

DESTINATIONS AND EXPERIENCES

Festival Colours of Ostrava

Forget about the worries of driving and parking. We will comfortably take you directly to the festival gates with our buses.

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

The Slovak Lines bus will take you as close as possible to the festival venue and will safely transport you back after the festival ends.

Passengers should board only the bus whose number or name is indicated on their travel ticket, or based on the directions of the driver or an authorized staff member.

The bus to/from the festival departs at the time indicated on the travel ticket or based on the directions of the driver or an authorized staff member. If a passenger misses the departure, they are not entitled to a refund or any partial reimbursement.

The price does not include the event ticket or travel insurance, only transportation (not applicable for special offers).

If you cancel your ticket online through the website or app, a **cancellation fee of 100%** of the ticket price will be charged, meaning no refund will be given.

If needed, you can cancel your travel ticket only through our Customer Center by phone at +421 2 55 422 734 or by email at info@slovaklines.sk, under the following conditions (not applicable for special offers):

a) **8 or more days** before transport, the cancellation fee is 0% of the ticket price,

b) **7 – 4 days** before transport, the cancellation fee is 50% of the ticket price,

c) **3 or fewer days** before transport, the cancellation fee is 100% of the ticket price.

The amount, after deducting the cancellation fee according to the conditions stated above, will be refunded in the manner you paid for the ticket.

In case of transport cancellation by the carrier due to not meeting the minimum capacity or in case of festival cancellation by the organizer before the trip, the full travel fee will be refunded without any cancellation fee.

Special offer conditions - Transport with a festival and camping ticket

The price includes transportation, a 4-day ticket to the Colours of Ostrava 2024 festival, and a camping ticket for one person.

A ticket purchased during the special offer cannot be canceled or changed.

The festival tickets, as well as the camping entry, will be sent to you by the festival organizer no later than 24 hours before the planned departure of the Slovak Lines bus, to the email address you provided during the purchase process.