

On the basis of the Road Transport Act (Official Gazette of the Republic of Slovenia, No. 6/16 – official consolidated text, 67/19, 94/21 and 54/22 – Public Passenger Transport Management Act ZUJPP) and the Rules on the Equipment of Bus Stations and Major Bus Stops and the Method of Bus Station Service (Official Gazette of the Republic of Slovenia, No. 86/04, 131/06 – of the Road Transport Act ZPCP-2) Arriva d.o.o., publishes these

GENERAL TERMS AND CONDITIONS OF THE KOPER BUS STATION

I. GENERAL PROVISIONS

Article 1

The General Terms and Conditions of the Koper Bus Station (hereinafter: the “General Terms and Conditions”) define the following:

- the services of the Koper Bus Station (“KBS”) and how they will be implemented,
- the relationship between KBS and KBS users,
- the relationship between KBS and passengers.

Article 2

Terms in the General Terms and Conditions shall mean:

- “authorised KBS personnel” means KBS controllers and traffic officers;
- “KBS users” means bus carriers in regularly scheduled public bus services and special scheduled bus services, occasional transport operators, tour operators and clients of transport or travel;
- “tour operators” means legal or natural persons who provide organized occasional passenger transportation and that meet the legally prescribed conditions for this;
- “sales personnel” means the personnel who work at the KBS point of sale.

Article 3

KBS performs:

- the reception and departure of buses in regularly scheduled public bus services and special bus services;
- reception and departure of passengers and luggage;
- sale and pre-sale of tickets and the reservation of seats for regularly scheduled public bus services;
- luggage pick-up and storage, whereby KBS may refuse to store larger or more pieces of luggage;
- providing information on timetables and conditions of transportation for passengers;
- the collection and transfer of the delivered luggage and delivered shipments by buses;
- the reception and departure of buses operating in occasional bus services;
- other services relating to the transportation of passengers and carriers.

KBS performs its services with the same terms and conditions for all users of KBS services in accordance with the General Terms and Conditions. KBS may refuse to perform the service (e.g. storage of a larger piece of luggage or several pieces of luggage) if the conditions for its safe execution are not met at the time of the performance of the service.

II. BUS STATION SERVICES AND THE METHOD OF THEIR IMPLEMENTATION

Article 4

KBS performs its activities during the working hours determined by the Management Board of Arriva d.o.o. and published at the headquarters of KBS in a visible location and on the website <http://www.arriva.si/>.

KBS charges for its services according to the published KBS Koper Service Price List (hereinafter KBS price list), which is published at the KBS location in a visible place and on the website <http://www.arriva.si/>.

Article 5

KBS accepts and dispatches buses on platforms that are set in advance for all bus arrivals and departures in regularly scheduled public bus services, special scheduled public bus services and occasional bus services.

Accepting and dispatching a bus means reserving the arrival and/or departure platform and enabling the unhindered use of the arrival and/or departure platform for arrivals and/or departures of the user of KBS services based on the delivered permits and organising the performance of obligations in a safe manner.

The term “bus departure” means the departure of a bus from the KBS platform as the starting bus station according to the timetable for regularly scheduled public bus services, special scheduled public bus services or occasional bus services.

The term “bus arrival” means the arrival of a bus at the KBS platform as the final bus stop, or the disembarking of passengers according to the timetable in regularly scheduled public bus services, special scheduled public bus services or occasional bus services.

The term “bus transit” means the use of the KBS and the KBS platform for the arrival of a bus from the starting station according to the timetable of the KBS and departure from the KBS in the same timetable to the terminal for regularly scheduled public bus services, special scheduled public bus services or occasional bus services.

Article 6

The sale and pre-sale of tickets and the reservation of seats are carried out at points of sale or via other digital information means. KBS defines the points of sale for the sale of tickets and reservations in the public transport of persons in accordance with the needs.

The sale of tickets for regularly scheduled public bus services is carried out according to the price lists of carriers and IPPT price lists.

The sale of tickets through agents or any other sale and the reservation of tickets in the KBS area outside the KBS operator's sales area is not permitted.

A carrier may not sell tickets in the KBS area, with the exception of selling tickets on the bus for departures when the KBS point of sale is closed. Passengers must purchase tickets for departures during the opening hours of the point of sale at the KBS point of sale.

Article 7

Tickets are sold by KBS according to the time sequence of departures on the same line, except when the passenger requests a ticket for the departure time of a specific carrier.

A carrier is obliged to accept a passenger on the bus with a ticket and reservation that the passenger bought from KBS and to provide them with a free seat.

Article 8

In the lockers (in the waiting area) of the KBS, passengers can store all luggage except for explosive, flammable and perishable items, money, valuables (jewellery, gold, etc.), and luggage that may damage or threaten the safety of persons and the property of KBS. Additional luggage storage conditions may be posted in the waiting area.

If the luggage is lost through the fault of KBS, KBS pays compensation in the amount of the actual value of the luggage, but not more than €35.00 per piece of luggage.

Article 9

Information on bus departures and arrivals and other notices related to bus services are provided by the personnel at the KBS point of sale.

Article 10

If a carrier in international or inland regularly scheduled public bus services does not place the bus at the departure point within 10 minutes before the time scheduled for departure, KBS will provide another bus or another transport at the expense of the carrier based on the written consent of the carrier. In this case, the traffic office will inform passengers of the mode and time of transport.

If KBS is unable to provide another transport, a passenger who purchased the ticket from KBS will be refunded the price of the ticket at the carrier's expense, and the carrier will be issued an invoice for the service of selling the ticket and cancelling the ticket.

Article 11

If an KBS authorised person determines that a driver or conductor is not able to perform their work safely, they shall inform the user of the KBS services – the carrier, so that the latter can replace the driver or conductor with another person.

If a user of KBS services does not act in accordance with the instructions of an KBS authorised person, this person informs the Koper Intermunicipal Police or another competent authority. All related costs are charged to the KBS user.

Article 12

The transport office keeps records of bus arrivals and departures (traffic log) and, if the carrier so wishes, confirms on the transport documents of carriers the time of arrival and departure of buses. If the confirmation of the time of arrival and departure for the carrier is not done in writing, the transport office determines the use of KBS services through the carrier's check-ins and check-outs and through the video surveillance system.

The traffic log shall also record any material deviations from the timetable and the reasons for the deviation if they can be ascertained immediately, as well as other events related to the operation of the KBS and regularly scheduled public bus service operators.

Article 13

Violations of timetables, safety and the provisions of the General Terms and Conditions, which are caused by the personnel of carriers or tour operators and are identified by KBS personnel, are reported by KBS to their superiors.

Article 14

Access to the KBS area is permitted for vehicles on regularly scheduled public bus services, special scheduled public bus services and vehicles in occasional bus services under the conditions set out in Article 22 of the General Terms and Conditions.

Upon the arrival of the bus at the KBS, the driver must take the bus away from the platform within five minutes of checking in at the traffic office, disembarking passengers and issuing the luggage. Stopping and parking buses or other vehicles on platforms is not permitted; the vehicles may be removed by the KBS at the expense of the owner and/or the operator of the vehicle. Vehicle parking is only allowed for contractual partners (Article 22 of these General Terms and Conditions) and in any event following a special arrangement with the KBS transport operator.

If a bus is stopped or parked in violation of the preceding paragraphs of this article, the authorised personnel of KBS informs the Koper Intermunicipal Police or another competent authority, and KBS is entitled to compensation for the incurred material costs according to the KBS price list.

III. RELATIONSHIP BETWEEN THE BUS STATION, CARRIERS AND TOUR OPERATORS

Article 15

The user of KBS services is obliged to ensure the implementation of the provisions of the General Terms and Conditions and to familiarise the driving personnel with them.

Article 16

In the KBS area, it is not permitted to clean and/or wash buses or to perform other tasks that cause pollution of the site and the environment itself.

The motor of a vehicle must be off in the KBS area. Starting the motor of the vehicle is only permitted immediately before the bus departs (max. 2 minutes).

Article 17

The placement of buses on platforms, which is determined in advance by the KBS, and their departures, must be accurate and in accordance with the provisions of the General Terms and Conditions and the timetable.

Placing the bus on the predetermined departure platform must be reported by the bus personnel in the KBS transport office and handled in accordance with the instructions of the authorised KBS personnel. In case of delays of the carrier, third-party carriers, and in the event of other unpredictable circumstances, the bus personnel must place the bus on a platform designated by the authorised KBS personnel.

Article 18

A carrier is allowed to place a roadworthy bus on the platform, which has a departure from the KBS:

- 10 minutes before the scheduled departure in inland road transport;
- 15 minutes before the scheduled departure in international road transport.

The simultaneous departure of two or more buses for the same line (simultaneous departure) must be communicated to the KBS in a timely manner by the carrier at least 4 (four) hours before the scheduled departure or at least 12 (twelve) hours in advance if the departure is before 12.00 the following day.

If a carrier does not inform about the simultaneous journey in a timely manner, the provision of the third paragraph of Article 14 shall apply. If a carrier announces the simultaneous ride in a timely manner and does not implement it, the KBS shall provide transport at the carrier's expense, subject to the written consent of the carrier.

Article 19

A bus must stand on a platform designated by the KBS, allowing the safe entry and exit of passengers and the arrangement of other transport-related matters.

The driver must be present next to the bus for the purpose of providing information to passengers, offering assistance to passengers when entering or exiting, placing passengers and accepting luggage.

Article 20

Buses in transit traffic must notify the traffic office at least 5 days in advance of their arrival and placement of the bus at the departure platform and may stay on the platform for no more than 30 minutes.

Article 21

The user of KBS services, who provides public line transport, must deliver to KBS the timetable and the terms and conditions of passenger and luggage transport no later than 15 days before its implementation, and the same applies to any changes to them.

Article 22

Carriers that have the Koper bus station listed in their valid timetables or frequently use KBS services may be charged for services in accordance with a written business cooperation agreement.

If a carrier does not have a contract with KBS from the previous paragraph, they are obliged to immediately pay for the services according to the KBS price list or submit an order form and pay the invoice within 8 days from the date of issue of the invoice. Unless otherwise stipulated in the mutual agreement, the KBS user is obliged to pay all KBS claims within 8 days from the date of issue of the invoice.

The KBS user who fails to comply with the provisions of this clause and stops the vehicle in the KBS area shall be obliged to remove the vehicle immediately upon the request of the authorised KBS personnel. If the user fails to do so, the authorised KBS personnel shall inform the Koper Intermunicipal Police or other competent authority and the KBS user shall bear all material costs incurred in doing so.

Article 23

The user of KBS services must endeavour to carry out the transports for which they will use KBS services in such a way as to fully comply with the environmental protection legislation of the Republic of Slovenia and the EU, including the environmental protection legislation of local communities. In doing so, he will strive to reduce the burden on the environment, such as: lower fuel consumption, use of the latest

motors or alternative sources of propulsion, reduction of noise emissions, promotion of paperless business, promotion of efficient separation of waste, reduction of the amount of municipal and hazardous waste, and disposal of tyres and other waste in accordance with the currently applicable Waste Regulation and other legislation.

IV. RELATIONSHIP BETWEEN BUS STATION AND PASSENGERS

Article 24

Passengers are guaranteed a seat on a bus if they pay for the booking when the ticket is purchased, if this is in the offer. Passengers without a pre-purchased ticket and seat reservation are not guaranteed a seat on the bus.

Article 25

For regularly scheduled public bus service, passengers can book a seat on the bus 30 days before the intended service, and the reservation must be made at least 2 (two) hours before the estimated departure for inland traffic and 6 (six) hours before for international traffic at KBS points of sale, otherwise the reservation is not valid.

Before holidays in the Republic of Slovenia and during school holidays, in accordance with the current school calendar, passengers must take over the reservation at least on the last working day before the scheduled start of the trip.

Article 26

If a passenger cancels their journey, KBS returns the fare if they returned the ticket at least 2 (two) hours before the scheduled departure of the bus in inland transport and at least 6 (six) hours before the scheduled departure of the bus in international transport.

If the departure of the bus according to the timetable is scheduled between 20.00 of the current day and 08.00 of the next day, passengers are obliged to return the ticket to the KBS sales points up by 18.00 on the current day.

In all cases, KBS refunds the passengers 90% of the fare, and keeps 10% of the fare to cover the costs of the cancellation of the purchased ticket. Paid seat reservations and other paid KBS services shall not be returned to the passengers upon the refund of the fare.

Article 27

At KBS, passengers must make sure that they board the bus heading for the appropriate destination. Passengers with disabilities, pregnant women and the elderly have priority in using KBS services.

Article 28

In the KBS area, passengers must take care of their personal safety and personal belongings themselves. If passenger safety is at risk, the authorised KBS personnel shall inform the competent police authorities thereof.

V.**PRIVACY POLICY**

Article 29

Arriva d.o.o. processes all acquired passenger data in accordance with the Personal Data Protection Policy in the framework of bus transport activities, which is accessible at www.arriva.si.

VI.**TRANSITIONAL AND FINAL PROVISIONS**

Article 30

The management of Arriva d.o.o. is responsible for accepting changes and additions to the General Terms and Conditions. In accordance with the General Terms and Conditions, the management of Arriva d.o.o. also adopts the necessary acts related to the organisation of work and working hours, the KBS price list and other acts that regulate relations between KBS and KBS service users.

Article 31

The General Terms and Conditions shall enter into force on 23/08/2022. They are published on the website www.arriva.si and at the Koper bus station.

In Kranj, on 10 August 2022

Director
Bo Erik Stig Karlsson