

Frequent questions. buses

Answers General Info

Where to buy and pay my ticket?

- Internet

Secure payment by credit c

- By phone 972 249 449 (call cost interprovincial)

Monday through Saturday from 9:30 AM to 20.00.

- Central Reservation - +34 972 249 449

Monday through Friday from 09: 30h to 20h

Saturdays from 9:30 am to 19: 00h

- Travel agencies associated

How to pay your bill?

- Credit card - Visa, Mastercard
- Cash (only in offices)

Change or cancel my ticket

If your reservation is confirmed, you can modify or cancel your ticket (standard rates).

In any case, it is necessary to go to the office where you made the purchase.

If by Internet, contact phone +34 972 249 449

Date change

You should specify the new date to make the change.

You can change a ticket according to availability, up to 24 hours before departure. Check the schedule and call the office according to your departure time.

Expenses date change: 15 €

Ticket refund

Refunds will be made only by the vending ticket office.

If the purchase is the Internet, you should contact by phone at +34 933 674 400.

Standard Rates: According O.M. of 22 February 1996, published in the Official Gazette dated 05/05/96, the service concessionaire is entitled to retain 25% of the ticket, which deducted

upon return, if the ticket is presented cancellation within 48 hours prior to the departure of coach

and 50% when cancel after this deadline and up to 2 hours before departure of the vehicle. After this deadline, there shall be no refund.

The Promotion and Early Booking rates: are not refundable.

Stolen or lost tickets are not refundable.

Rates are non-refundable.

#### Passengers minors

##### Under 16s

All children under 16 years can not travel aboard vehicles Giromarfly if they are not accompanied by an adult.

If child passenger is not the person holding the paternal or maternal authority, an authorization signed by the parent or legal guardian is required.

##### Children between 16 and 18 years

Young passengers, aged between 16 and 18 years can travel alone with a valid passport. Spanish citizens who have only the National Identity Document DNI also need a permit from the mother, father or guardian to leave the territory (obtained at the police station).

At age 18 they will be denied access on board the car line if it does not adhere to these rules and legislation.