* Ticket issuing takes place until 30 minutes before scheduled departure.
* Passengers must be at departure point at least 30 minutes before departure.
* Only passengers who show a valid ticket are entitled to transfer.
* A ticket is valid for the transfer determined in it from departure to arrival point including any agreed stops in between, via any scheduled station during ticket purchase. The fee paid for by the passenger corresponds to the route and the seat indicated in the ticket and constitutes an inseparable part of the Transfer Agreement between the carrier (the Company) and the passenger.
* Passengers are required to possess the electronic ticket in electronic or printed form during embarkation and throughout the route.
* Passengers who are entitled to a reduced ticket are required to carry any document that bears proof to this right (e.g., academic ID, student or special ID, multi-child family ID, police ID for age testimony etc).
* The electronic ticket can be sent to the e-mail registered by the passenger during purchase any time before departure in two ways:
  + Through finding it in purchases/bookings and choosing either pdf print or send an email (for confirmed users.)
  + Through the choice “Resend ticket” by adding the email and the date of transfer.
* Tickets as well as any information from Intercity Kozani KTEL are sent via the email address: [noreply@ktelkozanis.gr](mailto:noreply@ktelkozanis.gr), which will be either in incoming or spam messages of the email registered by the passenger at ticket purchase.
* Electronic ticket annulment can take place until scheduled departure time. When ticket annulment takes place at least 8 hours before departure, 70% of ticket price is refunded. When ticket annulment takes place in time less than 8 hours before departure, 50% of the ticket price is reimbursed. Alternatively to annulment, the ticket can be exchanged with another one, as long as the change takes place until scheduled department time.
* Schedules are updated every 15 days.
* Departure times are up to change. It is the passengers’ responsibility to contact the Company and check that the scheduled department is still valid.
* In electronic tickets (e-tickets) with an open return date:
  + The return date must be within thirty (30) calendar days from departure date.
  + Return ticket issuing (scheduled seat update) will take place with your physical presence at the ticket booth at least one day before departure date.
* Academic students from abroad are not entitled to discount.
* Please contact us for any query or problem with ticket issuing.

**Personal data processing**

* By using the electronic application for ticket issuing users acknowledge that when using or proceeding to contracts through this application, it is necessary that they provide specific details related to Personal Data, which will be processed and retained for as long as the processing responsible is obliged to keep a record according to legal compliance and especially for as long as obligations of tax nature demand. Processing Responsible is the Company (KOZANI INTERCITY KTEL SA). Account creation, when this is predicted or required, and transaction are presumed as silent concession even if it is not clearly stated. The Company does not process Sensitive Personal Data and if this is the case it does so within provided services and when imposed by law. Collection and process of Personal Data is aimed at recording the transactive relation with the Company, improvement and adjustment to preferences and choices related to services and dispatch of administrative, technological, organizational or/and commercial information about the Company in electronic or traditional means. The Company does not proceed to any website user or consumer data transmission to third parties, unless this is mandated by the Company's obligations to public authorities or services. The data is retained only for as long as it is necessary for transfer agreement completion with the data subject and in keeping with Company legal obligations (especially tax). Users have access to the record kept and are entitled to information and correction or deletion of any data that concerns them.
* The Company has devised legal protection measures in its facilities, systems and records. Users are responsible for truth, precision, validity, authenticity, relevance and suitability of Personal Data they notify the Company with.
* The Company does not contact users without prior consent apart from necessary contact when contracting and fulfilling transfer. Contact indicatively refers to new market services and any offers, payment settlements etc through advertising-informative message transmission to their electronic or posting address or via phone, depending on users’ choice for prior consent. Contact may be in the form of electronic notification through mobile phone application. In any case, users can terminate the abovementioned contact any time they wish with a simple statement or through the choices provided in the electronic application or their mobile phone.
* Company contact with users and vice versa is confidential and will be disclosed to third parties only if this is necessary for legitimate interest satisfaction, right exercise or legal obligation fulfillment.
* Processed personal data remains at the subjects’ disposal, who can simply request deletion of the kept sum of data at any time. Personal data subjects that the Company processes are entitled to access, which entails their notification of any data that is processed by the Company, the purpose of procession and any other relevant information. The right for access is exerted with a simple application on the part of the subjects at no expense.
* Processing responsible is public limited liability company under the name “PREFECTURE OF KOZANI INTERCITY KTEL-PUBLIC LIMITED LIABILITY TRANSFER AND COMMERCIAL COMPANY” and with the distinctive title “KOZANI INTERCITY KTEL SA”, VAT number: 999563097 and GENERAL REGISTRY number: 011705636000, settled in Evangelou Yiannari 22, Kozani.

**Data and Transaction Security**

* Data security is the Company’s continuous aim. The Company uses all the latest technology to provide its users/visitors with security during their transactions.
* At electronic ticket purchase through its electronic application, the Company stores the buyer’s necessary personal data, i.e. name, electronic address and ID number or card for reduced ticket (student ID, multi-child family ID etc). This data is processed according to the aforementioned terms and especially if they concern sensitive personal data, it is kept in a special record and deleted within a shorter period of time.
* Credit card transactions take place electronically in real time between the buyer and the card owner of any bank with the cooperating bank, which performs the transaction on behalf of the Company according to the agreement between them.
* The Company does not handle or perform transactions through the electronic system of the cooperating bank and has no access to any credit card records.

In cases when the buyer performing the transaction is not the same person as the credit card owner, the Company is neither responsible for or obliged to money refund