



Safety & Quality

1. **Safety and Quality:** At NKK Express, the safety and quality of our passengers and their luggage are our top priorities. We take every precaution to ensure a safe and comfortable journey for all our customers.

2. **Safety Terms:**

- ❖ All of our drivers are highly trained and skilled professionals, who prioritize the safety of our passengers at all times.
- ❖ Our buses undergo regular maintenance checks to ensure they are in optimal condition for travel.
- ❖ We strictly adhere to all traffic rules and regulations to ensure a safe journey for everyone on board.
- ❖ Emergency exits and safety equipment are readily available on all our buses for passengers' peace of mind.
- ❖ We have a zero-tolerance policy towards reckless driving or behaviour that may compromise the safety of our passengers.

3. **Quality Terms:**

- ❖ We maintain high standards of cleanliness and hygiene on all our buses to provide a comfortable travel experience for our passengers.
- ❖ Our staff is committed to providing excellent customer service and ensuring that all our passengers' needs are met during their journey.
- ❖ We offer services to assist passengers with disabilities or special needs to ensure a smooth and hassle-free travel experience.
- ❖ Our buses are equipped with ample storage space for luggage and belongings, and we take all necessary precautions to secure passengers' luggage during transit.
- ❖ We regularly seek feedback from our customers to continuously improve our services and ensure the highest quality standards are maintained.

4. **Terms and Conditions:**

- ❖ **Payment Options:** Customers can pay for their bus tickets online through credit card, debit card, or electronic payment methods. Cash payments are not accepted for online bookings.
- ❖ **Booking Confirmation:** Once a booking is made and payment is successfully processed, customers will receive a confirmation email with their booking details. It is the

responsibility of the customer to carefully review all details in the confirmation email and notify NKK Express of any discrepancies immediately.

- ❖ Privacy Policy: NKK Express respects the privacy of its customers and is committed to protecting their personal information. All information collected during the booking process will be used solely for the purpose of processing the booking and will not be shared with any third parties.
- ❖ Security: NKK Express uses secure payment gateways to process online transactions. Customers can rest assured that their payment information is protected and will not be compromised.
- ❖ Changes to Terms and Conditions: NKK Express reserves the right to modify these terms and conditions at any time. Customers are encouraged to review the terms and conditions regularly to stay informed of any changes.

By using the NKK Express Passenger Transport website, passengers agree to abide by these terms and conditions. Failure to comply may result in denied boarding or other consequences as deemed necessary by NKK Express.

