions of the “Law on the protection of personal data no. 133 of 08.07.2011”, the respective service collects personal data for specific, explicit and legitimate purposes in order to process them in a manner compatible with these purposes. The personal data of the clients are processed to the extent necessary to fulfill the internal and legal purposes of the service, in compliance with all legal measures for data security and confidentiality.

4. Payment of electronic tickets

4.1 Payment of electronic tickets is made through bank cards, electronic money and terminals.

4.2 There is NO commission for the prior purchase of tickets.

5. Proof of holding the electronic ticket

5.1 After payment, the electronic ticket is completed, which will be sent to the e-mail address indicated when filling in the data.

5.2 The electronic ticket is printed on paper.

6. Electronic ticket control

6.1 The verification and validation of the electronic tickets is performed upon boarding by the bus driver and / or the ticket controller.

6.2 In case of non-use of the travel ticket (non-presentation at boarding, interruption of the trip by the passenger), the travel contract is considered to be terminated unilaterally and the travel document (ticket) is considered invalid for another trip.

6.3 It is forbidden to send the electronic ticket to third parties.