

Internet ticket sales

Online purchasing process

Tickets can be purchased online at www.pesa.net for all authorised long-distance routes.

There are two different ticket types:

- a) For holders of the Lurraldebus or Mugí pass
- b) For people who do not have either of these passes

a) Holders of the Lurraldebus or Mugí pass

First step: enter your date of travel, where you are leaving from and where you are going to.

Choose your preferred travel time from the drop-down list.

Next, enter the number of your Lurraldebus or Mugí pass. Depending on the number of journeys made using the pass, the system will automatically calculate the cost of the current journey according to the applicable rate.

Next, choose a seat number. Actual seating may vary slightly depending on the number of seats on the bus providing the service. The four front seats of all buses are reserved for people with reduced mobility and are the last to go on sale.

Once you have chosen a seat, you will have 4 minutes to complete the purchase.

The purchase will only be complete once you have entered your card number and its expiry date and clicked on "Pay". The corresponding amount will be automatically charged to your account.

Once you have completed the above steps, print the ticket displayed on your screen. If you are presently unable to print the ticket, make a note of the booking reference and print it later by clicking on the "reprint" option in the ticket payment gateway of www.pesa.net.

Tickets can be purchased up to a month before your date of travel.

The accumulation of discounts earned through online purchases using the Lurraldebus or Mugí pass does not apply to tickets purchased by other means. In other words, tickets purchased at the ticket office or on the bus will not be taken into account for the purposes of obtaining the higher accumulated discounts for online purchases offered by Lurraldebus. Tickets purchased online **cannot be used to board another bus**.

Ticket/s purchased online must be printed out and shown to the driver when getting on the bus.

b) People who DO NOT have a Lurraldebus or Mugí pass

First step: enter your date of travel, where you are leaving from and where you are going to.

Choose your preferred travel time from the drop-down list.

The applicable rate will appear on the screen. Choose your seat number. Actual seating may vary slightly depending on the number of seats on the bus providing the service. The four front seats of all buses are reserved for people with reduced mobility and are the last to go on sale.

Once you have chosen a seat, you will have 4 minutes to complete your purchase.

The purchase will only be complete once you have entered your card number and its expiry date and clicked on "Pay". The corresponding amount will be automatically charged to your account.

Once you have completed the above steps, print the ticket displayed on your screen. If you are presently unable to print the ticket, make a note of the booking reference and print it later by clicking on the "reprint" option in the ticket payment gateway of www.pesa.net.

Tickets can be purchased up to a month before your date of travel.

Ticket/s purchased online must be printed out and shown to the driver when getting on the bus.

Methods of payment for online ticket sales

Online purchases can only be paid for by credit or debit card.

You cannot use your Lurraldebus or Mugi pass to pay for online ticket purchases. Payment must be made in all cases with a debit or credit card.

Online ticket purchases by wheelchair users.

Wheelchair users cannot buy tickets online at www.pesa.net.

Transportes Pesa, S.A. has a special procedure for wheelchair users:

To ensure that the bus meets their requirements, wheelchair users wishing to make a journey of over 40 kilometers must notify the company of their intention at least 24 hours before their departure. This can be done by calling our Customer Service Dept. on 902 10 12 10 (workdays, Monday to Friday, from 08h00 to 18h30) or at any of our ticket offices.

Tickets for wheelchair users will be issued at Transportes Pesa, S.A. ticket offices once the above-mentioned procedure has been completed.

Online ticket purchases by groups with special needs.

Groups with special needs can purchase tickets online, except in the case of anonymous Mugi passes, which are not valid for this online purchasing system.

Online ticket cancellation

Tickets can only be cancelled if so requested at least 2 hours prior to departure of the service. **This can only be done from the www.pesa.net online payment gateway. Tickets purchased online cannot be cancelled at the ticket office or on the bus.**

When a Transportes Pesa, S.A. ticket is cancelled, a refund will be made to the person who requests it, minus:

10% of the cost, when requested 48 hours prior to departure of the service.

20% of the cost, if the cancellation is made after this time and up to 2 hours prior to departure of the service.

No cancellation, nor therefore refund of its cost, will be permitted if the request is made within the 2 hours immediately prior to departure of the service.

Under no circumstances will the administration costs be refunded.

When making a cancellation, indicate the booking reference and your ID document number. The percentage of refund retained will be calculated according to the date and time of cancellation.

Tickets acquired with the Lurraldebus or Mugi pass can be cancelled. However, a deduction for administration costs will apply.

Failure to appear by the traveller on the day, place and time of departure will imply loss of the ticket, with no right to an exchange or refund.

Change and reprinting of tickets purchased online

Tickets can only be changed when requested on at least 2 hours prior to departure of the service. Tickets purchased online cannot be changed at the ticket office or on the bus. All ticket changes will depend on seating availability for the new service requested.

In the event that the price of the ticket you wish to change is no longer the same as it was at the time of purchase, or if the Lurraldebus or Mugi pass discount conditions have changed, the rate existing on the new date of travel will apply. The corresponding difference must be settled in order for the change to be made.

If a ticket purchased using the Lurraldebus or Mugi pass has a lower price than it had at the time of purchase, no refunds whatsoever will be made.

No charge will be made for ticket changes provided that such changes are for the same line and journey, and that they are made at least 2 hours prior to departure of the chosen service.

In the event of wishing to change a ticket for a journey other than the chosen service, you will have to cancel the first ticket and purchase a new one.

No cancellation, nor therefore refund of its cost, will be accepted if the request is made within the 2 hours immediately prior to departure of the service.

Tickets purchased online can be reprinted on the website by entering your booking reference and ID document number.

Suspension of online ticket sales

Online ticket sales will be suspended in the event that the corresponding authorities decree a situation of risk due to adverse weather conditions which could endanger passenger security. The same applies in the event of situations outside the company's control. The suspension of online ticket sales for the above reasons will be announced as early as possible on our website: www.pesa.net.

In the event of the suspension of online ticket sales due to a fault in the computer system or for reasons attributable to Transportes Pesa, S.A., anyone wishing to purchase a ticket in this manner can call the Customer Services during opening times and leave their telephone number or e-mail address. Transportes Pesa, S.A. undertakes to call or send those choosing this option an e-mail alert to the effect that the advance online ticket sales service has been re-established.

The resumed advance online sale of tickets will be announced on our website.