1. This ticket has been issued by Ticket.Com on behalf of the bus operator. Ticket.Com is ONLY a bus ticket agent, it does not operate bus services of its own.   
   Ticket.Com's responsibilities include:
   * Issuing a valid ticket for its network of bus operators
   * Providing refund and support in the event of cancellation

Ticket.Com's responsibilities do not include:

* + The bus operator's bus not departing / reaching on time.
  + The bus operator's employees being rude.
  + The bus operator's bus seats etc not being up to the customer's expectation.
  + The bus operator cancelling the trip, changing the type of bus or changing the seat.
  + The baggage of the customer getting lost / stolen /damaged.
  + The customer waiting at the wrong boarding point.
  + The bus operator changing the boarding point and/or using a pick-up vehicle at the boarding point to take customers to the bus departure point.

1. The Ticket will be cancelled if the passenger fails to report at the station 15 minutes before departure time
2. Without a copy of the ticket, passengers may not be allowed to board the bus.
3. For cancellation, passenger must call Ticket.Com at least 6 hours before trip departure time and 10% of ticket price will be deducted. Tickets will not be refunded after the trip has departed. Refunds will be given only through bKash or bank transfer. For refund, the passenger must call Shohoz call center or email refunds@Ticket.Com, with his mobile #, bank account or bKash account details and ticket details (operator, PNR, coach #, trip date and time). This must be done within 24 hours of trip departure time, after which, no refunds will be given. The Shohoz convenience fees, bKash fees and home delivery charges (if any), will not be refunded. For refunds through bKash, bKash fee will be charged to the passenger.
4. The bus operator reserves the right to cancel/delay trips, change buses and change seats due to unavoidable reasons.
5. Passengers will look after their hand luggage with care. Hanif Enterprise authority will not be held responsible if hand luggage is lost or damaged.
6. Hanif Enterprise authority will not be responsible for any illegal goods carried by passengers.
7. Passengers will have to pay an extra charge of Tk 8/kg, if they carry more than 10 kg goods.
8. Hanif Enterprise appreciates passenger feedback on its bus personnel