

BOLOGNA BUS STATION

6 - REGULATION FOR ACCESS OF PERSONS WITH REDUCED MOBILITY (PRM)

The premises and areas of the Bus Station have been designed and built in compliance with current regulations regarding accessibility for Persons with Reduced Mobility (PRM).

Access to platforms, passenger boarding/alighting sidewalks, restrooms, and the main hall housing ticket offices and commercial spaces is fully guaranteed without architectural barriers, as every level change is equipped with ramps for wheelchair access.

The following services are available for persons with reduced mobility:

- Designated meeting point
- Assistance for visually impaired passengers and escort service
- Availability of a wheelchair (the use of the wheelchair requires the person with reduced mobility to be accompanied)
- Vehicle access to the station apron
- Dedicated accessible restroom facility

The regulation below covers assistance to persons with reduced mobility inside the Bologna Bus Station. Passengers are responsible for informing the carrier or travel agency of any specific assistance requirements when purchasing their travel ticket.

Regulations for access to the Bus Station for persons with reduced mobility:

Assistance Request	Must be submitted to Autostazione di Bologna srl at least 36 hours prior to coach departure via email at: capistazione@autostazionebo.it , attaching documentation stating the applicant's condition. This information will be processed solely for the time strictly necessary by the assistant and retained in accordance with personal data protection regulations.
Passenger Requesting Assistance	Must present themselves at the meeting point, which coincides with the Operations Office / Station Manager's office located at the start of the departure bays, at least 30 minutes prior to the scheduled coach departure time.
Assistance to PRM Passengers	Staff at the Operations Office / Station Manager's office will provide all necessary assistance to help the passenger with reduced mobility locate and reach the departure gate. A wheelchair is available at the Bus Station for transfer needs.
Assistance to Visually Impaired Passengers	Dedicated 24/7 assistance for visually impaired passengers is available via phone at +39 3343408659 for information and support. Operations Office personnel or security/reception staff, located at the start of the departure bays, will render necessary assistance so visually impaired passengers can locate and access the departure bay or exit the Bus Station.

Person Responsible for the Procedure

Paola Righetti — Tel: +39 051/4214162 — Email: paola@autostazionebo.it

MEETING POINT AND/OR EMERGENCY POINT FOR PASSENGERS WITH REDUCED MOBILITY

Location: Operations Office / Station Manager (Ufficio Movimento/Capostazione), located at the start of the departure bays

Phone: +39 3343408659

Email: capistazione@autostazionebo.it

IMPLEMENTATION TIME:	24 hours from receipt of the assistance request via email. Real-time for visually impaired assistance.
IMPLEMENTATION OFFICER:	Head of the Operations Office (Responsabile Ufficio Movimento)
CONTROL MEASURE:	ON / OFF
MONITORING INDICATORS:	Unanswered email tracking and complaints register log inspection