



Ivor Catt &lt;ivorcatt@gmail.com&gt;

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**refund**


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**Libuse Mikova** <lmika@live.co.uk>  
 To: Ivor Catt <ivorcatt@gmail.com>, Libuse Mikova <lmika@live.co.uk>

18 September 2023 at 10:18

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**From:** Ivor Catt <ivorcatt@gmail.com>  
**Sent:** 17 September 2023 13:20  
**To:** Libuse Mikova <lmika@live.co.uk>  
**Subject:** refund

## Refund

1 baggage a main 7kg 1 baggage en soute 20kg.

London-Paris-Marseille return. Booking number 309 968 7190

Apparently the woman at the Flixbus counter in Victoria took my £146.96 and gave me an invalid boarding pass. Apparently Victoria also stole money from a couple travelling from London to Barcelona. My coach no. 700 was 1 Sep 9.30am +3 hours late. In Paris I missed my N749 21.30 bus to Marseille..

A gentleman read my ticket and said the QR code was empty. A young couple travelling with me London-Barcelona also had an invalid ticket. They phoned Flixbus, who told them to buy a new ticket and then reclaim.

My new ticket is

Everything was closed. No official help. The young couple travelling to Barcelona helped me to buy a new ticket in the automat. Booking number #3103643385 (route N769 direction Toulon) depart 1.10am 2sep. adult price E99.99 libuse mikova

XXXXXXXXXXXXXXXXXXXXXXXXXXXX

Return. Marseille-Paris 14sep Bus N769 17.00 The French lady driver told me my ticket was invalid.

She said she could only sell me a ticket to Paris. ticket no. 3106539420 She also wrote 204760113

I paid her E130 cash. I arrived in Paris 03.20 15sep.

The Paris Bercy office opened at 7am. I talked with them. They said my ticket was invalid, it was empty. I bought a new ticket for E76.98 cash, I departed on bus 700 at 09.00 to London Victoria 16.25

I paid £146.96 + EUR99.99 + EUR130 + EUR76.98

I should have paid a total of £146.96

I can scan in all the documents if you ask for them.

My tel. no. is +44 (0)1727 864257 mobile 07879 020190

Libuse Mikova, 121 Westfields, AL3 4JR, St. Albans, England.

3106539420  
204760113  
€ 130

Friday, 01 Sept 2023

N 769 1:10  
Tower

**09:30** London Victoria Coach Station  
164 Buckingham Palace Road, SW1W9TP London

Bus 700 FlixBus  
Direction Paris (Bercy Seine)

**19:50** Paris (Bercy Seine)

You have 1 Hrs. 40 Min. for your transfer

**21:30** Paris (Bercy Seine)  
210 Quai de Bercy, 75012 Paris

Bus N749 FlixBus  
Direction Marseille St. Charles

2 Sept  
**07:40** Marseille (central bus station St Charles)  
15 Rue Honnorat, 13003 Marseille



The same QR code is used for your entire journey

For international travel, a valid ID (Passport/ID card & visa) to cross the border is always required. You will be refused entry without.

Adults	700	N749
LIBUSE MIKOVA	Seat 20C	Seat 20E

1 × Hand Luggage 7 kg · 42×30×18 cm	1 × Hold Luggage 20 kg · 80×50×30 cm
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**Additional information**

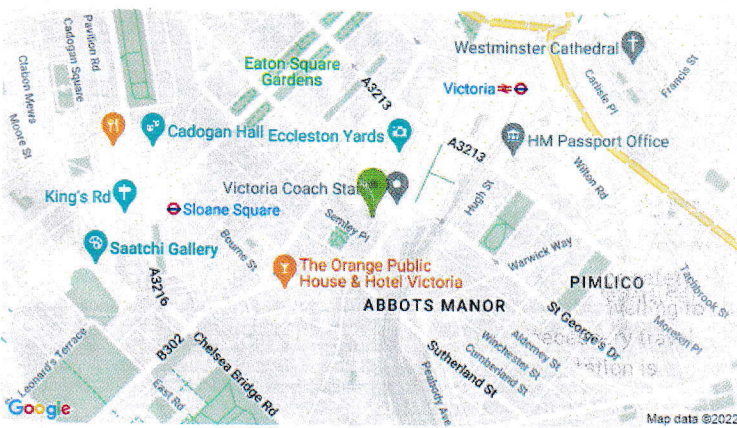
- Total price: **GBP 146.96**
- Manage My Booking: [shop.flixbus.co.uk/rebooking](http://shop.flixbus.co.uk/rebooking)
- Real-Time Info: [www.flixbus.co.uk/track/order/3099687190](http://www.flixbus.co.uk/track/order/3099687190)
- FAQ: [help.flixbus.com/s/?language=en\\_GB](http://help.flixbus.com/s/?language=en_GB)

**Your checklist for your trip**

- Arrive on time for boarding (usually 15 mins prior to departure)
- Double check dimensions and print luggage tag. More information at: [flixbus.co.uk/service/luggage](http://flixbus.co.uk/service/luggage)

**Your departure station**

**London Victoria Coach Station**, 164 Buckingham Palace Road, SW1W9TP London  
Please note: Boarding gates close 2 min. before departure for safety reasons. Please arrive at least 5 min. before departure. If travelling to mainland Europe, you MUST have a passport and all necessary travel documents. eScooters are not permitted onboard. This station is wheelchair accessible.



The General Terms and Conditions of Business and Booking of Flix SE apply to the booking of tickets. You can find them at: [flixbus.co.uk/general-terms-business-and-booking-conditions](http://flixbus.co.uk/general-terms-business-and-booking-conditions). The Terms and Conditions of Carriage of the respective carrier apply to carriage. These can be found at: [flixbus.co.uk/general-conditions-of-carriage-selection](http://flixbus.co.uk/general-conditions-of-carriage-selection). You will find the carrier/concession holder ("carrier") of your connection in the invoice. Travelling with our buses is without regard to race, color, creed, religion, gender, national origin or physical ability.

Thursday, 14 Sept 2023

17:00 **Marseille (central bus station St Charles)**

15 Rue Honnorat, 13003 Marseille



**Bus N769** FlixBus  
Direction Brussels South (Gare du Midi)

03:20 **Paris (Bercy Seine)**

You have 5 Hrs. 40 Min. for your transfer

09:00 **Paris (Bercy Seine)**

210 Quai de Bercy, 75012 Paris



**Bus 700** FlixBus  
Direction London

16:25 **London Victoria Coach Station**

164 Buckingham Palace Road, SW1W9TP London



The same QR code is used for your entire journey



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**Adults**  
**LIBUSE MIKOVA**

**N769**  
**Seat**  
**25C**

**700**  
**Seat**  
**15A**



**1 x Hand Luggage**  
7 kg · 42x30x18 cm



**1 x Hold Luggage**  
20 kg · 80x50x30 cm

**Additional information**



Total price: **GBP 146.96**



Manage My Booking: [shop.flixbus.co.uk/rebooking](https://shop.flixbus.co.uk/rebooking)



Real-Time Info: [www.flixbus.co.uk/track/order/3099687190](https://www.flixbus.co.uk/track/order/3099687190)



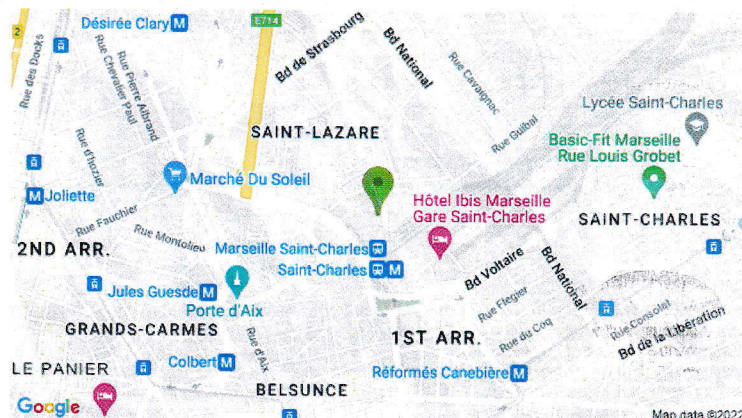
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**Your departure station**

**Marseille (central bus station St Charles), 15 Rue Honnorat, 13003 Marseille**  
Platform 1 and 2



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# FlixBus

YOUR BOOKING CONFIRMATION

9/2/23 1:10 AM

BOOKING NUMBER:  
#3103643385

○ DEPARTURE 1:10 AM (9/2/23)

↓ Paris (Bercy Seine)

210 Quai de Bercy, 75012 Paris, France

The Bercy-Seine bus station is located inside the Bercy park. You can access it from the #69 rue de Bercy and then walk straight ahead. The entrance is located just behind the training gym area. Check your departure platform at :<http://saraparc.fr/bercy/ecran/Z8KEBFQZm2qE5SuS/dep/0/2>

**Route N769 direction Toulon**

ARRIVAL 11:30 AM (9/2/23)

Marseille St. Charles

↓ 15 Rue Honorat, 13003 Marseille, France

● Platform 1 and 2

libuse mikova (Adult)

Price: €99.99



Provider of the service:  
FlixMobility GmbH, Birketweg 33, 80639 München

Operated by:  
FlixBus France S.A.R.L., Spaces Bonne Nouvelle, 17-21 rue Saint-Fiacre

0003 031841 9/2/23 12:48 AM

3106539420  
204760113  
€ 130

Friday, 01 Sept 2023

N 769 1:10  
Tower

**09:30** London Victoria Coach Station  
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Bus 700 FlixBus  
Direction Paris (Bercy Seine)

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Bus N749 FlixBus  
Direction Marseille St. Charles

2 Sept  
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LIBUSE MIKOVA	Seat 20C	Seat 20E

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7 kg · 42x30x18 cm

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- FAQ: [help.flixbus.com/s/?language=en\\_GB](http://help.flixbus.com/s/?language=en_GB)

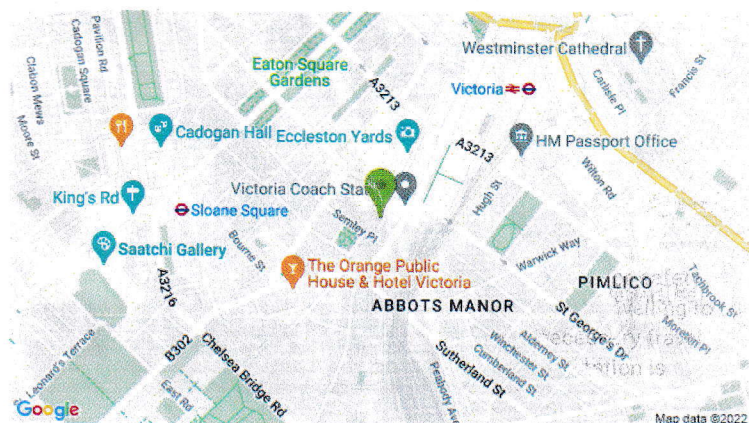
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**Your departure station**

**London Victoria Coach Station**, 164 Buckingham Palace Road, SW1W9TP London

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vendredi 15 sept. 2023

09:00 Paris, Bercy Seine

210 Quai de Bercy, 75012 Paris



Bus 700 FlixBus

à destination de London

16:25 Londres, Victoria Coach Station

164 Buckingham Palace Road, SW1W9TP London



Le même code QR est utilisé pour l'ensemble de votre voyage



Pour les trajets internationaux, une pièce d'identité valide (passeport/CNI) est systématiquement requise pour traverser les frontières. À défaut, votre entrée sera refusée.



Adultes

LIBUSE MIKOVA

Siège

6D



1 × Bagage à main

7 kg · 42×30×18 cm



1 × Bagage en soute

20 kg - 80×50×30 cm

## Informations supplémentaires :

- Prix total : **76,98 EUR**
- Gérer ma réservation : [shop.flixbus.fr/rebooking](https://shop.flixbus.fr/rebooking)
- Suivez votre trajet: [www.flixbus.fr/track/order/3106653963](https://www.flixbus.fr/track/order/3106653963)
- FAQ : [help.flixbus.com/s?language=fr](https://help.flixbus.com/s?language=fr)

## La checklist de votre trajet

- Veuillez vous rendre à la station 15 minutes avant le départ
  - Assurez-vous que vos bagages correspondent aux spécifications requises.
- Plus d'informations : [flixbus.fr/services/bagages](https://flixbus.fr/services/bagages)

## Votre station de départ

Paris, Bercy Seine, 210 Quai de Bercy, 75012 Paris

La gare routière de Bercy-Seine se trouve dans le parc de Bercy. Rentrer dans le parc au niveau du 69 rue de Bercy et aller tout droit. L'entrée est située juste derrière l'espace musculation. Votre quai de départ sur : <http://saraparc.fr/bercy/ecran/Z8KEBFQZm2qE5SuS/dep/0/2>



VICTORIA COACH

BUCKINGHAM PALACE  
LONDON

M\*\*21390 TID\*\*\*\*0853

AID : A0000000031010

Visa Debit

VISA

\*\*\*\* \* 8112

ICC PAN.SEQ 04

SALE

CARDHOLDER COPY

PLEASE KEEP THIS RECEIPT  
FOR YOUR RECORDS

AMOUNT £146.96

Verified by PIN

THANK YOU

14:52:27 16/08/23

AUTH CODE: 660643