

Advance sales: regulations to obtain a ZERO TICKET on routes which have a ticket office at the destination but not the point of origin.

Both those aged under 15 and those accompanying persons with a dependency card issued by the Department of Social Policy of the Provincial Authority of Gipuzkoa, who wish to book a seat in advance on routes DO04, DO03, DG01, DG02, DG05, DG05A, DG05D and DG07, and who do not have access to a ticket office at their point of origin, but do at the destination, will need to acquire an ordinary ticket in advance via the website or the TGR (self-service) terminal. On journeys where there is a ticket office at the point of origin, the ticket should be acquired there.

On route DG12, tickets may be obtained directly on board the vehicle.

The cost of this ordinary ticket acquired in advance via the website or TGR terminal will subsequently be refunded by following this procedure:

- **Access to the bus:**
 - o Child under 15 years: the responsible adult will present the ordinary ticket purchased and documented accreditation of the age of the child under 6 years. Children aged between 6 and 15 years will need to present their personalised Mugi, Barik or Bat card, unless they are accompanied by an adult. Once the documentation is accredited, the driver will issue a €0 ticket.
 - o Companion of those holding a dependent person's card issued by the Department of Social Policy of the Provincial Authority of Gipuzkoa, when paying/validating with the Mugi card: the driver will issue a €0 ticket.
- **At the destination bus station:** upon arrival, or subsequently, a form should be completed and handed in at the ticket office together with the two original tickets (ordinary ticket and €0 ticket). The form may be obtained at the station ticket office itself or on our website.
- **By post:** the form may be obtained on our website and sent to the following address, together with all the details and documents required:

Avanza San Sebastián Ticket Office

Paseo de Federico García Lorca, 1, 20014 Donostia-San Sebastián

- **Details required to process the refund:** full name, contact telephone number or email address, number of the card used to pay for the ordinary ticket, credit card or Mugi card.
- **Refund:** depending on the form of payment, this will be refunded to the credit card that was used, or by sending the refund details to Mugi.

ROUTES DO01 and DO02

On these routes, irrespective of the point of origin, passengers should call the Customer Service Department at either Avanza (900 121 400) or Lurraldebus (900 300 340), specifying the date, route, journey, issuance to be used, the bus station where the ticket will be collected and the full name of the person making the booking.

In order to collect the tickets, accreditation will be needed as to fulfilment of the conditions to obtain a free ticket, which will be available at the specified bus station ticket office up to 15 minutes prior to the bus departure time. If the free tickets have not been collected within 15 minutes of departure, they will be cancelled and the seats placed on sale. Tickets may be collected at any of the three available ticket offices (San Sebastián, Bilbao and Vitoria-Gasteiz bus stations). For those travelling from the town of Zarautz, the tickets will be handed in person to the driving staff assigned to issuance, for subsequent handover to the requesting passengers.

**ADVANCE SALES: REQUEST FOR REFUND OF ORDINARY TICKET AMOUNT ON
ROUTES THAT HAVE A TICKET OFFICE AT THE DESTINATION BUT NOT THE POINT OF ORIGIN***

**Those aged under 15 years and those accompanying a person with a dependency card issued by
the Department of Social Policy of the Provincial Authority of Gipuzkoa**

Mr / Ms _____

Telephone or email _____

Credit card number _____

Mugi card number _____

IMPORTANT: Include with this request the originals of the ordinary ticket acquired and the €0 ticket issued by the driver, to be handed in at the ticket office or sent by post to:

Avanza San Sebastián Ticket Office

Paseo de Federico García Lorca, 1, 20014 Donostia-San Sebastián

NOTE: the deadline to request the refund is one month from the travel date.

In _____ on _____
_____ 202_

- Tickets for those aged under 15 years and accompanying persons must be obtained at the ticket office on routes DO01 and DO02, and on board the vehicle on route DG12.

You may consult our data protection policy at: <https://gipuzkoa.avanzagrupo.com/politica-de-privacidad>.