



SERVICE CHARTER

Bologna Bus Station · Updated 2026 Edition

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1 – INTRODUCTION

The Bus Station Service Charter is the information and transparency document that describes the services offered and the commitments made to guarantee the quality of service to users. It establishes the quality standards and methods of service provision, as well as informing travelers of their rights and the protection procedures in the event of disruptions, and identifies the rights of travelers with a view to always responding to the needs and expectations of the Bus Station's users.

1. Fundamental principles of conduct towards travelers

The activity is inspired by the principles of:

Equality and impartiality: services are provided to all users without distinction, and are aimed at ensuring fair access, without discrimination and in compliance with the criteria of objectivity, justice and impartiality.

AUTOSTAZIONE DI BOLOGNA guarantees the equal treatment of customers, providing its services impartially, without discrimination regarding sex, race, language, religion, political opinions, geographical areas and income categories of users.

Transparency: in adopting and verifying compliance with the rules, **AUTOSTAZIONE DI BOLOGNA** promotes knowledge of them in a simple and transparent way for all travelers. All travelers have the right to be informed about the services offered directly and indirectly by the Bus Station. To this end, it undertakes to guarantee users clear and comprehensible communication about the services offered.

Participation: **AUTOSTAZIONE DI BOLOGNA** undertakes to meet the needs of travelers and users by collecting the suggestions and proposals expressed by them in order to improve the services and the Service Charter itself.

Continuity: **AUTOSTAZIONE DI BOLOGNA** provides uninterrupted services, in mutual compliance with the rules. In the event of necessary ordinary and/or extraordinary maintenance, the service will still be provided in a manner that will be promptly communicated to the user.

Efficiency: one of the main objectives of the BOLOGNA BUS STATION is to guarantee an immediate, qualified and competent response to the needs of travelers/users.

Courtesy and availability: the staff of AUTOSTAZIONE DI BOLOGNA pays the utmost attention to meeting the needs of travelers/users by constantly listening to their needs.

2. Presentation of the Terminal

Autostazione di Bologna is a wholly public company.

Autostazione di Bologna was established in 1961 on the initiative of a group of building contractors involved in the construction of the plant, conceived, from the outset, in a highly innovative way. Shortly after, the Municipality of Bologna, the Provincial Administration of Bologna, TPER, a public local transport company, and some private operators, bus line concessionaires.

Over the years, internal relations have evolved to the current structure:

Municipality of Bologna: 66.89%

Metropolitan City of Bologna: 33.11%

Company subject to Management and Coordination by the Municipality and Metropolitan City of Bologna.

Headquarters: Piazza XX Settembre, 6, 40121 Bologna (BO)

Tax Code and VAT number: 00313590374

Bologna REA: 152312

Share Capital: €157,043.00 fully paid up

3. Location of the Terminal

The Bologna Bus Station is located in Piazza XX Settembre 6, at the beginning of Via Indipendenza, near Porta Galliera, in the city centre.

4. How to reach the Terminal

Considering the location of the Terminal and the intermodality of the hub, it is easy and convenient to reach:

TRAIN: The bus station is about 300 metres from Bologna Central Railway Station. It can be reached either on foot or by bus (Shuttle A).

BY CAR: For those coming from the motorway: A14 Bologna-San Lazzaro exit, take the ring road, take exit No. 7 (Stalingrado), towards Bologna, Porta Mascarella.

A13, Bologna-Arcoveggio exit, take the ring road, take exit No. 7 (Stalingrado), direction Bologna, Porta Mascarella.

A1, exit Bologna-Borgo Panigale for those coming from Milan, exit Bologna Casalecchio for those coming from Florence, take the ring road, take exit No. 7 (Stalingrado), towards Bologna, Porta Mascarella.

For those coming from the airport or the Bologna ring road: Take exit No. 7 Stalingrado, towards Bologna city centre, Porta Mascarella, towards Viale Masini towards the railway station

For those coming from the city, follow the ring road. The Bologna bus station is located at the beginning of Viale Masini, between Porta Mascarella and Porta Galliera near the railway station.

There is an underground car park:

It is a car park consisting of a covered area - the largest - (in the basement) and an uncovered area directly on Piazza XX Settembre.

Entrance: from Viale Masini - Via Capo di Lucca, on the side of the bus station

Maximum parking capacity: 303 cars, unlimited parking, unlimited opening hours (24 hours a day), open every day of the year

THE CAR PARK HAS A SINGLE ACCESS FROM VIALE MASINI - VIA CAPO DI LUCCA (RAMP ON THE VIALE AT THE INTERSECTION WITH VIA CAPO DI LUCCA, NEXT TO THE BUS ENTRANCE) AND TWO EXITS ONE AT THE ENTRANCE AND THE OTHER ON PIAZZA XX SETTEMBRE.

ATTENTION: ONLY USERS WITH REDUCED MOBILITY CAN ACCESS DIRECTLY to Piazza XX Settembre 6 in front of the main entrance of the bus station, only users with reduced mobility.

Parking reserved for disabled users.

For information, contact Autostazione di Bologna srl Telephone: To speak with a garage operator: +39331/6447818 +39 0510400402

TAXI: The taxi service is available directly at the main entrance of the Bus Station, in Piazza XX Settembre. The taxi rank is marked by a special sign.

For information or to call:

COTABO: 051 372727

www.cotabo.it

CAT Company: 051 534141

www.taxicat-bologna.com

BIKES and MOTORBIKES: There are two parking areas reserved for two-wheelers (bicycles and motorbikes): In Piazza XX Settembre, marked with special signs

In the large car park below the bus station (entrance Viale Masini - Via Capo di Lucca) for motorbikes. For bicycles, the "velostazione" on Via Indipendenza next to the Pincio steps (50 m) is open 7 days a week

BUS: Direction centre: Stop on Via Indipendenza on the opposite side of the bus station. Stop on Viale Pietramellara (Viale della Stazione FS), on the corner with Via Indipendenza. Towards the outskirts: Stop on Via Indipendenza on the side of the bus station. Stop on Viale Masini (next to the bus station), corner of Via Indipendenza. Stop on Viale Pietramellara (avenue of the railway station), corner with Via Indipendenza. Direction centre: Stop on viale Pietramellara (viale della stazione FS), corner with via Indipendenza

2 PASSENGER RIGHTS

1. The legislation

Regulation (EU) No 181/2011, which establishes the rights of passengers

in bus transport, including for those travelling within the European Union
by bus and coach, rights similar to those already recognised for passengers
air, rail and sea transport.

ART for the protection of rights: In addition to acting as an independent regulator, ART is the national body responsible for the correct application of the European Regulations on the rights of passengers travelling by train, bus and ship;

[ART for the protection of passenger and user rights - Autorità di Regolazione dei Trasporti](#)

2. Complaints

With specific reference to complaints within its competence, Autostazione di Bologna S.r.l. adopts the measures referred to in Annex A of Resolution ART 28/2021 on the rights of users of the rail and bus transport and bus transport services.

Complaints can be sent:

by registered post with return receipt to the address of the company Autostazione di Bologna Srl – Piazza XX Settembre, 6 – 40121, Bologna;

by email to: autostazionebo@pec.it (which guarantees the issue of a delivery receipt) or to ufficio@autostazionebo.it

by going in person to the office of the Station Master in Piazza XX Settembre, 6.

The complaint form to be used in both Italian and English is available in the "Complaints" section on the homepage of the website www.autostazionebo.it. The forms must be completed in block capitals; they must the identity documents of the complainant or any delegate and a copy of the proxy and any other document useful to prove the presence and/or use of the services of Autostazione di Bologna S.r.l.

All documents must be in .pdf or .jpg format.

Complaints submitted in a foreign language will be answered in the same language as that used for the complaint.

Complaints will be taken into consideration if they include the following information: user identification references (name, surname, address), with attached identity document; in the event the complaint is submitted by a representative, the proxy and identity document of the delegate, in addition the identity document of the person concerned; precise indication of the identifying references of the trip made or planned; description of the inconsistency of the service with respect to one or more requirements of European or national legislation, the general conditions of transport or the Service Charter adopted by the Bus Station.

Complaints compiled without using the prepared form will also be accepted as long as they are clearly and legible and provided that they contain the data indicated above.

Autostazione di Bologna will respond to the complaint within 30 days of receipt of the complaint.

In the event of a failure to reply or an unsatisfactory response to the complaint, the complainant may send a second instance

second instance to the Transport Regulatory Authority as indicated in the following paragraph: "Protection of passenger rights".

In the event of a response provided by the operator after the 30-day deadline from receipt of the complaint, the user is entitled to receive an automatic compensation of €8 (eight/00 euros).

Compensation is not due in cases where the complaint is not transmitted by the user in the manner and with the minimum elements provided and indicated above

3. Protection of passengers' rights

Passengers who have already lodged a complaint may, in the second instance, also through associations representing their interests, where expressly delegated to do so - to the Transport

Authority, to report violations by Autostazione di Bologna S.r.l. of the obligations Regulation (EU) 181/2011.

The form for complaints to the Authority can be downloaded from the forms section of the website at:

[Online submission of complaints \(SiTe\) - Autorità di Regolazione dei Trasporti](#)

Specifically, the user can submit a second instance complaint to the Authority directly, or through a delegate, including representative associations, only after having submitted the complaint to

Autostazione di Bologna S.r.l., using the methods indicated above, in the following cases: if the response is considered unsatisfactory; in the event of no response.

The maximum deadline for submitting second instance complaints to the ART is 90 days from the submission of the complaint to Autostazione di Bologna S.r.l.

For the conciliation of disputes of a compensatory nature, the user may resort to ADR (Alternative Dispute Resolution) procedures.

By resolution 21/2023, ART regulated the procedures for the out-of-court settlement of disputes between companies that manage infrastructures and services and consumers pursuant to Article 10 of Italian Law 118/2022.

The user may only submit a request for conciliation if they have already submitted a complaint or a request for reimbursement or compensation to the economic operator, the application must be submitted within one year of the complaint is submitted if the user has not received a response; if the response was unsatisfactory.

Users who intend to initiate a conciliation procedure through the Transport Regulatory Authority must access the Concilia Web platform via SPID or CIE or, only for users not resident in Italy, by registering (useful information and access to the platform can be found at the following link:

[ConciliaWeb - Autorità di Regolazione dei Trasporti](#)

The user may also apply for the non-judicial settlement of disputes:

the Conciliation Chambers set up at the Chambers of Commerce, Industry, Crafts and Agriculture, subject to the signing of a memorandum of understanding between the Authority and Unioncamere; to ADR bodies, including joint negotiation bodies, registered in the list referred to in Article 141-bis, paragraph 1, of the Consumer Code.

The request for conciliation through the Concilia Web platform is not admissible if the dispute can be resolved before another Conciliation Body, in compliance with the requirements of the Consumer Code which does not provide for charges to be borne by the user. The list of these CBs can be found on the Authority's website.

The Authority is not empowered to settle disputes between consumers and businesses, nor to sanction regulated entities for compensation and assistance in the event of accidents.

3 DIRECT SERVICES

1. Bus station timetable

The bus station is open 24 hours a day.

The service is guaranteed every day of the year.

2. Ticket office

The ticket offices managed by private companies in the bus station have the following timetable:

TPER TICKET OFFICE:

Monday-Saturday from 06:00 to 20:00

Sunday and holidays from 7:00 am to 7:00 pm

FLIXBUS TICKET OFFICE:

Monday-Sunday from 07.00 to 20.30

ITABUS TICKET OFFICE:

Monday-Sunday from 9:00 am to 5:00 pm

SAIS TICKET OFFICE

Monday-Friday from 10:00 to 16:00

Saturday from 10:00 am to 3:00 pm

Closed on Sundays

TOBACCONIST:

Monday-Saturday from 06.00 to 18.30

Sunday from 07.00 to 13.00

Times may be subject to change.

Any commissions on the sale of tickets may be applied, to a variable extent by the individual ticket offices.

The amount of the same will be displayed in each individual ticket office.

3. Luggage Storage

The luggage storage is managed by the ticket offices inside the Bus Station. The service is not managed by In addition, from January 2026, an automatic luggage storage service (LOCKERS) is available in the new hall near the Station Master's Office, operating 24 hours a day, 7 days a week.

Autostazione di Bologna S.r.l.; regulations and rates for the luggage storage are displayed in the ticket offices that provide the service.

4. Refreshments

There is a vending area at the beginning of the departure shelter as well as a bar/self-service area inside the Bus Station of the bus station.

5. Reserved parking

In the bus station there are parking areas reserved for passengers who need them (PRM etc.)

6. Toilet facilities

The toilets, managed by the Bologna Bus Station, are open 24 hours a day, 7 days a week with repeated cleaning

and maintenance of the facilities. The cost to access the service is 1 euro (whole coin). There are seven toilets for women and five for men; there is also a baby changing room and a toilet for people with reduced mobility.

A coin-changing machine has been installed next to the entrance, for those who do not have a whole 1 euro coin.

7. Lost property

Lost property means anything found inside the bus station or in any areas pertaining to the company Autostazione, by employees of the same company and/or by cleaning, security and parking staff, as well as items handed over to us by third parties.

It is forbidden to take delivery of any items that have been found outside the areas of the Bus Station, such as, for example, inside the buses or outside the perimeter of Autostazione.

Similarly, it is not possible to take charge of items found on the premises of tenants, as they are responsible for them.

The station master, upon receipt of the lost item as described above, must store it in their office, noting in a special register the date, time, place of discovery, name and surname of the person who found the item and any notes, as shown in the example below.

When a lost item is requested by the "alleged" owner, the Traffic Office must, as far as possible, verify the legitimate ownership by asking questions about the requested item. For example, he/she may ask for a description or, in the case of electronic devices (PC, tablet, mobile phones), have them unlocked to see if they are the real owner. If the outcome is negative, it will not be possible to hand over the lost item.

After 7 days, lost and unrecovered items must be delivered to the lost and found office of the Municipality of Bologna, located in Piazza Liber Paradisus, Tower B (ground floor) during the opening hours to the public, which can also be contacted by email at ufficiooggettirinvenuti@comune.bologna.it

(+39 0512197070 - +39 0512197079)

For lost documents, however, where possible, the owner must be traced immediately. If it is not possible to trace them, they must be handed over to the police at the bus station (as recommended by them).

For documents still on site at the end of each calendar month, a certified email will be sent to tbo21414@pec.carabinieri.it with an indication of the documents found. After 31 days without received a reply to the forwarded email, the items will be destroyed.

4 – ASSISTANCE TO PEOPLE WITH REDUCED MOBILITY (PRM)

(PRM)

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

Access to the platforms, the passenger boarding/alighting area, the toilets and the atrium that houses the ticket offices and commercial premises is guaranteed by the absence of architectural barriers, with each difference in height equipped with ramps for wheelchair access.

The following assistance services are available for PRM:

Meeting point

assistance for the visually impaired and accompanying service;

wheelchair availability for PRM (the use of wheelchairs requires that the PMR is accompanied);

Access to the apron with means of transport availability of a dedicated toilet.

Passengers must also report any assistance needs at the time of purchase of the ticket to the carrier or travel agency, any assistance needs, which will be forwarded to the Bus Station.

The request for assistance must be sent to Autostazione di Bologna by e-mail to capistazione@autostazionebo.it or by telephone at +39 3343408659 at least 36 hours before departure.

The passenger requiring assistance must go to the meeting point (Movement Office/Station Master's Office located at the beginning of the vehicle departure terminals), at least 30 minutes before the departure time. The staff of the Movement Office will provide the necessary assistance so that the passenger can identify and access the departure terminal.

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

Request for assistance To be submitted to Autostazione di Bologna srl at least 36 hours before of the departure of the bus by email: capistazione@autostazionebo.it attaching certification which shows the condition of the applicant, which will be processed for the time by the assistant for the time strictly necessary and in any case stored according to the provisions on the processing of personal data.

The passenger requesting assistance must go to the meeting point, which is the office/terminal located at the start of the bus departure line at least 30 minutes before the coach departure time

Assistance to passengers The staff of the movement/terminal office will provide the necessary assistance so that the passenger with reduced mobility can identify and then access the coach departure gate. is available at the bus station for transport needs.

Assistance for visually impaired passengers

The telephone number 3343408659 is available exclusively for visually impaired passengers

telephone number 3343408659 for information and assistance, active 24 hours a day. The staff of the movement office or the service, located at the beginning of the departure terminal, will provide the necessary assistance so that the visually impaired person can identify and access the departure terminal or exit from the bus station.

Procedure manager Paola Righetti tel. 051/4214162 - email: paola@autostazionebo.it

COLLECTION AND/OR EMERGENCY POINT FOR PASSENGERS WITH REDUCED MOBILITY

Movement Office/Station Master located at the beginning of the bus terminus

- tel.: 3343408659

- email: capistazione@autostazionebo.it

Accessibility for the visually impaired

The bus station building is currently being renovated, as are all the tactile and sound guidance systems. For assistance services for visually impaired people, the telephone number 3343408659, which is available 24 hours a day.

The staff of the Movement Office or the concierge/security service, located at the beginning of the departure terminal, will provide the necessary assistance so that the visually impaired person can identify and access the departure terminal or exit from the bus station. The Movement Office or the porter/security service will ensure that the visually impaired person is safely accompanied from the moment they enter the Bus Station up to the departure terminal or, in the case of alighting from a bus, up to the exit from Bus Station.

5 – INFORMATION SERVICES

1. Movement Office Clerk (station master)

The information service is provided by the presence of operators in the bus station who can be contacted directly, as well as the possibility of consulting the online tools made available by Autostazione di Bologna S.r.l. and the operators.

Operators shall ensure compliance with procedure 43 – USER MANAGEMENT AND EMPLOYEE BEHAVIOUR (Annex 1)

2. Ticket offices

Inside the bus station there are several ticket offices managed by both third parties and carriers as well as a tobacconist's where operators can sell their tickets in order to ensure maximum competition and transparency.

Tickets are only sold by third parties. The bus station does not sell tickets or manage ticket offices to ensure maximum competition and transparency.

The current points of sale are indicated in plan 2 attached to the PIA

Ticket office staff must:

- be recognisable to users by means of a regular identification tag;
- manage customers according to principles of transparency and equal treatment, and provide adequate assistance by adopting
- highly professional behaviour;
- clearly indicate the cost of the ticket and any additional fees on the tickets issued.

Ticket office managers must:

- display opening hours to the public;

- request authorisation from the Bologna Bus Station to provide a luggage storage service and operate this
- service in accordance with applicable law; the tariff system and the regulation of this service must be displayed to the public.
- Display any fees applied to the cost of the ticket.

It is expressly forbidden for ticket office managers, or anyone on their behalf, to promote a line and/or the sale of tickets in common areas or at arrival or departure terminals. Promotional activities must be carried out exclusively within the relevant premises of the carriers and/or through the advertising advertising spaces made available by the Bus Station.

There are no points for paper information for carriers as there are no spaces necessary to ensure equal use for all carriers based in Bologna.

Ticket office managers must be properly insured. Autostazione will be held harmless from any damages that may not be covered in whole or in part by insurance coverage. The operation or otherwise of the insurance coverage does not exempt the ticket office manager from any kind of liability or from being liable for what is not covered - in whole or in part - by the aforementioned insurance policies.

3. User assistance

Information can also be provided through the authorised presence of authorised personnel at the bus station, who must be clearly recognisable as:

Ground assistants who have the function of providing users of their services with all the relevant information and necessary assistance.

Concierge/security who have the function of controlling the system alongside the office staff office Information for users

In addition to the paper timetables for the TPL, information is further guaranteed through the presence of

- 6 displays in the bus station:
- 1 display showing incoming routes;
- 1 display used by drivers to find their departure bay;
- 4 displays indicating departure times.

The displays are connected directly to the bus station server and are managed by the Movement Office.

Website:

The Bus Station website – www.autostazionebo.it – contains all the information, in Italian and English,

for users. The site has a section that indicates the commercial activities hosted in the spaces of Bus Station, ticket offices and passenger services, shops, public services (tobacconist, Centre Parking) and various services such as toilets (outside square – departure shelter), the machine for passport photos and snack and drink vending machines.

There is a section reserved for Carriers, where, using the credentials provided by the Bus Station, individual carriers can act directly on the displays, for example to enter delays on routes.

For passengers there is a section – National and international lines – where you can check the real-time timetables for Flixbus lines, real-time delays for Itabus lines (journey number required);

consult all the carriers with lines departing or arriving at Bologna Bus Station with links to (General conditions of transport - Passenger rights - Service charter) and, finally, using an interactive map check the national and international destinations that have been communicated by the Carriers to Bus Station.

Instagram page

The page is dedicated to social media activity with the main function of direct interaction with followers and with anyone who needs information and updates.

6 – INDIRECT SERVICES

1. Movement Office staff

The Movement Office staff are responsible for:

- Management and control of the service area, traffic control and the entire bus station facility including monitoring the concourse and ensuring correct traffic flow.
- User management and related complaints
- Staff at the assembly point for people with reduced mobility
- Control of scheduled buses, control and drafting of concessions/authorisation lines
- Control and management of user information boards and access control
- Emergency management staff/Supervisors
- Video surveillance and data dissemination system manager
- Tourist coach reception
- Information and attention to the Customer
- Plant maintenance control (hoses, fire extinguishers...)
- Drafting of control sheets (guard, electrical system, cleaning, law enforcement intervention activities) and monthly reporting
- Checking timetables and boards
- Updating information on bus timetables
- Updating information on tourist bus timetables
- Statistical survey with bus station entrance photocell system
- "Pallone" parking management
- Management of toilet access
- Management of parking passes for the Centre

2. Security

The company AUTOSTAZIONE DI BOLOGNA SRL uses a surveillance/concierge service, which must be carried out on the days and at the times established by contract, in uniform and in constant direct contact with the its operations centre and with the Station Master, if on duty.

The operator on duty must supervise the entire area of the Bus Station and the Shopping Centre, paying particular attention to the areas with the highest concentration of users and more specifically:

ATRIUM;

MAIN ENTRANCE;

FRONT SHELTER;

DEPARTURE AND ARRIVAL SHELTERS;

PUBLIC BATHROOMS.

During the service, all areas belonging to the Bus Station must also be covered, including the garage in the basement and the coach parking in Via del Pallone.

3. Video surveillance

For security purposes in the Bus Station, in addition to a private surveillance service, a video surveillance system video surveillance system with cameras, active 24 hours a day, which monitors movements in Piazza XX Settembre, in the terminal and in the movement area and in the car park, the images of which are visible to the staff of the Movement Office for security and management purposes of the Bus Station.

Surveillance ensures coverage of the station areas and areas outside the terminal as well as the supply of images that may be requested by the Police.

The related data processing is carried out in compliance with current legislation.

The images are kept for 7 days exclusively for security purposes with access allowed only to the Police and following a complaint. Access to the images is allowed in real time to the staff in charge of the Bologna Bus Station, for the sole purpose of managing the Bus Station.

"25 - PROCEDURE FOR REQUESTING IMAGES AT THE BUS STATION FOR THE SITE" is available on the site.

The video surveillance system is maintained by a specialised company which can only access maintenance exclusively with internal Bus Station personnel and does not have access to viewing images.

4. Cleaning

The Bus Station guarantees a cleaning service for the entire area, divided into different daily cleaning shifts, daily, waste collection and collection of waste produced by arriving buses.

5. Fire prevention

The bus station has qualified personnel for fire-fighting services (Station Master), equipped with portable extinguishers, wheeled extinguishers and two hoses located in the middle of the square;

Signs indicating the assembly points in case of emergency are posted at several points around the bus station.

The station master's office located at the beginning of the departure shelter is the point of collection, information and emergency management. There is also an audio-broadcasting service where necessary.

6. Urban decorum and safety

The company AUTOSTAZIONE DI BOLOGNA has put the maintenance of urban decorum and safety by adopting a series of initiatives:

Scheduled cleaning of the green areas inside and outside the bus station, fully paid for by the company. The service is carried out by a certified company, in maximum safety for travellers and citizens;

Use of vertical and horizontal signage

Use of a public address system

Installation of a video surveillance system covering the entire bus station area

Lighting of station areas and peripheral areas

Seasonal pest control at the total expense of the Bus Station company. This service is also carried out by a certified company

7 – Businesses not managed by the Bus Station

In addition to the ticket offices, there are other businesses not managed directly by the Bus Station but through lease contracts:

1. Refreshments

Inside the bus station there is a refreshment area and a vending area:

A bar/self-service located in the lobby.

A vending area is located at the start of the departures shelter.

2. Newsagent/Tobacconist

The shop is located in the atrium.

8 PROTECTION OF PERSONAL DATA (Privacy)

For Autostazione di Bologna Srl, the privacy and security of the user's personal data are very important

and, therefore, personal data is collected and managed with the utmost care, adopting appropriate security measures to protect it.

This page describes the methods and logic of the processing of personal data of users who consult the website www.autostazionebo.it (the "Site"). The information is provided pursuant to Articles 13 and 14 of Regulation (EU) 2016/679 ("GDPR") to all users who, by interacting with the Site, provide their own personal data. The validity of the information contained on this page is limited to the Site only and does not extend to other websites that may be consulted via hyperlink.

Users are invited to read this information before browsing the Site or providing personal information of any kind.

Data Controller

The Data Controller is Autostazione di Bologna Srl with registered office in Piazza XX Settembre 6 - 40121 BOLOGNA

- autostazionebo@pec.it

Data Protection Officer

Data Protection Officer (DPO):

Data Protection Officer (DPO): DIGITAL HUB S.R.L. - assignment assumed by a consultant with

Data Protection Officer skills certified in accordance with UNI 11697:2017 - Francesco Tessonì

Certified email: dpo@autostazionebo.it

For more information, consult the information on the website in the dedicated section: Privacy -

Bologna Bus Station

9 – CONTACTS

Station office: 3343408659

Email: capistazione@autostazionebo.it - ufficio@autostazionebo.it

Certified email: autostazionebo@pec.it

Website: www.autostazionebo.it

PRM assistance: 3343408659 – capistazione@autostazionebo.it

Privacy: dpo@autostazionebo.it

Complaints: autostazionebo@pec.it and ufficio@autostazionebo.it

Lost and found: autostazionebo@pec.it and capistazione@autostazionebo.it – 3343408659

10 – EMERGENCY, PUBLIC UTILITY AND SOCIAL

Emergency services: 112

Public Emergency Assistance: 113

Health emergency: 118

Fire brigade: 115

Guardia di Finanza: 117

Public health emergency communications: 1500

State Forestry Corps Forest Fire Service: 1515

Environmental emergency service: 1525

Travel information service: 1518

Missing children hotline: 116000

Child abuse emergency: 114

Support service for women victims of violence: 1522

Anti-violence centre: 3371201876

2026 alignment note. The 2026 edition of the Service Charter has been aligned with the current PIA. References to Atlas/Atlassib and Bus Center have been removed where no longer applicable.

Passenger information. Services have been updated, including references to the interactive destination map and real-time information tools available through the Bus Station website.

PRM assistance. Assistance services for Persons with Reduced Mobility have been updated, including the dedicated assistance telephone number 3343408659 and the possibility of requesting assistance by telephone in addition to e-mail.

Luggage services. Luggage services now include the automatic LOCKER luggage storage facility available in the new hall near the Station Master's Office.

Internal audit. Internal monitoring, compliance verification and continuous improvement activities are carried out through internal audit processes aimed at verifying compliance with applicable regulations, PIA commitments, service quality objectives, passenger rights protection measures and operational procedures adopted by Autostazione di Bologna.