

Terms of Service

Last Updated: 26.01.2026

1. About Distribution

- 1.1. Distribution Technologies GmbH (which we refer to in these terms of service as “Distribution” or “we”) is a company incorporated in Germany with its headquarters in Berlin, registered with the Commercial Court of Charlottenburg under number HRB 176406 B. **These terms of service govern the Worldschedule service, which encompasses our ChatGPT application as well as our external booking services (the “Services”).** We operate worldwide and have several subsidiary companies which are listed in paragraph 21. You can find our contact details in paragraph 17.
- 1.2. Distribution is a technology company which provides distribution services and technology products to ground transportation carriers and retailers. It standardises and distributes the content of ground transportation carriers via its platform through different distribution channels, including a booking engine to enable passengers to book journeys directly.
- 1.3. Distribution does not provide any transport services itself. When booking a journey via our booking engine you will be required to accept the terms and conditions of the transport operator whose tickets you purchase.

2. Terms and Conditions

- 2.1. These terms of service (the "Terms") govern your use of the Services and form the basis of the legal relationship between you and us. By clicking “Connect” when prompted to connect to the Services in ChatGPT, you accept and agree to be bound by these Terms.
- 2.2. These Terms apply exclusively to the (i) route suggestions we provide to you through the ChatGPT interface; and (ii) transport booking services accessible to you by following the external link to our booking page.
- 2.3. You must be aged 18 (or the legal age of majority in the country in which you are located, if higher) or over to use the Services. We reserve the right to reject any transaction made using our booking service if you are underage.

3. Our Services

- 3.1. We provide a comparison and booking service for journeys via ground transportation, including train, bus and ferry. Search results are generated based on the route you enter into ChatGPT and subsequently (after connecting the Services in accordance with paragraph 2.1 above) directly into the Services. You can sort the results by price, length of journey and departure / arrival times by using the filter option. Distribution makes no warranty or guarantee as to the accuracy, completeness or reliability of any output generated by your use or interaction with any service (including with ChatGPT before connecting to the Services) other than the Services, and does not accept any liability or responsibility arising from your use of or reliance on any such output.
- 3.2. Your journey itself is governed by the terms and conditions of the separate contract which you make with the transport operator when you book your journey. Distribution acts as the

transport operator's agent for the purposes of providing the booking service to you but we are not responsible for the travel service provided and we are not a party to any contract formed between you and the transport operator. If you want to cancel, or make any changes to your journey you must do so directly with the transport operator. The featuring of any transport operator on the Services shall not be construed as any recommendation or endorsement by us of it, or its products, services, facilities or vehicles.

- 3.3. We may receive a commission from the transport operator for acting as its agent in the booking process.

4. Direct Booking through Distribution

- 4.1. We provide booking services in the name and on behalf of the transport operator, acting as that transport operator's agent. We offer secure online booking options directly through the Services (which you can access by following the external link outside of the ChatGPT browser window), and you will not be redirected to the booking page of the transport operator itself. Distribution collects the relevant data (such as your or other passenger names, email addresses, and payment information) in accordance with written instructions we receive from the transport operator or our Privacy Policy and then submits the booking to the transport operator.
- 4.2. By clicking on the "Pay Now" button on our booking page, you shall make a binding offer to conclude a contract for the transport service (between you and the transport operator). This contract is concluded when you receive an email booking confirmation from Distribution together with the travel documents and our invoice. The travel documents are usually printable tickets issued by the transport operator and are usually sent as a PDF file, or in other common electronic formats, such as mobile tickets with QR codes. You might alternatively receive a booking code or ticket voucher in place of printable tickets. These must be redeemed at the ticket office, or a ticket vending machine, at the place of departure before the start of your journey.
- 4.3. Please review the travel documents as soon as you receive them and let the transport operator know as soon as possible if they contain any errors. You can contact our customer service team using the contact details in paragraph 17 below should you require any assistance in contacting the transport operator. The Services display the transport service information (e.g., availability of seats, prices, travel times and schedules, etc.) supplied to us by the transport operator.

5. Service Fees

- 5.1. We may charge a service fee to you directly in addition to the commission which we receive from the transport operator. The amount of this fee depends on the individual booking and the amount will be shown to you during the booking process. If you purchase ancillary services when booking, such as insurance, we may also earn commissions from the third party providers of those services. Our service fees are non-refundable, meaning that if you pay a service fee when you book your ticket you will not receive a refund of that fee if you cancel and request a refund for your ticket.
- 5.2. Before you complete your booking we shall provide you with a breakdown of all the costs and fees payable.

6. Payment Processing

- 6.1. Payment may only be made via the acceptable payment system(s) specified on the reservation booking page.
- 6.2. Distribusion is authorised to collect payments (either ourselves or through one of our payment processing partners) on behalf of each transport operator for whom we act as agent. This means that when you complete the payment to Distribusion, you will have satisfied your payment obligations towards the transport operator.
- 6.3. When paying for a booking by credit card, you will be required to expressly consent to the collection of the payment processing fee from the payment service provider. When paying in a foreign currency, foreign currency exchange fees may also apply.
- 6.4. Your order may be declined or cancelled, in whole or in part, before or after order confirmation at our sole discretion for reasons such as failed fraud or regulatory checks; suspected bad faith / abnormal orders; non-consumer orders; unverifiable payment information or service / product unavailability. In such cases, any successfully processed payment shall be refunded to you in full or in part.

7. Travel Insurance

We may offer travel insurance products of third-party insurers as part of the booking process. When offering travel insurance, we act as an Ancillary Insurance Intermediary, as defined by the European Insurance Distribution Directive. This means that we facilitate the purchase of insurance as a complementary service to our main services but do not offer insurance ourselves.

8. Combined Journeys

Combined train journeys are made up of separate tickets, each of which is a separate contract with the transport provider but which combine to form your journey. This means that if a delay to one part of your journey means that you miss a connection, you might not be entitled to travel on an alternative train and may need to buy a new ticket to continue your journey. The exception is where both parts of your journey are provided by train operators owned by the same company, in which case you may be entitled to take the next available train without purchasing a new ticket.

9. Changes or cancellations

- 9.1. If you need to cancel or change your booking you should do so directly through the transport operator). You are advised to read and understand the transport operator's terms and conditions before completing your booking to understand whether and how cancellations and changes can be made.
- 9.2. You may need to pay for the difference in price (if any) for your new booking together with any additional fee charged by the transport provider. Distribusion may also charge you a booking cancellation or amendment fee for if we make the cancellation or changes on your behalf. Cancellation and amendment fees are non-refundable.
- 9.3. If the journey for which you have booked a ticket for is cancelled by the operator or delayed, you may be able to obtain a refund or compensation, depending on the transport operator. Please contact the transport operator directly.

10. Service Functionality and Availability

We may from time to time make changes to the content or functionality of the Services and we do not guarantee their permanent availability. Technical problems that are outside of our control may lead to downtime. Maintenance may affect availability and will be carried out as far as possible to minimise disruption.

11. Your Obligations

- 11.1. You are responsible for ensuring that you comply with all travel requirements applicable to your booking, including passport and visa requirements, entry requirements, customs and currency regulations, vaccination requirements and other health regulations.
- 11.2. You agree to always provide valid, current and true information about yourself and any other person for whom you are making a booking via the booking page. Please review the details carefully, making corrections as soon as they are discovered, or notifying the transport operator of any inaccuracies discovered after completion of the checkout process.
- 11.3. You are responsible for any text you type in (e.g., the route you enter) or other content you upload to ChatGPT and / or the Services ("Input"). You are responsible for ensuring that your Input complies with these Terms and any ChatGPT acceptable usage policies which may apply from time to time.

12. Limitation of Liability

- 12.1. Although we use our best efforts to display accurate and current information, we rely on information provided to us by third-party providers, including timetables, live journey information, platform data, transport network conditions and fares. We are unable to fully verify the accuracy or completeness of that information and therefore make no representations or warranties as to its accuracy or completeness.
- 12.2. We are not responsible for any losses that you suffer that are not related to our booking service. By offering a booking service as an agent for third-party transport operators, we bear no responsibility for the availability of services or travel connections at the time of booking, or for the provision of any services booked with other third-party providers. Any claims must be brought directly against the relevant transport operator or provider.
- 12.3. We accept no liability or responsibility for any products or services booked through our affiliates.
- 12.4. Our booking page may contain links to other sites that we do not operate or control and for which we are not responsible. We do not endorse the content of these websites, nor do we take any responsibility for the lawfulness or functionality of such content. We accept no liability for any loss or damage that may be caused by the use of such sites. We advise you to carefully read the terms of use for each such website.
- 12.5. Our liability and that of our employees, legal representatives or agents shall be limited to wilful intent and gross negligence. This limitation does not apply to injuries to life, limb or health, to breaches of warranty, to claims under the German Product Liability Act or to material breach of contract, i.e. obligations which are essential to the proper performance of the contract or fulfilment of the contract purpose, or on the observance of which the contractual partner may regularly rely.

- 12.6. Our liability for our breach of material contractual obligations through minor or simple negligence is limited to typical and foreseeable damages.
- 12.7. Nothing in these Terms shall limit or exclude our liability for death or personal injury caused by negligence, or by fraud or fraudulent misrepresentation by us or our employees.

13. Your Rights

- 13.1. Right of withdrawal: Under Section 312g, Paragraph 2, Sentences (1) and (9) of the German Civil Code/ BGB, the Right of Withdrawal does not apply to contracts for the provision of travel services, where the contract provides for a specific date/ period of performance (i.e, the travel ticket is for a certain date). The terms and conditions of the travel provider with regards to cancellation will instead apply.
- 13.2. Rail passenger rights: Regulation (EU) 2021/782 of the European Parliament and of the Council of 29 April 2021 on rail passengers' rights and obligations is applicable to Distribution to the extent that it acts as an intermediary for train ticket sales. You can find a summary of your rights and obligations in all EU official languages here, and You can also contact our customer service team (see paragraph 17 below) for any questions in relation to your rights as a rail passenger.
- 13.3. Our booking page may contain links or redirections to third parties' independent websites or third party white label platforms which offer other travel services. If you choose to book additional travel services from these third party providers via links or redirections from our booking confirmation, those travel services will not constitute a travel package or linked travel arrangements for the purposes of the Travel Package and Linked Travel Arrangements Regulations (see here for more details).
- 13.4. As a consumer, you may have additional rights under your national consumer law.

14. Data Protection

Our Privacy Policy describes how we process your personal data when you use the Services. By using the Services you acknowledge our processing of your personal data in accordance with our Privacy Policy.

15. Changes to our Terms and Conditions of Use

We are continually developing and improving the Services and therefore reserve the right to modify these Terms at any time. The version of the Terms that applies to you is (i) the one which you accept at the time you connect to the Services in ChatGPT; or (ii) a later version we bring to your attention. If you do not accept a later version of these Terms brought to your attention, please do not use the Services. Otherwise, your continued use of the Services will constitute your acceptance of the later version of these Terms.

16. Intellectual Property

- 16.1. Access to the Services gives you no intellectual property rights except for the right to use them in accordance with these Terms. You may not copy, change or publish any part of the Services without our prior written permission.
- 16.2. Distribution may use technology provided by third-party service providers ("Technology

Partners”) to provide you with the Services. You agree and acknowledge that your Input may be shared with our Technology Partners for the purpose of providing you with the functionality.

17. Contact Information

If you have any questions, requests or complaints, please contact us as follows:

Distribusion Technologies GmbH
Wattstrasse 10
13355 Berlin, Germany
Email: support@distribusion.com

18. Alternative Dispute Resolution (Germany-Located Users Only)

- 18.1. In accordance with Section 36 of the German Act on Alternative Dispute Resolution in Consumer Matters (“VSBG”), we hereby inform you that we are neither willing nor obliged to participate in a dispute resolution procedure before a consumer arbitration board.

19. Applicable Law and Forum

- 19.1. These Terms are governed by German law. You can also rely on your national consumer law if you are a consumer living in a country in the European Economic Area, the UK or Switzerland (“Europe”).
- 19.2. If you are a consumer located outside Europe, to the extent permitted by mandatory local consumer law, these Terms are governed by German law.
- 19.3. If you are a consumer located within Europe, you may bring a legal action against us: (i) in the courts of the country where you are located; or (ii) in the courts of Berlin, Germany. We may bring legal action against you in the courts of the country where you live.
- 19.4. If you are a consumer located outside of Europe, to the extent permitted by mandatory local consumer law, any dispute will exclusively be submitted to the courts of Berlin, Germany.

20. Miscellaneous

- 20.1. The original version of these Terms is the English version. If there is any conflict between these English Terms and any translated version, the English version shall take precedence.
- 20.2. Failure to enforce any right does not waive future enforcement.

21. Distribusion Group Companies

Brazil	Distribusion Tecnologica do Brasil LTDA	Rua Líbero Badaró, 158, 22º andar, Centro de São Paulo - 01008-904
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Chile	Distribusion Technologies SpA	Av. Presidente Kennedy 5600, of 507 - Vitacura, Santiago, Chile
Colombia	Distribusion Technologies S.A.S.	Tv 23 No. 293-50 Oficina 102, Bogota
Indonesia	PT Teknologi Distribusi Global	The Samator Office Building Lt. 2 Unit 02-12, Jl Raya Kedung Baruk, Kec. Rungkut, Surabaya 60298 Indonesia
Mexico	D Busion Mexico, S.A. de C.V.	Fuente de Osiris 20, Huixquilucan, 52780
United Kingdom	Distribusion Technologies Limited	Chancery House, 53-64 Chancery Lane, London WC2A 1QS
Vietnam	Distribusion Technologies Vietnam Co, Ltd.	Level 46, Bitexco Financial Tower, 2 Hai Trieu Street, Ben Nghe Ward, District 1, Ho Chi Minh City, Vietnam