



MAXI

Travel Assistant

Travel Assistant MAXI is your personal travel assistant on the go – a prepaid service that has your back in case of delays, transportation cancellations, baggage issues, or any problems at the airport or during your journey. Available 24/7 throughout your trip.

Travel Assistant MAXI consists of



Comprehensive Service for Compensation Claims

We will secure financial compensation for canceled or delayed trips.



Visa Assistance

We provide comprehensive visa support, including for countries that do not have embassies in the Czech Republic.



24/7 Assistance Hotline

We are available to you at any time during your trip.



Claim Baggage

We assist in resolving issues with lost or damaged luggage.



Plane

resolving issues with flights and baggage, support with departure



Bus

refund of fare and assistance with delays



Train

refund of fare and assistance with delays



Bus

Refund of fare

for delays over 90 minutes
(routes over 250 km).

In case of cancellation or delays over 120 minutes, you are also entitled to refreshments, accommodation, and free re-routing to another connection.



Train

Refund of fare

for ticket prices over 4€
with delays of

60–119 minutes

25 %

over 120 minutes

50 %

back from the fare price.

Assistance during delays

Passengers are entitled to refreshments, accommodation, transport from the station and back, or alternative transport if necessary.



Plane



Missed connecting flight:

Compensation if you arrive at your destination more than 3 hours late.



Flight delay: Compensation if the delay exceeds 3 hours.



Flight cancellation: Refund entitlement if the delay exceeds 3 hours.



Denied boarding: Compensation if you are denied boarding.



Baggage: Compensation for lost, delayed (over 21 days), or damaged baggage.

Visa Assistance



With our visa assistance, we will secure visas for almost all countries worldwide.

We provide a comprehensive service including necessary information and application preparation. Visas are also provided as a standalone service, without the need for additional products. Please note that visa issuance depends on consular offices and the fee is non-refundable. Submit applications well in advance with complete documents.

Interested?

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