



# GENERAL TERMS OF BUSINESS

Avtobusna postaja Ljubljana d. d.

## I. General Provisions

### Article 1

General Terms of Business for the Avtobusna postaja Ljubljana Bus Station (hereinafter referred as General Terms of Business) determine the following:

- Services provided by Avtobusna postaja Ljubljana bus station (hereinafter referred as AP) and methods of performing these services
- Relationship between AP and coach operators for regular bus services
- Relationship between AP and coach operators for special bus Services and occasional bus services
- Relationship between AP and passengers

### Article 2

Expressions contained in General Terms of Business have the following meaning:

- Authorised AP Staff include AP controllers and traffic officers,
- the users of AP services include passengers, coach operators dealing in regular bus services, coach operators in special bus services, and coach operators in occasional bus services.

### Article 3

AP shall provide the services of arrival and departure for buses as specified by the Timetable, arrival and departure/dispatch of passengers and luggage, use of platforms for parking buses, (advance) sales of tickets and seat bookings, receiving and storing luggage, supply of information about bus services to passengers and coach operators, reception and delivery of unattended luggage and parcels handed over at the buses, and other services relating to bus transit and coach operators.

AP Ljubljana shall also enable:

- Arrivals and departures for buses in special and occasional bus services
- Arrivals and departures for passengers in special and occasional bus services

AP services are performed under terms that are identical for all users and in compliance with the General Terms of Business.

## II. AP Services and Methods of Performing them

### Article 4

AP shall carry out its activities during the official/operating hours, which are defined by AP Management Board and displayed at a visible place in the AP headquarters.

AP shall charge for its services in line with the applicable Pricelist valid for the AP Ljubljana services, which have been adopted by the AP Management Board.

### Article 5

AP shall provide arrival and departure of buses at the bus platforms. Arrival and departure of buses includes the booking of arrival and/or departure platform and unobstructed use of the arrival/departure platform for arrivals and/or departures of coach operators' buses based on the submitted permits, announcement of bus departures and arrivals by audio announcements, and organisation of such operations within the area of the bus station in a safe manner.

The expression "bus departure" denotes departure of a bus from the AP Ljubljana platform as the starting point in line with the timetable in public bus service or special bus service. The expression "bus arrival" denotes the departure of a bus from the AP Ljubljana platform as the bus terminus according to the timetable in public bus service or special bus service. The expression "bus transit" denotes the use of AP or the AP Ljubljana platform for the arrival of a bus from the point of departure in line with the AP Ljubljana timetable and departure from AP Ljubljana to the point of destination in line with the same timetable in public bus service or special bus service.

### Article 6

AP allows platforms to be used as bus stands. The use of platforms for parking buses denotes the parking of buses by coach operators at the designated platform of Avtobusna postaja Ljubljana in line with the available capacities of the bus station. Using the platform as a bus stand does not include security service for the parked buses.

### Article 7

AP sells tickets and provides seat booking services at its points of sale (cash registers) designated by numbers, self-service e-card machines, and via the internet. Any other sales of tickets and seat booking services carried out in the AP area through agents are forbidden.

### Article 8

AP shall determine the place and number of sales points for tickets and seat booking in public transport in compliance with the demand.

The tickets are sold by AP in line with the timetable of departures on the same bus route, unless a passenger requests a ticket for the time of departure of a specific coach operator.

Coach operators shall be obliged to receive passengers who have tickets and booking certificates, and provide them with seats on the bus.

#### Article 9

The authorised AP staff shall supervise the method of selling tickets and making bookings in the AP area.

#### Article 10

Bus tickets are sold in line with pricelists provided by coach operators.

#### Article 11

AP receives and returns luggage in its left-luggage office. The terms of luggage storing are displayed at a visible spot.

In cases of lost luggage, AP warrants compensations in the maximum amount of 35,00 EUR per luggage item.

#### Article 12

AP staff offer information about bus transports at specifically marked places, while information about bus departures and other bus transport information is provided by AP traffic officers via voice transmitting devices.

#### Article 13

Arrivals and departures on platforms intended for regular bus services, special bus services, and occasional bus services shall be defined by AP.

#### Article 14

If a coach operator does not position their bus at the place marked for departure within 10 min before the scheduled time of departure international or long-distance bus transit, and 5 min before the scheduled time of departure in suburban bus transit, AP will, upon the coach operator's written consent, provide another bus or another transport on behalf of the coach operator. In this case, the transport office will notify passengers about the time and means of transport.

If AP is unable to organize another transportation device, money for tickets that have already been purchased will be returned to the passengers on behalf of the coach operator.

## Article 15

If an authorised AP person finds out that the driver or conductor is not able to perform their duties in a safe manner, the authorised AP person will inform the coach operator who deals in regular, special or occasional bus services to replace such a driver or conductor with another person employed either by the respective coach operator or by another coach operator.

If the driver fails to follow the instructions of the authorised AP person, the responsible police authority will be informed about this situation by the authorised AP person. Any expenses shall be paid by a coach operator dealing in regular, special or occasional bus services or these expenses shall be covered by AP, provided that they were not incurred by the coach operator.

## Article 16

The AP transport office keeps records of arrivals and departures in buses (transport log) and regularly certifies transport drivers' documents referring to the times of arrival and departure or issues a written confirmation about it.

Transport office also keeps a record of reports, which includes all significant deviations from scheduled times and reasons for these deviations, if the reasons for such deviations can be established immediately, and other events referring to the AP and coach operators line of business.

## Article 17

Any violations in Timetable, security, or General Terms of Business caused by coach operators' employees in regular, special or occasional bus services, which were established by AP employees, shall be reported to coach operators dealing in regular, special and occasional bus services by AP.

## Article 18

Access to the AP area shall be permitted to vehicles in regular, special and occasional bus services in compliance with provisions contained in Article 29, the General Terms of Business, and to vehicles which hold an AP permit.

Coach operators dealing in regular and special bus services shall be eligible to use the bus station as soon as the coach operator submits the applicable permit and route tariffs to AP. Thereby it shall be deemed that AP and the coach operator have concluded an agreement covering the arrival and departure of buses as specified by the Timetable, the arrivals and departures of passengers and the handling of luggage in line with the General Terms of Business.

Upon a bus arriving to AP or after a drive shift has been finished, the bus staff must, after reporting their arrival at the transport office and after the passengers have left the vehicle and removed their luggage from the bus, remove the bus from the platform and leave the AP area within 5 minutes after the bus has arrived to the AP area. Resting and parking buses or other vehicles on platforms is not permitted.

If a vehicle violates provisions defined in above paragraph and rests at the platform, the authorised AP personnel will inform the competent authority, while AP shall be entitled to receive a compensation for costs incurred by the coach operator in line with the applicable Price list valid for the AP Ljubljana services.

### III. Business Relationship Between AP and Coach Operators Dealing in Regular, Special or Occasional Bus Services

#### Article 19

Coach operators in regular, special and occasional bus services shall be obliged to follow provisions from the General Terms of Business and to make sure their driving employees are familiar with these provisions.

#### Article 20

Cleaning buses in the AP area as well as performing any other activities that might contaminate the surrounding area is forbidden.

Vehicles resting in the AP area must do so with their engines turned off. The bus engine can be turned on only for a short while, right before the time of departure.

#### Article 21

Positioning buses to platforms as well as their times of departure, which have previously been defined by AP, must be accurate and in compliance with both General Terms of Business and the Timetable.

Positioning a bus to a pre-defined departure platform must be reported at the AP transport office by the driver, and the driver must act in compliance with instructions received from the AP transport officer or AP controller. The AP transport officer will give a signal for departure.

#### Article 22

A coach operator may position a technically compliant bus for all transit routes with a starting point in Ljubljana on a departure platform:

- 10 minutes before the scheduled departure in suburban bus transit
- 15 minutes before the scheduled departure for long-distance and international bus transit

For special or occasional bus services, coach operators are allowed to position their technically compliant buses with a designated starting point in Ljubljana at a departure platform:

- 15 minutes before the scheduled departure in special bus services
- 10 minutes before the scheduled departure for occasional bus services, provided that the contract concluded between the coach operator and AP does not define otherwise

#### Article 23

The coach operator must inform AP of any simultaneous departures of two or more buses from the same transit line (hereinafter "simultaneous departure") within 4 hours before the scheduled time of

departure or 12 hours before the scheduled time of departure, if the departure is planned for the next day before noon (12:00).

If the coach operator fails to notify AP of a "simultaneous departure" in a due time, the provision stated in Paragraph 3, Article 17 shall apply.

If the coach operator notifies AP of a "simultaneous departure" in due time, but does not execute such a departure, AP will provide transport at the expense of the coach operator upon the operator's prior consent presented in writing.

#### Article 24

Buses must stop at the platforms designated by AP, which allows passengers to embark or disembark safely and also the arrangement of other issues relating to transport.

Driving personnel must remain close to the bus to be able to provide information or help passengers getting on or off the bus, finding their seats or placing their luggage in the luggage compartment.

From the time of parking the bus and the time of its departure, the driving staff, other coach operator staff or any third parties on operator's request shall not be allowed to sell tickets in front of the bus or in the bus. However, they will advise any interested persons to buy their tickets at the AP cash register.

#### Article 25

Drivers of buses in transit must notify the transport office about their arrivals and positioning the bus at the departure platform, and they are allowed to rest the bus on the platform for no longer than 30 minutes.

#### Article 26

Coach operators must submit their timetables to AP at least 15 days before these timetables come into force, together with prices and terms of transport in passengers and luggage, as well as any changes in their timetables and prices, and they must do so in compliance with the Rules on Coordination of Bus Timetables and their Entry into the Register as well as the Road Transport Act and other legislation.

#### Article 27

Coach operators shall be obliged to submit all types of tickets to be sold by AP under the terms and prices which are also applied by the coach operator or, more precisely, in line with a Cooperation Agreement executed in writing.

#### Article 28

In regular bus transit, services are charged and paid in line with a Business Cooperation Agreement executed in writing. If such an agreement has not been concluded, the coach operator shall be obliged

to pay for the services in line with the Price list valid for the AP Ljubljana services or within 8 days from the due date stated on the invoice.

#### Article 29

Before starting their activities, coach operators dealing in special and occasional bus transit services shall conclude a written Business Cooperation Agreement (hereinafter referred as: the Agreement).

If such an Agreement is not concluded, the user shall be obliged to pay AP for the services in line with the Price list valid for the AP Ljubljana services immediately upon the bus arriving at AP or before its departure from AP. Services are to be paid to the AP transport officer or AP controller.

Coach operators dealing in special and occasional bus transit services, who have not entered a written Agreement with AP and, contrary to the provisions of General Terms of Business, rest their vehicles in the AP area, shall be obliged to remove their vehicles immediately if the authorised AP personnel so require. If a coach operator fails to comply with this request, the authorised AP employee will report the event to the competent authority, and the coach operator dealing in special or occasional bus services will be obliged to pay compensation for the costs so incurred in the amount defined in line with the Price list valid for the AP Ljubljana services.

## IV. Relationship Between AP and Passengers

#### Article 30

By buying a ticket, the passenger pays for a bus seat reservation and acquires the right to a seat on the bus. Those passengers who enter a bus without having previously bought a ticket or those who bought a return ticket that was not confirmed by AP Ljubljana will have no guaranteed seats on the bus. If a coach operator cannot provide a seat in the bus despite its obligation detailed in the 3rd paragraph of the 8th article of these General Terms of Business, the passenger will be provided with a seat on the next departure of the same coach operator or is offered a refund.

#### Article 31

A passenger may book a bus seat at the AP as follows: 30 days before the departure date for regular long-distance and international bus services, providing that they collect their seat reservation at an AP sales point at least 2 (two) hours before departure for regular long-distance bus services and at least 6 hours before departure for international bus services.

Before holidays and at the time of school vacations, passengers must collect their seat reservations 24 hours before the scheduled time of departure.

## Article 32

Before embarking a bus, passengers must buy their tickets at the AP sales point, self-service e-card machines or via the internet by choosing a coach operator at their own discretion. Passengers shall not be allowed to enter a bus without having purchased a ticket first. Upon a request from the driving personnel or an authorised AP employee, passengers shall be obliged to present their tickets.

## Article 33

If a passenger cancels their journey, they will get reimbursement for the fare money at one for the AP cash registers, provided that they return their ticket at least 2 (two) hours before the scheduled time of departure for suburban and long-distance bus services and no less than 6 hours before the scheduled bus departure for international bus services.

If a bus departure is scheduled at any time by inclusive of 7.00 a.m., the passenger shall be obliged to return their ticket one day earlier.

If the scheduled bus departure is between 10.00 p.m. and 5.15 a.m., passengers shall be obliged to return their tickets at AP sales points before 10.00 p.m.

If a ticket is cancelled, AP will retain 10% of the ticket price as a compensation for expenses. The full price of the ticket less 10% will be returned to the passenger.

When returning the fare money, AP will not return the money that has been paid for seat reservations or other AP services.

If the services are cancelled or the goods returned, the commission paid to at AP in case of non-cash payment for services or goods will not be returned.

## Article 34

It is the passenger's sole responsibility to make sure they have embarked on the right bus at AP.

Disabled persons, pregnant women and elderly people have priorities in using AP services.

## Article 35

A passenger may store all his luggage in the AP left-luggage office, with the exception of: explosives, flammables and perishable goods, and money and valuables such as jewellery, gold etc. The luggage storing terms are displayed in the left-luggage room.

## Article 36

In the AP area, passengers must take precautions for their personal safety and their personal belongings by themselves. Should the safety of passengers be at risk, an authorised AP employee will report any violations to competent authorities.



## V. Transitional and Final Provisions

### Article 37

In line with the General Terms of Business, the AP Management Board will adopt all necessary documents relating to work coordination, official and operating hours, Price list valid for the AP Ljubljana services, and other papers defining the relationship between service users and AP.

The AP Management Board has the authority to adopt changes and amendments to these General Terms of Business.

**Ljubljana, 15th March, 2015**

Avtobusna postaja Ljubljana d.d.  
**Marjan Kotar, Director**