

CONDITIONS OF CARRIAGE

1. Use of the service - Main conditions

In order to use the transport service, passengers must hold a valid travel document that complies with the fare conditions applicable to the specific journey they intend to make, or meet any conditions under which the applicable fare regulations grant entitlement to travel free of charge.

On scheduled public transport services operated by Autoguidovie, an adult holding a valid travel document that complies with the applicable fare conditions for the specific journey may travel free of charge with one child under 1 metre in height.

Customers are responsible for obtaining information about the applicable conditions, including fare conditions, before travelling.

The possibility of purchasing the appropriate travel document on board is not always guaranteed.

Passengers may be denied access to a specific bus if the vehicle has reached its maximum capacity.

Anyone who does not meet the conditions required to use the transport service is not entitled to remain on board.

Employees of the transport company, as well as external personnel appointed by the company to provide services connected with the transport service, are not required to ascertain the age or legal capacity of persons wishing to use the transport service. Such personnel may carry out any checks permitted by law that are strictly necessary to identify breaches of the travel regulations and impose the related penalties.

The care, custody and supervision of minors, including children under the age

of 14, and of persons who otherwise lack legal capacity, whether accompanied or unaccompanied and whether on board a vehicle or at a stop, including while waiting at the stop, during boarding and alighting, and while travelling on a stationary or moving vehicle, are not the responsibility of the transport company, its employees or external personnel responsible for the sale and inspection of travel documents. Such care, custody and supervision, and any related or consequent liability, remain entirely with those exercising parental responsibility or guardianship.

Local public transport services do not include any service involving the custody, supervision or accompaniment of passengers by the transport company, its employees or personnel appointed by the company.

2. Boarding and alighting from buses

Passengers may board and alight from buses only at authorised stops and in accordance with the instructions concerning the use of the designated doors.

All stops are request stops. Customers must indicate in good time their intention to board the vehicle or to alight at the end of their journey.

When boarding, passengers must show the driver a valid travel document for the service being used.

Passengers who do not meet the conditions required to use the transport service are not entitled to remain on board and may therefore be refused boarding or asked to leave the vehicle. If necessary, assistance from the Police may be requested.

3. Accessibility for persons with disabilities and reduced mobility

Autoguidovie promotes the right to mobility of persons with disabilities and persons with reduced mobility and is committed to supporting accessibility to and use of public transport services.

The company is progressively making available vehicles and infrastructure equipped with the technical features required to enable the service to be used safely and independently, compatibly with the characteristics of the network and the facilities available.

For information about the accessibility of routes, vehicles and available services, as well as information and assistance before travelling, customers may contact Autoguidovie Info Points or use the contact channels provided on the company's website, www.autoguidovie.it.

4. Travel documents

Before travelling, passengers must validate the appropriate travel document for the service being used, either using the designated validators or through the App available from the transport company's website. Where validation is physically impossible, the customer must inform the bus driver before starting the journey and follow the relevant instructions provided by the driver.

Travel documents are personal and non-transferable, must be kept intact for their entire period of validity and must be presented whenever requested during an inspection carried out by personnel appointed by the transport company. When carrying out ticket inspections, such personnel hold the status of public officials pursuant to Article 71 of Presidential Decree No. 753/1980.

5. Conduct during the journey - Use of on-board facilities

During the journey, passengers must behave politely and respectfully towards other passengers and service personnel, as well as towards the vehicle and its equipment, and are liable for any damage caused to third parties or to the transport company as a result of inappropriate conduct.

Seats

Seats must be used in accordance with the instructions displayed on board. Where indicated, and in all cases on extra-urban routes, seat belts must also be worn. Failure to wear a seat belt where required may result in the penalties provided for under Article 172 of the Italian Highway Code.

Priority seating is reserved for passengers who have a greater objective need due to age, physical condition or other circumstances relevant to the principles of civil coexistence.

Standing areas

Passengers occupying standing areas or moving around the vehicle must use the designated supports and must not occupy the areas within the opening and closing range of the doors or any other areas where standing is prohibited.

Medical mobility aids

Passengers using medical mobility aids may use the transport service in accordance with the technical specifications and instructions for use of those aids, for which the transport company and its appointed personnel accept no responsibility, provided that the vehicle has the necessary features, as indicated by the relevant signs displayed inside and outside the vehicle, and that those requirements are complied with. For example, the mobility aid must be placed in the designated area and secured so that it cannot move.

In case of doubt regarding the suitability of a vehicle, its equipment or the applicable conditions of use, passengers are requested to contact the company's Info Point using the contact details provided on Autoguidovie's website www.autoguidovie.it, or through the company's customer App and, where necessary, to contact the driver.

Pushchairs and prams

Pushchairs and prams used to carry children must, when the child is not in them, be folded and secured in the area designated for mobility aids. In all cases, they must be positioned so that they cannot move, occupy seats or obstruct the normal flow of passengers within the vehicle.

Where a child remains in a pushchair or pram, both the child and the pushchair or pram must be properly secured so that the latter cannot move from its position and collide with passengers or parts of the vehicle.

6. Public timetables

Timetables published for vehicle services at stops may be subject to change, including during their period of validity, due to traffic, road conditions, weather conditions, unforeseen events or force majeure. Such variations do not give rise to any liability on the part of the transport company.

7. Animals on board

The transport of a small domestic animal is permitted in accordance with the law, under the customer's sole responsibility, including towards third parties and with an obligation to indemnify the transport company, subject to the following conditions:

1. Passengers accompanying the animal must hold a valid travel document. In addition, a minimum-fare/luggage travel document must be purchased for the animal.

2. The animal must be duly registered, including for health purposes, and must comply with the applicable vaccination requirements.
3. The animal must be kept on a leash and also wear a muzzle, or another device capable of ensuring that the animal cannot cause harm.
4. Passengers accompanying an animal must ensure that the animal does not climb onto seats, soil or damage the vehicle, or disturb other passengers or service personnel.
5. Guide dogs assisting blind passengers are carried free of charge on buses.

8. Carriage of items

Passengers holding a valid travel document may carry free of charge, at their sole responsibility and risk, **one item of luggage or one package** belonging to one of the following categories:

1. luggage or a package whose longest side does not exceed 50 cm and/or whose weight does not exceed 10 kg;
2. a wheeled shopping bag;
3. a drawing portfolio or musical instrument;
4. a folded or open pushchair, positioned and secured so that it does not obstruct passengers and/or the driver, up to a maximum of two pushchairs and/or prams per bus, of which no more than one may be open;
5. provided that the vehicle has sufficient capacity, a folding bicycle or micromobility device placed in a suitable fire-resistant case, with maximum folded dimensions of 80 x 110 x 40 cm. It must be stored folded so that it does not occupy seats or obstruct the normal flow of passengers and secured so that it cannot move from its position.

The carriage of tandem bicycles, mopeds and dangerous goods is prohibited.

Passengers holding a valid travel document for the specific service used may carry the following items, and no others, subject to payment:

1. a bag, backpack or suitcase whose longest side exceeds 50 cm but does not exceed 90 cm and/or whose weight exceeds 10 kg. These dimensional limits may be exceeded only for skis with poles, bundles of fishing rods, golf bags and fencing equipment, provided that they are contained in a suitable case.

For items subject to payment, passengers must purchase an ordinary-fare ticket for the item.

Dangerous, harmful, foul-smelling or flammable goods may not be carried on board.

Passengers are responsible for their own luggage and, where appropriate, must place it in the designated storage areas, ensuring that it does not disturb other passengers or damage the vehicle or its equipment.

The carrying of weapons is governed, among other provisions, by Presidential Decree No. 753/1980 and is permitted only where the applicable legal requirements are met.

With regard to damage to transported items for which the transport company is liable, Italian Law No. 202 of 16 April 1954 and Law No. 450 of 22 August 1985 apply.

9. General prohibitions

The following are prohibited:

1. smoking on board by passengers and company personnel, including the use of electronic smoking devices, pursuant to Law No. 584/1975, as subsequently amended; offenders will be subject to the penalties provided for by law;
2. leaning against the doors;
3. boarding the vehicle while intoxicated or in a condition or behaving in a manner that causes disturbance to other passengers and/or company personnel;
4. distracting the driver, except when simply requesting information or purchasing a travel document;
5. occupying more than one seat or unnecessarily obstructing boarding and alighting areas;
6. carrying out advertising or commercial activities, begging or fundraising on board;
7. soiling or damaging any part of the vehicle;
8. improperly using the stop-request signal or the emergency door-opening control;
9. opening windows without the consent of all passengers;
10. throwing litter or objects onto the floor or out of the windows.



In the event of failure to comply with the above rules, Autoguidovie personnel may ask the passenger to leave the vehicle, without entitlement to any refund. In the event of resistance, assistance from the Police may be requested.

Autoguidovie processes customers' personal data in accordance with applicable legislation. The privacy notice is available in the Legal Notices and Privacy section of Autoguidovie's website <https://autoguidovie.it/>