

## **ORIOSHUTTLE TRAVELLING CONDITION**

Every passenger must respect the following conditions in order to assure a safe and regular service.

**GETTING ON AND OFF.** It is possible to get on and off the bus only at the authorized bus stops throughout the journey and when the bus is stationary. The passenger must notify the driver if a specific bus stop is required in order to stop at the requested bus stop. The passenger must stand at the appropriate bus stop for the destination and to get off the bus must request this to the driver. If all the seats are occupied on the bus, further passenger are not permitted to travel.

**TICKETS.** Before travelling on the bus, passengers must have a valid ticket. Tickets are sold by the authorized ticket-counters and by the drivers. The ticket must be validated when getting on the bus. If the ticket machine is out of order, passengers must inform the driver and present the ticket to the driver. If the passengers has a seasonal-ticket this must be presented to the driver when getting on the bus. Seasonal-tickets are valid only when presented with an identification card which number must be transcribed on the seasonal-ticket. Tickets must be kept throughout the journey complete and untampered. Tickets are reliable documents. Tickets are not-transferable. Tickets must be presented to our company's personnel upon request.

**CHILDREN'S TRANSPORTATION.** Children under 2 years of age can travel free, without the purchase of a ticket. Children between two years and eleven years old pay half fare. Children 0-23 months have to travel on bus and minibus according to the prescriptions contained in 172 C.d.S.

**PET TRANSPORTATION.** Small sized pets can be carried and must be provided with a service of protection such as muzzles, leads, cages etc. Small sized pets are not permitted to occupy a seat, to dirty, cause damage to the bus or harm the passengers. If any of these situations occur, the passenger is responsible for the payment of the damage caused. For every kind of pet, the owners have to purchase a half fare ticket. Dogs for blind people can travel without ticket and protection such as muzzles.

**LUGGAGE TRANSPORTATION.** Transportation of 1 luggage (40x120x50 cm/20 kg) and 1 hand-luggage (55x40x20 cm/10 kg) and eventually 1 stroller for person is included in the ticket fare. The passengers have to put the luggage (tightly closed) in bus van and they have to write name-address-telephone number on it. The passengers have to bring on board the hand-luggage, in order to supervise it. For each sporting equipment or for equipment bigger than allowed, passengers have to buy a reduced ticket and have to put it in bus van. The driver can put it on the bus only if there is space enough. It is forbidden to carry on luggage with things that could cause damage such as dangerous or harmful goods, flammable materials, explosives, radioactive or oxidizing agents, poisons and magnetic materials, also bottle of oil/wine; smelly objects and liquids in general, as well as fragile materials (computer, videocameras...) of which the company is not liable and the company reserves the right to claim against the passenger whose luggage causes damage to other passenger/luggage. The objects of value like for example money, jewelry, keys, glasses or sunglasses, electronic devices (iPad, pc, tablet, camera, smartphone...), contact lensens, prosthesis, medicines, important documents... and fragile objects must be carried in hand-luggage and not in the luggage. The hand-luggage must be positioned where it does not obstruct the passage of travelers. In case of violation of these prescriptions, the company may legitimately refuse the luggage in order to preserve the transport safety and the safety of passengers. The luggage placed in the hold/bus van must be considered as checked luggage; the hand-luggage placed on board is supervised by the owner. The company is responsible for the loss or damage of the checked luggage, unless it proves that the loss is due to unforeseeable circumstances, nature or defects of the things in question or their packaging. In case of loss or damage of hand-luggage or luggage not delivered to the company, the company is not responsible, unless the passenger prove that the loss or

damage are attributable to the company. Passengers can claim compensation for lost or damage of the luggage. The company, based on the laws in force, is responsible of it, until a maximum of € 6.20 per kilos or for a greater amount resulting from the declaration of value accepted by the company at the time of delivery. The loss or damage must be denounced immediately when dropping the luggage off from the bus or within 3 days if it is not apparent loss or damage (art. 1697 Codice Civile). If the luggage is found, the passenger have to pick it up at the office that will be communicated to him.

**REGULATION.** It is forbidden for passengers to: a) smoke (law n° 584/75) and to be of hinderence; b) To occupy more than one seat and stand in the corridor or near the doors during the journey; c) To trade advertising without the Company's consent; d) to dirty, damage or tamper parts of the bus or its equipment; e) to be under the influence of alcohol, drugs whilst travelling on the bus; f) use the emergency control to regulate the opening of the doors under false alarm; Passengers must respect warnings and orders issued by the Company's personnel in order to assure a safe and regular service. Passengers must remain seated throughout the journey until the bus is stationary. Passengers must occupy the seats available. The Company declines all responsibility in the case of accidents occurred to passengers who do not obey the instructions correctly.

**TIMETABLES AND CONNECTIONS.** Schedules may be varified during the period of validity. Notices stating changes will be placed at the bus stops, on the web site and at the ticket-counters. Due to the specific type of the service (airport connection) the passengers have to consider the necessary time to follow national and international airport procedures. In case of traffic on A4 motorway, with company authorization, the bus driver can take an alternative route. The passenger, in case of service cancellations or delays (at the time of departure or at the bus stop) up to 60 minutes, can request a ticket refund, unless in case of natural disasters, strike, traffic blocks and other unpredictable emergencies. The company is responsible for damage suffered by the passenger only when the cancellation of the service or delay are exclusively due to causes attributable to it. In case of bus failure, the company has to replace the vehicle to continue the journey until the last stop.

**VIOLATIONS AND SANCTIONS.** Passengers without valid tickets are subject to the payment of administrative sanctions fixed by provincial laws. Passengers who do not respect the regulations above are not permitted to get on the bus or may be asked to get off before the end of the journey by Company's personnel as well as being subjected to penal actions.

**LUGGAGE LOST AND FOUND.** Lost and found property will be taken to the Autoservizi Locatelli/Air Pullman A.T.I.'s administrative office, via Furietti n. 17, 24.126 Bergamo (Italy), e\_mail: info@orioshuttle.com, T.: +39.035.319366, Fax: +39.035.320202 Lost and found property can be collected from Monday to Friday from 08.30 to 12.30 and from 14.30 to 18.30.

**COMPLAINTS.** Passengers are requested to make complaints in writing to the following address: Autoservizi Locatelli/Air Pullman A.T.I., via Furietti 17, 24.126 Bergamo (Italy), Complaints Office indicating the name and address. Complaints maid oral should be maid than in writing. e\_mail: info@orioshuttle.com, T.: +39.035.319366, Fax: +39.035.320202

**SERVICE SUSPENSION.** The service can be subject to alteration on Christmas Day.

**DISPUTES.** Disputes involving not-consumers parties will be referred exclusively to the court of Bergamo.  
**Note:** This regulation is issued in respect to provincial laws.