

Regulation regarding the Cancellation and Rescheduling of Travel Tickets: In the case of purchasing the Online Ticket, it cannot be cancelled. Therefore, SC Renelda Service SRL (Niraj Transfer) does not assume the Refund policy of a ticket purchased online in case the customer changes his option.

1. Cancellation of Tickets: Travel tickets can be canceled free of charge 30 days before the date and time of departure. Only tickets purchased from the headquarters of SC Renelda Service SRL (Niraj Transfer) and partner agencies can be cancelled, the return of the value will be made on the basis of a return request, (at the headquarters of the company, Tg-Mures, str. Sinaia no. 3 or at partner agencies) paying in cash. For tickets purchased online, it is NOT possible to cancel and refund the value of travel tickets. (Tickets are non-returnable, non-refundable). Requests for cancellation made less than 30 days before the travel time will NOT be taken into account. .(Tickets are non-returnable, non-refundable)!
2. Rescheduling Tickets: Rescheduling consists of changing the travel date for the purchased ticket. Rescheduling can be done starting from the day of issue and up to 24 hours before the date and time of departure (except for Saturdays, Sundays and legal holidays when this interval is 48, 72 or 96 hours before the trip) in the limit of available places, and only from Monday to Friday between 09:00 and 18:00. Rescheduling can NOT be done less than 24 hours before the travel time. Rescheduling can be done at partner agencies or at the headquarters of SC Renelda Service SRL (Niraj Transfer). SC Renelda Service SRL (Niraj Transfer) assumes no responsibility for flight delays or cancellations and/or for losses suffered by the traveler as a result of these delays/cancellations. The unused ticket due to the flight delay can be used on the next journey (transfer) on the same day or, as the case may be, the next day, depending on the available seats, after which it loses its validity. The unused ticket due to flight cancellation loses its validity without the possibility of returning its value. The carrier cannot assume responsibility for flight delays or cancellations. In case of cancellation of the transfer for reasons of force majeure, state of emergency, state of alert, epidemic or pandemic on the part of the carrier, all reservations will be rescheduled depending on the traveler's acceptance . If the force majeure lasts for more than 5 days, then the traveler is entitled to return the value of the travel ticket or reschedule it within the limits of available seats.

Complaints regarding the trip must be submitted in writing to the company's headquarters, within a maximum of 30 days, from the date of the trip. Departures from Cluj Airport or Targu Mures can be modified by up to 30 minutes due to plane delays and the time required for pick-up luggage by passengers. Arrival times depend on the level of traffic and traffic jams, the control time of the competent authorities and the weather conditions. SC RENELDA SERVICE SRL, Address: Str. Sinaia, No. 3 C2/1, Targu Mures, County: Mures, CIF: RO4838043, Reg. com.: J26/415/1993