



AOP

Autostazione di Bologna Operating Policy

Approved and Adopted by The Board of Directors on 14/04/2026

Published on the website www.autostazionebo.it

The Italian version of this document available at www.autostazionebo.it (Prospetto informativo dell'Autostazione - PIA) is the reference document in case of disputes.



TABLE OF CONTENTS

1.	INTRODUCTION	4
2.	MAIN DEFINITIONS	4
3.	BUS TERMINAL INFRASTRUCTURAL FEATURES	6
3.1	Location	6
3.2	Areas available and facilities	6
3.2.1	Manoeuvring forecourt	7
3.2.2	Main building	8
3.2.3	Bus layover forecourt	9
3.2.4	Car parking.....	10
4.	ACCESS CHARGES.....	10
4.1	Charges for scheduled route carriers	10
4.2	Layover charges.....	13
4.3	Fees for use of ticketing areas and advertising space.....	13
4.4	Default interest and penalties.....	14
5.	CARRIER ACCESS AND USE CONDITIONS	16
5.1	Execution of Agreements	16
5.2	Revocation of the Bus Terminal access permit	18
5.3	Rules of conduct for ticketing operators and carriers.....	18
5.4	Carrier traffic and conduct regulations	19
5.4.1	Transit inside Bologna Autostazione	20
5.4.2	Terminus and layover management procedures.....	21
5.5	Luggage	23
5.6	Management of congestion and saturation situations	23
5.7	Bus Tourist/NOL buses: loading/unloading and parking of buses	24
6.	TERMS AND CONDITIONS OF ACCESS AND USE BY TERMINAL USERS	25
6.1	Rules of conduct for terminal users	25
6.2	Complaints.....	24
6.3	CCTV Surveillance.....	27
6.4	PRM Access	29
6.4.1	Visually Impaired Person access	30
	The bus station building is currently being renovated, as are all the tactile and audio paths. The 24-hour telephone number +39 334 3408659 is available to assist visually impaired passengers with information and assistance.....	30
7.	INFORMATION TO THE PUBLIC.....	30



8.	DATA PROCESSING	30
9.	CODE OF ETHICS, ORGANISATION, MANAGEMENT AND CONTROL MODEL AND REGULATIONS	32
10.	AOP DISCLOSURE AND REVIEW.....	33

Annexes

1. Bus terminal layout
 - Plan 1 Square
 - Plan 2 Atrium and ticket offices
 - Plan 3 New complex, services, vending area and waiting room
 - Plan 4 PMR Path
2. Client information form
3. Agreement template
4. Complaint form
5. Bologna Autostazione Bylaws



1. INTRODUCTION

Autostazione di Bologna S.r.l. ("Bologna Autostazione") bus terminal has as its sole corporate object the management of the departure, arrival and transit bus terminal, on behalf of the Municipality and Metropolitan City of Bologna, which includes all scheduled bus and coach route services for passenger road transport for the City of Bologna, as well as the management of facilities, equipment, services and whatever else may be deemed useful and complementary to that object or to other public utility purposes. The corporate purpose of Bologna Autostazione also includes offering bus terminal services for non-scheduled coach lines for passenger road transport, subject to the priority of Bologna Autostazione terminal services for scheduled bus and coach routes.

Autostazione di Bologna S.r.l. Operating Policy (hereinafter "AOP") has been prepared in compliance with Annex A (Regulatory Policy) to Resolution no. 56 of 30 May 2018 of the Italian Transport Regulatory Authority (Autorità di Regolazione dei Trasporti - ART) regarding "measures to ensure fair and non-discriminatory access conditions to bus terminals that meet passenger mobility requirements through intermodal and intramodal service connection".

This AOP provides a description of the infrastructural features of Bologna Autostazione bus terminal, the facilities and areas, and the technical and economic conditions for their use by carriers, as well as the access conditions for persons with reduced mobility (PRMs).

2. MAIN DEFINITIONS

Bologna Autostazione: Autostazione di Bologna S.r.l., the bus terminal located in Piazza XX Settembre, 6, Bologna.

Congestion: a contingent situation resulting in the shortage of bus terminal capacity that may be remedied via optimal coordination of access applications.

Person with reduced mobility (PRM): person with reduced mobility means any person whose mobility when using transport is reduced as a result of any physical disability (sensory or



locomotory, permanent or temporary), intellectual disability or impairment, or any other cause of disability, or as a result of age, and whose situation needs appropriate attention and adaptation to said person's particular needs of the services made available to all passengers" (see Regulation (EU) 181/2011 - Chapter I, article 3(j)).

Autostazione Operating Policy (AOP): essential reference document for the regulation of access to the bus terminal and the definition of the relevant technical/financial conditions of use by the carriers, prepared by the operator in order to guarantee fair and non-discriminatory treatment, as well as transparency, in the access methods to the bus terminal, in accordance with the provisions of article 37(2)(a) of Italian Decree-Law 201/2011, converted by Law 214/2011.

Saturation: situation (temporary or permanent) in which access applications to Bologna Autostazione by the carriers cannot be adequately satisfied and which cannot be remedied via the optimal coordination of access applications.

Agreement / Standard contract: standardised contractual instrument which establishes the rules, procedures, obligations and responsibilities with which the parties (Bologna Autostazione and carriers/service operators) are required to comply, in relation to the bus terminal access.

Medium-long distance services (MLD): medium-long-distance passenger transport services of national interest and responsibility, as defined under article 3(1)(c) of Italian Legislative Decree no. 422 of 19 November 1997: "international road passenger transport services, with the exception of cross-border services, and inter-regional lines connecting more than two regions".

Non-regular or non-scheduled transport services (HIRE): tourist and occasional road passenger transport services.

Local public transport services (LPT): "regional and local public transport services which are not of national interest, operating continuously or periodically, with pre-established routes, timetables, frequencies and fares, with generalised access, within a normally regional or sub-



regional area", meaning urban/suburban or intercity (see Italian Legislative Decree no. 422 of 19 November 1997, article 1(2)).

Layover: time spent by the bus/transport vehicle inside the bus terminal, occupying dedicated areas, normally for extended periods, for reasons not directly related to service performance, outside operating hours and without passenger handling.

Carrier (or service operator): a natural or legal person, other than a tour operator, travel agent or ticket vendor, offering public transport services" (see Regulation (EU) 181/2011, article 3(e)).

3. BUS TERMINAL INFRASTRUCTURAL FEATURES

3.1 Location

The headquarters and main pedestrian entrance of the Bologna Autostazione bus terminal is in Piazza XX Settembre no. 6; the bus terminal is approximately 300 metres from the Central Train Station and 1500 metres from the city centre (Piazza Maggiore).

The transport vehicle entrance (buses) is at the rear of the main pedestrian entrance, in via Capo di Lucca, accessible from Viale Angelo Masini.

The main forecourt for bus layover is in via Capo di Lucca, inside the bus station.

Annex 1 to this AOP includes the bus terminal layout.

3.2 Areas available and facilities

The overall Bologna Autostazione bus terminal area covers approximately 17 thousand square meters and is divided into four zones:

- the manoeuvring forecourt;
- the main building (terminal);
- bus layover forecourt;
- car parking



The following section provides further details on these areas and their infrastructural facilities.

- **Manoeuvring forecourt**

The manoeuvring forecourt is intended for vehicle arrival and departure and passenger embarking and disembarking. Vehicles allowed inside the manoeuvring forecourt include:

- carriers operating local public transport (LPT) services;
- carriers operating medium-long distance services (MLD) and, in general, non-LPT scheduled services;
- carriers operating non-scheduled transport services (tourist and occasional services) (HIRE).

Additional vehicles authorised by the Bologna Autostazione bus terminal include law enforcement vehicles, ambulances and other emergency vehicles.

The manoeuvring forecourt features:

- an arrivals passenger walkway over 170 metres long.
- a covered departure passenger walkway, with 24 bus bays (terminus). The passenger walkway also features benches, a vending area, a waiting room for passengers, a waiting room (with toilets and vending area) for drivers, pay toilets and electronic information displays.
- a central walkway (terminus 25) for the loading/unloading of tourist coaches.

The forecourt features:

- an information display at the forecourt entrance providing carriers with information on the allotted terminus;
- traffic lights for regulating circulation inside the forecourt, specifically traffic lights regulating access to terminals, at the terminus ("small" traffic lights for reversing vehicle consent) and the central corridor ("large" traffic lights for departure consent);
- entrance barrier and CCTV access control cameras (in progress);



- electronic passenger information panels with travel information.

The forecourt is open from 00:00 to 24:00 (including holidays) and is always manned.

Whenever exceptional events may occur requiring opening times to be reduced, Autostazione di Bologna S.r.l. will notify carriers in a timely manner.

- **Main building**

The main building consists of the following areas:

- administrative area intended for Bus Terminal staff and other corporate offices;
- concourse with ticketing desks and commercial services (TPER, Bus Center, Atlas, Sais Trasporti, Baltour/Flixbus, Timing Travel Agency/Ticket office);
- pay toilets located on the departure passenger walkway;
- New air-conditioned waiting room, located in the new portion of the atrium at the beginning of the departure passenger walkway, equipped with monitor providing information on departing services,;
- drivers' room, with toilet facilities, located on the departure passenger walkway, open from 06.00 am to 08.00 pm hours.
- commercial activities
The Bus Station has always been considered, as a whole, as an opportunity to create public utility services related to public transportation. For this reason, even the business code is unique "ATECO 52.21.30 (Bus Station Management)" which reinforces its social purpose. Bus Station also in planning overall modernization of the building, has set two types of needs to be pursued: those related strictly to carriers and those related to the needs of the community and users.
 - Regarding the carriers, the choice was confirmed-as it still is-to place on the ground floor a series of ticket offices/agencies for domestic/international rides that will act as a filter between the apron and the building and be easily identifiable. Also on the ground floor, a TPER ticket office will be provided with a dedicated space capable of having a small waiting area inside, in addition to offices.
 - For services to the community and users Autostazione envisages (in part they are already present at present):
 - Tobacco shop
 - Food services/bar



- Small supermarket
- ATM counter
- Luggage lockers
- Parapharmacy
- Commercial activities (e.g., clothing, gadgets, technological devices)
- Multipurpose spaces (e.g., study rooms, orientation rooms)
- Collective spaces for meal consumption and waiting.

The Society also intends to reserve spaces for use by law enforcement (local police, carabinieri, police, army) to allow for a greater presence of controls within a city fabric that is critical both because of the presence of Montagnola Park and because of its proximity to the train station.

In addition, if the City of Bologna deems it useful, there is full availability of the Autostazione Company to the creation of a tourist information point within its premises.

The services indicated, as can be easily verified, are those present within the major Italian stations precisely because they are useful to users who can take advantage of the activities during waiting times.

For the spaces resulting free bus station will publish on the Company's Website the expression of interest.

For further requests, users can follow the 18 - LOCATOR SELECTION PROCEDURE on the Company's Website.

Plan 3 is present.

- **Bus layover forecourt**

The Autostazione has an area used for bus layovers, where passenger embarking/disembarking is not permitted.

The area is owned by the City of Bologna and is leased to Bologna Autostazione.

Use of the area by carriers is subject to continued leased availability to Bologna Autostazione bus terminal.



- **Car parking**

Bologna Autostazione has an underground pay car park, with entrance access on Viale Angelo Masini (Viali di Circumvallation - Bologna ring boulevard). In addition, parking is free of charge for the first 15 minutes after access to facilitate *Kiss & Ride* operations.

The square in front of the main entrance to Bologna Autostazione has PRM parking bays.

The underground car park features "ladies only" parking bays.

Vehicles may also use the forecourt in front of the Autostazione for passenger embarking/disembarking or parking in the underground car park also managed by Bologna Autostazione; the underground car park is directly linked to the Autostazione bus terminal.

4. ACCESS CHARGES

4.1 Charges for scheduled route carriers

Access of transport vehicles to Bologna Autostazione bus terminal is based on the payment of a charge, which covers payment for the use of the arrival and departure forecourt, relevant vehicle access and passenger services, but excludes any layover parking and any other services, whose payment is not included in the charge.

Autostazione di Bologna S.r.l. determines the charge based on principles of fairness and non-discrimination of carriers, taking into account the vehicle average dwell time (that we define as the average time that the vehicle stops at the terminal) for the various service market segments (regional and provincial, national and international), the efficient use of infrastructure capacity, services provided, as well as the company's net operating costs and investment costs. The calculation method envisages that the tariffs are intended to cover only the investment and operating costs incurred in order to guarantee the loading and unloading of bus lines on the bus yard. This approach is consistent with the public nature of the Bus Station and the general interest purpose of its characteristic activities, in particular the management of the bus yard. The perimeter

of the cost items eligible for the determination of tariffs and therefore included in the model refers only to the ordinary operations. The methodology for calculating tariffs allocates all eligible costs from the budget (2025) to the three market segments (2026 forecasts).

The following time slots for arrival or departure are used for establishing daytime and night-time charges:

- Daytime: time slot from 04:01 am to 08:29 pm
- Night-time: from 08.30 pm to 04.00 am.

The Company, as resolved by the Member Bodies, can increase following the above methodology or decide to increase only with annual Istat update.

Below is the approved update from May 01, 2026 with Istat increase only.

The Company

Table 1: daytime Unit Charges valid from 01 May 2026, in addition to VAT

Service type	Unit departure charge (€)	Unit arrival charge (€)
Provincial and Regional	3,37	3,37
National	7,77	7,77
International	9,32	9,32

Table 2: Night-time unit charges - Valid from 1 May 2026, plus VAT

Service type	Unit departure charge (€)	Unit arrival charge (€)
Provincial and Regional	4,69	4,69
National	10,82	10,82
International	12,98	12,98



Charges valid from 1 May 2025 provide that carriers which both disembark and embark passengers travelling on one bus/coach authorised service stopping at Bologna bus terminal are required to pay the unit charge only once.

Payment of the charge is due for all incoming, outgoing or transit services (including supplementary services), whether scheduled or not, regardless of any service cancellations. However, the charge is not due if the service operator has notified Autostazione di Bologna S.r.l. via Certified Electronic Mail (PEC) at: autostazionebo@pec.it or, if certified mail is not available, via electronic mail at: capistazione@autostazionebo.it, or by fax to the number: +39 051 4214198, of the service cancellation, at least 12 hours prior to the scheduled arrival, departure or transit time.

The amount of the charges due will be invoiced at the end of each two-month period, based on the scheduled transits for the reference two-month period, duly notified to Bologna Autostazione, except as provided under the previous paragraph.

Payment shall be made by bank wire transfer NET30 date of invoice issued by Autostazione di Bologna S.r.l.

Charges are reviewed annually by Autostazione di Bologna S.r.l. based on the variables listed in the previous paragraph, as well as on changes reported by the ISTAT-FOI index (consumer prices for households of white and blue collar households) and also using specific surveys conducted by third-party companies on vehicle dwell time, with the aim of ensuring the fair treatment of carriers.

Any changes to variables used for calculating charges are required to be approved by Bologna Autostazione General Assembly.

Bologna Autostazione discloses charges amounts on its website.

4.2 Layover charges

The cost for transport vehicle layover, which must in any case be requested by the carrier and then authorised, for carriers operating scheduled services is:

- EUR 60.00 + VAT, up to 24 hours from the time of arrival;
- EUR 25.00 + VAT, every additional 12 hours;
- EUR 250.00 + vat, weekly;
- EUR 500.00 + VAT, monthly.

Carriers operating scheduled services and that frequently require short layover periods may also apply to Bologna Autostazione for entering into annual agreements. Considering the small size of the parking lot, Autostazione has entered into an agreement with TPER (a Tpl company) to offer parking services to scheduled Carriers at the TPER depot located on Via Ferrarese not far from the Autostazione. Other services are also available at the TPER depot as per Annex 6. Autostazione acts only as an intermediary between carrier and TPER and has no income from these services. For this reason, fares are also entirely decided by TPER and may vary as included in the agreement between TPER and Bologna Bus Station.

Layovers are possible subject to prior booking and space availability.

4.3 Fees for use of ticketing areas and advertising space

Each service operator is allowed to manage and promote its services through the ticketing desks already at the terminal or, depending on space availability, through the rental of space intended for customer assistance/information and ticket sales and/or the sale of other services of a commercial nature.

Bologna Autostazione rents spaces used for ticketing at Bologna property market prices, based on principles equal and fair treatment of applicants.

Bologna Autostazione does not sell tickets nor operate ticket offices.



Requests for ticket offices must be sent by e-mail to the Bologna Bus Station. The Bus Station will assign, when possible, the space for the requested ticket office or, alternatively, will file the request in a specific waiting list for eligible users.

Should the currently rented spaces become free or additional new office spaces be available, the bus station will, respectively:

- contact the carriers in the waiting list, if any;
- publish a notice of available ticketing space on the company's website.

The rental of advertising space has a different cost depending on the type of space/metrics/posters requested.

- Annual € 2,500.00 + VAT for an advertisement measuring 2.80 x 0.90 metres, not including the advertising box and backlighting.
- Annual 1,200 + VAT for a 200 x 150 advertising message on a rigid support inside the underground car park.

- 500 per year + VAT for an 80 x 50 hardback sign in the waiting room

Fee payment methods and invoicing are established under agreements between the parties.

Additional positions or sizes can be requested and evaluated by the Board of Directors.

4.4 Default interest and penalties

In the event of late payments, Bologna Autostazione shall be entitled to apply default interest, within the meaning of Italian Legislative Decree 231/2002, as amended.

Carriers are required to ensure full compliance with disclosed timetables displayed to the public and are required to promptly notify the Bologna Autostazione Traffic Office of any delays or cancellations by sending an email or certified email to capistazione@autostazionbo.it or autostazionebo@pec.it between 05.30 and 21.15, or by telephone on 3343408659, which is available 24 hours a day. The operator is also required to notify passengers in real time of any



delays and/or cancellations to its services, for which it is solely responsible. It is also possible to report delays via direct access to the timetable displays to allow immediate notification to passengers and the implementation of any necessary organisational measures. Access to the timetable displays for the independent entry of delays is available within the area reserved for carriers on the website www.autostazione.it. Login credentials are provided by Autostazione upon request from the carrier, to be sent to autostazionebo@pec.it. Autostazione, as a further improvement to the service provided to users regarding the communication of delays to passengers, has recently installed a monitor at the departures shelter, enabling Carriers to post a link to real-time updates on their services. Autostazione also allows Carriers to provide their own clearly identifiable ground staff member who communicates delays to passengers in real time. Carriers are also required to comply with the provisions of this AOP, as well those under the Bologna Autostazione Bylaws and under agreements entered into with Bologna Autostazione. Autostazione di Bologna S.r.l., also by using of its own traffic control staff at the arrival and departure forecourt, will monitor compliance with the provisions of the aforementioned documents.

Whenever carrier unjustified and irregular conduct is identified, Autostazione di Bologna S.r.l. will notify such conduct to the parties concerned by means of a specific breach report. Within five days of receipt of the report, the parties concerned may submit reasons. Whenever such reasons are deemed not sufficient or are not received within the prescribed term, Bologna Autostazione will be entitled to adopt the penalties established by Bologna Autostazione's Board of Directors.

Autostazione di Bologna S.r.l. warrants to prepare and disclose, also on own website, the amounts of penalties adopted.

5. CARRIER ACCESS AND USE CONDITIONS

5.1 Execution of Agreements

In order to access Bologna Autostazione bus terminal and use its services, service operators are required to submit an application via e-mail to: capistazione@autostazionebo.it or autostazionebo@pec.it.

Bus terminal access is prohibited to non-holders of a bus service licence issued by Local Authorities and Competent Bodies.

For applying for a permit, carriers are required to send the following documentation to Bologna Autostazione:

- Client information model (Annex 2 to this AOP) duly completed and signed by the legal representative;
- Copy of legal representative's valid identity document in ".pdf" format.
- Operating schedule including details of each service (origin, destination, time and dates/frequency);
- Copy in ".pdf" format of the operating licences for MLD routes issued by the relevant authorities (only for MLD service carriers and non-LPT scheduled services);
- Copy of the operating licences in ".pdf" format for LPT services issued by the granting authority (only for LPT service carriers).

Carriers are also required (compulsory) to notify Bologna Autostazione whenever they operate with vehicles that are:

- articulated
- with trailer.



In the event of incomplete or incorrect information, Bologna Autostazione will notify the applicant and, as a result, it will not be able to issue the permit until all documents requested have been received in full.

Once the permit application has been received with all needed information and documents, Bologna Autostazione will prepare an agreement within 30 calendar days and forward it to the service operator, which is required to return a duly signed, stamped and dated copy.

Annex 3 to this AOP provides an agreement template forwarded to service operators.

On submitting the permit application, the carrier represents to have fully reviewed and accepted the provisions of this AOP, in that it is incorporated into the agreement, to be entered into between Bologna Autostazione and the carrier, by reference.

Bologna Autostazione declines all liability for permits issued based on false statements made by carriers.

Once the contract has been stipulated, the carriers are placed on the Company's website where there will be a link to the carrier's website where present.

With the National resolution number 28/2021, the Transport Regulatory Authority has issued new measures concerning the processing of passenger complaints for rail and bus transport.

These measures entered into force on January 1st, 2022 and involve:

- the service managers
- digital platform managers (managers of online information services / ticket offices)
- bus station managers.

Therefore, the bus station has made available, free of charge, a page on the website dedicated to carriers, where the details of each company have been entered. Carriers are required to provide, via link or pdf document, the information they consider useful for their customers (transport conditions, ticketing, how to submit complaints and anything else deemed necessary



and useful), updating this information whenever there is a change in order to provide users with correct information.

A specific section of the website www.autostazionebo.it is active, dedicated to the search for destinations departing from Bologna, with reference to the websites/telephone numbers of the carriers operating the routes concerned.

5.2 Revocation of the Bus Terminal access permit

The permit for accessing and using the Bologna Autostazione bus terminal may be revoked by Autostazione di Bologna S.r.l. in the event of:

- forfeiture by the service operator of the Ministerial/granting authority/competent agency licence.
- existence of outstanding accounts payable to Autostazione di Bologna S.r.l.

5.3 Rules of conduct for ticketing operators and carriers

Inside the Bus Station there are several ticket offices both managed by third parties and operated by carriers as well as the tobacco shop and travel agency to which operators can turn to sell their tickets so as to ensure maximum competition and transparency.

The sale of tickets is done only by third parties. Autostazione does not sell tickets or operate ticket offices precisely to ensure maximum competition and transparency.

The current points present for sale are shown in plan 2 attached to the PIA

Ticket office staff are required to:

- be identifiable by terminal users by means of an identification badge;
- deal with customers based on principles of transparency and fair treatment and provide adequate assistance by adopting highly professional conduct;
- clearly indicate the cost of the ticket and any additional charges on tickets issued.

In addition, ticketing operators are required to:



- display opening times to the public;
- apply to Bologna Autostazione for a permit to operate a left luggage service and to operate such service in compliance with applicable regulations; the price system and regulations adopted for such service are required to be displayed to the public.

It is expressly forbidden for ticketing operators, or anyone acting on their behalf, to promote a service and/or the sale of tickets in the public areas or at the arrival or departure terminuses. Promotional activities are required to be carried out exclusively within the relevant carrier premises and/or through the advertising spaces made available by Bologna Autostazione.

There are no paper information points for carriers as there are not enough spaces to guarantee equal use for all carriers operating in the bus station.

Bologna Autostazione allows passenger service operators to provide passengers with help services using their own staff, which are required to be clearly identified.

Ticket office operators shall be duly insured. Autostazione will be held harmless for any damages not covered in whole or in part by the insurance coverages. The operation or non-operation of insurance coverages shall not exempt the ticket office operator from liability of any kind incumbent on him or her, nor from responsibility for anything not covered - in whole or in part - by the aforementioned insurance policies.

Carrier traffic and conduct regulations

All scheduled and non-scheduled service carriers accessing the Bologna Autostazione bus terminal are required to comply with the general and special traffic regulations, as well as with road signage.

Entry, exit, transit and stopover at the bus terminal are governed by the provisions issued by Autostazione di Bologna S.r.l..

Private car access to the manoeuvring forecourt is prohibited.



Entry is required to be made following the north lane (parallel to Viale Masini), while the other lanes are reserved for vehicle exit and relevant manoeuvres. Incoming vehicles are required to always stop, otherwise specified by Bologna Autostazione and its staff, at the arrival passenger platform (parallel to Viale Masini), while outgoing vehicles are required to use the allocated terminus.

Vehicle speeds shall not exceed 15 km/hour.

Inside the bus terminal, it is strictly forbidden to sound horns, except for safety reasons.

Any conduct not complying with the provisions of this article may result in the payment of penalties or removal of vehicles with costs charged to the offender.

- **Transit inside Bologna Autostazione**

Vehicle access to the departures terminus is regulated by traffic lights with a pedestrian crossing, which provides a clear indication (green light), warning stop (yellow-amber light) and stop (red light) for incoming vehicles. In the case of an amber signal, vehicles in transit across the traffic light area are required to cross as quickly as possible, while those that can halt without problems in front of the pedestrian crossing are required to do so.

Vehicle access to the departure terminuses is clear, subject to the traffic light consent referred to in paragraph 6 and, in any case, based on any instructions from Bologna Autostazione staff (specifically, the terminus managers).

Departure (reversing) from terminuses numbered from 1 to 23 is regulated by "small" traffic lights positioned at the head of each terminus. Initial reversing manoeuvres may only take place when this traffic light is green. These manoeuvres are also permitted in the event of a flashing green light but, in this case, they are required to be performed more rapidly.

Vehicles may only reverse from terminuses numbered 1 to 23 within the specifically designated lanes, without encroaching on neighbouring lanes.



At the end of the reversing manoeuvre, entry into the central corridor lane for leaving the forecourt is regulated by a further ("large") traffic light. Departure/entry into this corridor lane is permitted only if the traffic light is green.

Departure from terminuses numbered 24 and 25 is clear, except for having to give way to all other vehicles transiting inside the bus terminal.

In the event traffic lights are non-operational, drivers are required to adopt special caution and scrupulously follow the instructions provided by Bologna Autostazione.

- **Terminus and layover management procedures**

The allocation of the departure and arrival terminuses to the various buses is performed dynamically by Bologna Autostazione, based on the operational needs of the passenger embarking/disembarking forecourt.

Information is displayed via an information panel located at the entrance to the forecourt or is available via Bologna Autostazione Traffic Office staff.

Buses departing from the bus terminal are required to normally access their respective terminus no earlier than 5 minutes before scheduled departure time, unless otherwise decided and justified by Bologna Autostazione; during stops and layovers, the engine is required to always be switched off.

Unless otherwise specified by the Bologna Autostazione, terminus stops are permitted for the time strictly necessary for the efficient embarking/disembarking of passengers and luggage and, in any case, they shall not exceed 6.5 minutes for provincial and regional services, 15 minutes for national services and 18 minutes for international services. In any case, vehicles are required to stop for the shortest time possible, while guaranteeing passenger embarking and disembarking efficiency.

Autostazione di Bologna S.r.l. monitors compliance with these obligations, using Traffic Office staff and with the possible aid of CCTV access cameras.



Buses arriving at the arrival terminuses or at terminus 25 are required to stop at the furthest advanced point permitted, while subsequent buses are required to line up occupying the least space possible; buses are required to halt as close as possible to the passenger alighting platforms.

Whenever vehicles accessing the bus terminal (with or without passengers) find that their allocated spot on the platform or terminus is occupied, unless otherwise specified by Bologna Autostazione, they are not permitted to stop in other areas and are required to transit through the terminal until such bays are free.

When stopping at bus terminuses numbered 1 to 24, the rear door on the right-hand side of the vehicle shall remain closed. The bus front door shall therefore be used (by both the public and staff); any doors on the left side of vehicles may only be used by service staff, except in the case of an emergency. It remains the responsibility of the driver to carry out all operations when boarding and alighting passengers.

It is expressly forbidden to embark or disembark passengers in areas other than the terminus or covered bus stops/arrivals platforms.

Vehicle cleaning (inside and outside) on the forecourt and at all terminuses is prohibited unless authorised by Bologna Autostazione. Whenever cleaning has been authorised, it will not exceed the time allocated for passenger and luggage embarking/disembarking; waste collected is required to be disposed of in a dedicated area; it is forbidden to use the bus terminal waste baskets, since these are for the exclusive use of passengers and terminal users for the collection of small waste.

On the basis of an agreement entered into between Bologna Autostazione and Tper S.p.A., carriers which have executed a Bologna Autostazione access agreement may benefit from discounted rates for vehicle servicing and storage (parking, outside vehicle washing, toilet emptying, urea/adblue restocking, and servicing and spare parts) at the "Ferrarese" Tper depot. Applications for such services should be forwarded to Bologna Autostazione.



Buses which have broken down and are unable to move (due to mechanical failure or for other reasons) are required, under the carrier's liability and expense, to be towed outside the terminal as quickly as possible. Only minor emergency repairs that do not exceed the maximum established passenger embarkation/disembarkation times are permitted at the bus terminal. Bologna Autostazione shall be entitled to have vehicles removed, charging the passenger service operator the relevant costs, in the case of stopovers exceeding the maximum established times.

Carriers shall be liable for any damage caused by their buses or drivers to the terminal, to its facilities, as well as to persons and/or property within Bologna Autostazione; Bologna Autostazione shall not be liable for damage caused by third parties to vehicles parked or in transit at the terminal.

5.4 Luggage

Luggage to be loaded on departing buses is required to be brought to the respective terminus no later than 15 minutes before the scheduled departure time; luggage unloaded from arriving buses is required to be removed from the platforms as soon as possible and no later than 10 minutes after arrival.

No luggage may be left or left unattended by drivers, passengers and other persons.

It is the driver's responsibility to make sure that the unloading and loading of luggage does not put passengers at risk, specifically, in the case of vehicles with a rear luggage compartment.

5.5 Management of congestion and saturation situations

Any congestion or saturation situations will be managed by Bologna Autostazione, in compliance with the provisions of Measure 3 (points 3, 4 and 5) of ART Resolution no. 56/2018.

Bologna Autostazione bus terminal shall be entitled to manage congestion situations, travel delays or changes to the types of vehicles operating with respect to those scheduled by carriers (e.g. the use of articulated or wheel-mounted vehicles) to ensure the most efficient infrastructure operation.

- 1) Autostazione guarantees all Carriers requesting access at least one departure terminal.
- 2) In the event of saturation, Autostazione shall contact the individual Carrier that has communicated the need for more than one terminus directly, to inform it of the difficulty in accommodating all requests and propose to the Carrier to bring forward and/or postpone the route timetable.
 - o If the Carrier declares that it is impossible to change the timetable, the Bus Terminal proposes to wait in the arrivals area or in the parking area for coaches in excess of the assigned spaces until the terminus(es) assigned to the Carrier become free.
 - o If the Carrier agrees, the request shall be granted.
- 3) If the Carrier does not agree, all Carriers whose departures take place during the same time slot shall be summoned and asked to agree to change the timetable in order to allow all Carriers to have an available stall.
 - o If an agreement is reached, the bus station will prepare the new terminus formulation accordingly.
 - o If no agreement is reached between Carriers, the Bus Station shall allocate the departure stalls in proportion to the number of trips communicated in relation to the structure's availability, given the fact that the Carrier with only one trip shall in any case be entitled to a departure stall. For the remaining surplus lines, the coach station shall also communicate the waiting times at the arrivals or parking areas and the destination terminus after such waiting times.

5.6 Bus Tourist/NOL buses: loading/unloading and parking of buses

The bus station is the point of loading/unloading for tourists, as decided and requested by the Municipality of Bologna. Tourist passenger transport services by road and occasional services, can load/unload at terminus 25.



If a tourist bus wishes to park for an extended period, where there is availability, fares are published on the Company's website and displayed on site.

The possibility of reserving parking space is available on the Bologna Bus Station website - www.autostazionebo.it.

In the case of NOLs that are not occasional but continuous, such as shuttles to museums, workplaces, airports, etc., a written request must be made to the bus station. The fee will be a flat rate and billed monthly but commensurate with those of regular coaches.

The car park is not guarded.

6. TERMS AND CONDITIONS OF ACCESS AND USE BY TERMINAL USERS

6.1 Rules of conduct for terminal users

Inside the Bologna Autostazione bus terminal, vehicle and pedestrian flows are separate and pedestrian crossings are indicated by fixed horizontal and vertical signage.

Pavements and platforms are for passengers and any accompanying persons, who are required to transit only within such areas intended for their use, using the appropriate pedestrian crossings and strictly complying with road signage displayed, as well as any instructions from Bologna Autostazione terminal staff.

For ensuring better passenger safety, each passenger platform features a yellow line running along the perimeter of the platform which must not be crossed except for boarding the bus.

It is strictly forbidden for passengers to enter the vehicle baggage loading and unloading zone. Passengers are required to wait on the platforms before boarding buses. Specifically, access to the space strictly necessary for vehicle operations and bus lanes for loading/unloading luggage is permitted only to carrier staff, in compliance with Autostazione di Bologna S.r.l. rules and regulations.



In addition to passengers and persons accompanying them, access to the Bologna Autostazione bus terminal is permitted to the general public intending to access commercial businesses located at the bus terminal, while waiting room access is restricted to ticket-holding passengers only.

Bologna Autostazione is not liable for damage (even in the case of accidents involving carriers) or theft by third parties suffered by persons or to property (including luggage and/or vehicles parked or in transit through the bus terminal).

Lost property found at the bus terminal is required to be handed over to Autostazione di Bologna S.r.l. which, after having kept it for at least one business day after handing in, for returning to the rightful owner, will hand it over to the lost property office of the Municipality of Bologna, except for identity documents that will be handed over to the police authorities / Law Enforcement.

A complaints register is available to users. The complaints register contains all reports, complaints and observations that terminal users wish to make at their sole discretion, complainant details, any reports made by or to the competent authorities and any measures taken in relation to individual reports, complaints and observations. Annex 4 hereto includes the complaint form.

It is forbidden to hold meetings or gatherings inside the Bologna Autostazione bus terminal, as well as to promote or conduct business, religious or recreational activities and any itinerant sales activity, unless prior written authorisation has been obtained from Bologna Autostazione and notified to Law Enforcement or the competent authorities.

It is forbidden to display, install and distribute notices, signs, advertising posters, propaganda and similar material, of any shape or size, unless prior written consent has been obtained from Bologna Autostazione, which is entitled to order the removal of abusive advertising and propaganda materials at the expense of offenders.

It is forbidden to disturb other terminal users.



It is forbidden to behave or dress in a such a way as to cause nuisance or offend public decency.

Smoking is banned on the concourse, in waiting rooms and in any other place displaying a no smoking sign.

6.2 Complaints

With specific reference to complaints falling within its remit, AUTOSTAZIONE DI BOLOGNA adopts the measures set out in Annex A of ART Resolution 28/2021 concerning the rights of users of rail and coach transport services.

Complaints may be submitted:

- by registered mail with return receipt to:
Autostazione di Bologna Srl – Piazza XX Settembre, 6 – 40121 Bologna;
- by email to: **autostazione@pec.it** (which guarantees proof of delivery) or **ufficio@autostazionebo.it;**
- by visiting the Station Master's Office in person at **Piazza XX Settembre, 6.**

The complaint form, available in both Italian and English, can be found in the “Complaints” section on the homepage of the website **www.autostazionebo.it**.

The forms must be filled in **in block letters**; a copy of the complainant’s identity document, or that of any authorised representative together with the authorisation form, must be attached, along with any other documentation useful to prove the presence and/or use of the station services. All documents must be in **.pdf or .jpg** format.

Complaints submitted in a foreign language will receive a reply in the same language used for the complaint.

Complaints will be taken into consideration only if they include the following information:

- identifying details of the user (name, surname, contact details), with a copy of the identity document; in the case of a complaint submitted by a representative, the authorisation form and the representative’s identity document must also be attached, in addition to the identity document of the person concerned;
- precise indication of the identifying details of the journey taken or planned;
- description of how the service failed to meet one or more requirements set out in European or national legislation, in the general conditions of carriage, or in the Service Charter adopted by the Bus Station.



Complaints submitted without using the official form will also be accepted, provided they are written clearly and legibly and include all the required information listed above.

Autostazione di Bologna will reply to the complaint within **30 days** from the date of receipt.

In the event of no reply or an unsatisfactory reply, the complainant may submit a **second-instance complaint** to the Transport Regulation Authority as indicated in the following paragraph: “**Passenger Rights Protection**”.

If the operator’s reply is provided after the 30-day deadline from receipt of the complaint, the user is entitled to receive an **automatic compensation of €8**.

Compensation is not due if the complaint is not submitted by the user according to the required procedures and minimum content specified above.

SECOND-INSTANCE COMPLAINT

Passengers who have already submitted a complaint may address a second-instance complaint – also through associations representing their interests, if expressly authorised to do so – to the **Transport Regulation Authority**, to report violations by Autostazione di Bologna S.r.l. of the obligations set out in Regulation (EU) 181/2011.

Detailed procedures and documentation are available at:
<https://www.autostazionebo.it/it/page/inviare-un-reclamo>

6.2 CCTV Surveillance

For security purposes at the Bologna Autostazione bus terminal, in addition to private security services, a CCTV system has been installed using cameras, active 24 hours a day, which monitors movements in Piazza XX Settembre, around the terminal and in the manoeuvring forecourt, whose images are visible to the Traffic Office staff for security purposes, as well as for the management of the bus terminal.

Related data processing is performed in compliance with current personal data protection legislation.



Video images are retained for 7 days, exclusively for security purposes, with access permitted only to law enforcement and following the filing of an official police report. Access to video images is permitted in real time to Bologna Autostazione authorised staff, for the sole purpose of managing the bus terminal. The procedure “25 – PROCEDURE FOR REQUESTING IMAGES AT THE BUS STATION FOR THE SITE” is present on the site.

The CCTV system is maintained by a specialised company which can only access it for maintenance purposes and accompanied by Bologna Autostazione staff, with no access to video images.

6.3 PRM Access

The premises and areas at the Bologna Autostazione bus terminal are designed and built in compliance with current legislation regarding access for Persons with Reduced Mobility (PRMs). Access to passenger platforms, passenger embarkation/disembarkation platforms, toilet facilities and to the concourse where ticketing desks are installed, as well as commercial businesses is guaranteed by the removal of any architectural barriers, and all differences in levels are reduced to zero by ramps enabling wheelchair access.

The following PRM support services are available:

- meeting point;
- assistance for the visually impaired and escort service;
- wheelchair availability for PRM (the use of wheelchairs requires that the PMR is escorted);
- access to the forecourt using transport vehicles.

Passengers are also required to notify any assistance needs on purchasing their ticket from the carrier or travel agency, which will then be forwarded to Bologna Autostazione.

The request for assistance is required to be forwarded to Bologna Autostazione bus terminal via e-mail to: capistazione@autostazionebo.it, providing at least 36 hours' notice before departure.



Passengers requesting assistance are required to arrive at the meeting point (Traffic office/Terminal Manager's Office located at the beginning of the bus departure terminus), at least 30 minutes before the scheduled bus departure time. Traffic Office staff will provide any assistance required for helping the passenger locate and access the bus departure terminus.

- **Visually Impaired Person access**

The bus station building is currently being renovated, as are all the tactile and audio paths. The 24-hour telephone number +39 334 3408659 is available to assist visually impaired passengers with information and assistance.

The staff of the movement office or the concierge/supervision service, located at the beginning of the departure terminus, will provide the necessary assistance so that the visually impaired person can locate and access the departure terminus or when leaving the bus station. The movement office or the concierge/supervision service will guarantee the safe accompaniment of the visually impaired person from the moment of entry into the Bus Station until the departure terminus or in case of disembarkation from a coach until the exit from the Bus Station.

7. INFORMATION TO THE PUBLIC

For each scheduled service, Bologna Autostazione displays departure and arrival times of scheduled services, the departure and arrival terminal number, destination and origin, as well as any other information useful for passengers, via clearly visible illuminated display panels placed around the bus terminal.

Autostazione di Bologna S.r.l. provides passenger service operators with the option of directly entering information on their services through direct web access to the bus terminal information panels, subject to application to Bologna Autostazione for the necessary authorisation.

Passenger service operators are required to notify any delayed or cancelled services either via direct web access or to Traffic Office staff, for ensuring that the public receives timely and correct



information and for efficient management of the bus terminal.

The following electronic information panels are located inside the bus terminal:

- 2 double-sided display boards along the departures platform showing departures (TPL and MLP);
- 1 display board located in the access tunnel to the departures shelter showing departures (TPL and MPL)
- 1 display board for drivers showing TPL departures
- 1 display panel located inside the waiting room showing both departures and delays.
- 2 display panels located in the TPL drivers' room and one located at the TPL ticket office.
- 1 display panel showing delays reported by transport operators, located at the entrance to the departures shelter.

On the Company's website, users can find all the information regarding the carriers serving Bologna.

The station master's office, located at the start of the departure platform, is the meeting point for information and emergency management. A public address system is also available where necessary.

It is forbidden for anyone to display bus service timetable or any other information in any area belonging to Bologna Autostazione, unless provided otherwise by Bologna Autostazione bus terminal. Only passenger service operators may display timetables and/or other information notices, subject to authorisation from Autostazione di Bologna S.r.l. and restricted to spaces authorised by Bologna Autostazione.

We would like to remind you that carriers may request the Company, free of charge, to include an additional link or pdf document containing information deemed useful for their customers (transport conditions, ticketing, how to submit complaints and anything else deemed necessary and useful).

Users can use the LPT ticket office in the atrium of the bus station to meet all their travel needs in the city and province, as well as hire electric cars.

In the square in front of the bus station there is a car sharing and electric car recharging point, as well as a taxi service.



50 metres from the bus station is the Velostazione (bike sharing), where bicycles can be rented.

Inside the bus station there is a refreshment area in the atrium with a bar with tables and self-service as well as a vending area on the departure platform.

8. DATA PROCESSING

All personal data processed by Bologna Autostazione in performing its business activity will be protected in accordance with European General Data Protection Regulation 2016/679 (GDPR). The Controller is Autostazione di Bologna S.r.l.. The statutory notice and rights of the data subject may be consulted on the corporate website: www.autostazionebo.it.

For further details on data subject rights and data protection in Italy, please see the website of the Italian Data Protection Authority (www.garanteprivacy.it).

9. CODE OF ETHICS, ORGANISATION, MANAGEMENT AND CONTROL MODEL AND REGULATIONS

Autostazione has adopted a Three-Year Plan for Transparency and Prevention of Corruption, a Code of ethics and an Organisation, management and control model (corporate governance) prepared in accordance with Italian Legislative Decree 231/2001. Carriers, as well as ticketing desk operators are required to review, comply with and ensure that employees, independent contractors and consultants, in any capacity, comply with the provisions of such policy documents, indemnifying and holding Autostazione harmless from any claims arising out of failure to comply therewith.

Bologna Autostazione shareholders have also adopted Bologna Autostazione Bylaws (Annex 5) which is incorporated by reference into this AOP.

All documents are available on the Bologna Autostazione website: www.autostazionebo.it.



10. AOP DISCLOSURE AND REVIEW

The AOP is made available on the Bologna Autostazione website www.autostazionebo.it.

Bologna Autostazione bus terminal ensures periodic review of actual bus terminal access and operating conditions as defined under this AOP.

The conditions of use of the Bologna Autostazione bus terminal under this AOP are subject to annual review by Bologna Autostazione, for the purpose of ascertaining the adequacy of supply for satisfying demand capacity, including forecast demand capacity, and for identifying any changes necessary for pursuing the objective that ensures fair access conditions and respect for passengers' rights.

This AOP was sent to ART.