

UPDATE 2026

PIA

Information Prospectus of the Bologna Bus Station

Approved and Adopted by the Board of Directors on 30/09/2026

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1. FOREWORD

The company Autostazione di Bologna S.r.l. (Autostazione) has as its exclusive purpose, on behalf of the Municipality and the Metropolitan City of Bologna, the management of the terminal station for departure, arrival, and transit of all concessionary passenger road transport services originating in or serving the city of Bologna, as well as the plants, equipment, services, and anything else deemed useful and complementary for this purpose or for other public utility

purposes. The corporate purpose of Autostazione also includes offering bus station services for non-scheduled passenger road transport services, subordinate to the Bus Station services for scheduled services.

This Information Prospectus of the Bus Station of Bologna S.r.l. (hereinafter “PIA”) is drafted in compliance with Annex A (Regulatory Act) to resolution no. 56 of May 30, 2018, of the Transport Regulation Authority (ART) containing “measures aimed at ensuring fair and non-discriminatory conditions of access to bus stations that satisfy passenger mobility needs through intermodal and intra-modal service connections”.

This PIA contains a description of the infrastructural characteristics of the Bus Station of Bologna, its equipment and spaces, and the technical and financial conditions for their use by carriers, as well as the conditions of access for persons with reduced mobility (PRM).

2. MAIN DEFINITIONS

Bus Station: Autostazione di Bologna S.r.l., located at P.zza XX Settembre 6, Bologna.

Congestion: a contingent shortage situation of the capacity of the Bus Station that can be resolved through optimal coordination of access requests.

Person with reduced mobility (PRM): “any person whose mobility when using transport is reduced due to 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 the adaptation to his or her particular needs of the service made available to all passengers” (cf. Regulation (EU) 181/2011 - CHAPTER I, Art. 3, point j).

Bus Station Information Prospectus (PIA): an essential reference document for regulating access to the Bus Station and defining the related technical/financial conditions of use by carriers, prepared by the manager in order to ensure fairness, non-discrimination, and transparency in the procedures for accessing the Bus Station, in compliance with Art. 37, paragraph 2, letter a) of Law Decree 201/2011, converted into Law 214/2011.

Saturation: a situation in which requests for access to the Bus Station by carriers cannot be adequately met, even if only during certain periods, and which cannot be resolved through optimal coordination of access requests.

Draft contract: a standardized contractual tool that determines the rules, procedures, obligations, and responsibilities with which the parties (Bus Station and carriers/transport operators) must comply or be subject to regarding access to the Bus Station.

Medium- and long-distance services (MLP): medium- and long-distance passenger road transport services of national interest and competence, as defined by Article 3, paragraph 1, letter c), of Legislative Decree 19 November 1997 no. 422: “bus transport services of an international nature, excluding cross-border services, and interregional lines connecting more than two regions”.

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

Local public transport services (TPL): “regional and local public transport services that do not fall within those of national interest, operating on a continuous or periodic basis with pre-established routes, timetables, frequencies, and tariffs, with generalized access, within a territory normally of a regional or sub-regional scale”, understood as urban/suburban or interurban (cf. Legislative Decree 19 November 1997 no. 422, Art. 1, paragraph 2).

Idle parking: the stay of the bus / transport vehicle inside the Bus Station, with relative occupation of dedicated areas, normally for extended periods, for reasons not directly related to service operations, outside operating hours and without passenger movement.

Carrier (or transport operator): “a natural or legal person, other than a tour operator, travel agent or ticket vendor, offering transport services to the general public” (cf. Regulation (EU) 181/2011, Art. 3, letter e).

3. INFRASTRUCTURAL CHARACTERISTICS OF THE BUS STATION

3.1 Location

The headquarters and main pedestrian entrance of the Bologna Bus Station are located at Piazza XX Settembre no. 6; the Bus Station is approximately 300 meters from the Central Railway Station and 1,500 meters from the city center (Piazza Maggiore).

The entrance for transport vehicles (coaches) is at the rear of the main pedestrian entrance, in Via Capo di Lucca, accessible from Viale Angelo Masini.

The yard for idle parking of coaches is located in Via Capo di Lucca, inside the Bus Station.

Annex 1 to this PIA includes the layout of the Bus Station.

3.2 Available spaces and amenities

The total area of the Bologna Bus Station is approximately 17,000 square meters and is divided into four areas:

- the manoeuvring yard;
- the central building (terminal);

- the yard dedicated to idle parking;
- the car park.

Further details regarding these areas and their infrastructural amenities are provided below.

3.2.1 Manoeuvring yard

The manoeuvring yard is dedicated to the arrival and departure of transport vehicles loading and unloading passengers. The following are permitted inside the manoeuvring yard:

- carriers offering local public transport (TPL) services;
- carriers offering medium- and long-distance (MLP) services and general non-TPL scheduled services;
- carriers offering non-regular transport services (tourist and occasional) (NOL).

Additional vehicles authorized by Società Autostazione di Bologna S.r.l., Law Enforcement vehicles, ambulances, and other emergency vehicles are also permitted.

The manoeuvring yard features:

- an arrivals platform of over 170 meters;
- a departures platform, covered by canopies, with 24 bus bays (terminal stands) for coaches. On the platform, passengers also have access to benches, a vending area, a passenger waiting room, a drivers' waiting room (equipped with restrooms and a vending area), paid restrooms for users, and electronic information boards. At the bus bays, horizontal road markings identify and delimit protected pedestrian areas, widened along the right side of the vehicles, intended for passenger boarding and alighting operations;
- a central platform (bus bay 25) for loading/unloading tourist coaches.

The yard is equipped with:

- an illuminated board at the entrance of the yard providing carriers with information on the bus bays to be used;
- traffic lights to regulate internal traffic, specifically: a traffic light regulating access to the bus bays, “small” traffic lights at the bus bays (for reversing authorization), and “large” traffic lights hanging from the departures canopy (for departure authorization);
- an entry barrier and access control cameras (under construction);
- electronic information panels with real-time service information.

The yard is open 24/7 (including holidays) and is permanently manned. Should exceptional events occur requiring a reduction in opening hours, Società Autostazione di Bologna S.r.l. will promptly inform all carriers.

3.2.2 Central building

The central building consists of the following areas:

- administrative area dedicated to Bus Station personnel and offices of other companies;
- foyer used for commercial services and ticket offices (TPER, Itabus, Sais Trasporti, Baltour/Flixbus);
- paid restrooms located at the departure platform. A accessible restroom for disabled persons and a baby changing room equipped with a sink are available;
- new air-conditioned waiting room, equipped with an information monitor showing departing services, located in the new foyer section at the beginning of the departure platform;
- driver room, equipped with restrooms, located at the departure platform and open from 06:00 to 20:00.

Commercial activities:

The Bus Station has always been considered, in its entire complex, as an opportunity to create public utility services related to public transport. For this reason, the economic activity code is unique: “ATECO 52.21.30 (management of bus stations)”, reinforcing its corporate purpose.

In designing the overall modernization of the property, Autostazione established two types of needs to pursue: those strictly linked to carriers and those linked to the needs of the community and users.

Regarding carriers, the choice was confirmed—as is currently the case—to position a row of ticket offices/agencies for national/international routes on the ground floor to serve as a filter between the yard and the building, making them easily identifiable. On the ground floor, a TPER ticket office will also be set up with a dedicated space capable of housing a small waiting area inside, in addition to offices.

For services dedicated to the community and users, Autostazione foresees (some of which are already currently present):

- Tobacconist / Newsagent
- Catering / Bar services
- Small supermarket
- ATM cash dispenser
- Commercial retail (e.g., clothing, gadgets, tech accessories)
- Multifunctional spaces (e.g., study halls, orientation rooms)
- Communal areas for dining and waiting.

The Company also intends to reserve spaces for Law Enforcement agencies (local police, Carabinieri, state police, military) to allow a greater presence of security controls within a critical urban context, due to both the proximity of Montagnola Park and the railway station.

Furthermore, if the Municipality of Bologna deems it useful, the Company is fully available to create a tourist information point within its premises.

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

For any spaces that become vacant, Autostazione will publish an expression of interest on the Company's website.

For additional requests, users can follow procedure “18 - TENANT SELECTION PROCEDURE” available on the Company's website.

Layout 3 is attached.

3.2.3 Yard dedicated to idle parking

Autostazione has an area dedicated to idle parking, where passenger loading/unloading is not permitted.

The area is owned by the Municipality of Bologna and granted in use to Autostazione.

The use of this area by carriers is subject to the continued availability of the area to Autostazione di Bologna.

3.2.4 Car park

The Bus Station is equipped with a paid underground car park for automobiles, with entrance from Viale Angelo Masini (ring road) / start of Via Capo di Lucca. Free parking is allowed for the first 15 minutes after entry to facilitate Kiss & Ride operations.

The square in front of the main entrance of the Bus Station features designated parking spaces reserved for PRM.

The underground car park features “pink spaces” reserved for women.

The underground car park has an operator on site 24/7 and is equipped with a video surveillance system featuring license plate recognition and space-indicator cameras.

Vehicles may use the square in front of the Bus Station for passenger drop-off/pick-up or park in the underground car park managed directly by Autostazione; the underground car park is directly connected to the Bus Station.

4. FINANCIAL CONDITIONS FOR ACCESS

4.1 Financial conditions for scheduled carriers

Access of transport vehicles to the Bus Station incurs a toll fee, which represents the consideration for using the arrivals and departures yard, vehicle access points, and passenger facilities, excluding any idle parking or other services, whose fees are not included in the toll.

Società Autostazione di Bologna S.r.l. determines toll fees based on principles of fairness and non-discrimination among carriers, taking into account the average usage time of bus bays by vehicles operating in different market segments (regional, including provincial TPL, national, and international), the services provided, as well as the net operating and investment costs of the company. The calculation methodology ensures that tariffs cover only the investment and operating costs incurred to guarantee loading and unloading operations for bus lines on the yard. This approach is consistent with the public nature of the Bus Station and the general interest purpose of its core activities, in particular yard management. The scope of eligible cost items for tariff calculation, included in the model, refers exclusively to core operations. The tariff calculation methodology attributes total eligible costs from the approved financial statements to the three market segments.

Daytime and nighttime tolls are distinguished based on the following arrival or departure time slots:

- Daytime: time slot from 04:01 to 20:29;
- Nighttime: time slot from 20:30 to 04:00.

The Company, as resolved by the Shareholder Entities, may increase tariffs following the methodology outlined above and/or increase them solely based on the annual ISTAT index update.

The Company resolved to apply only the ISTAT index increase.

Below is the approved update effective from May 1, 2026:

Table 1: Daytime unit tariffs – effective from May 1, 2026, plus VAT

Unit tariffs	Unit tariff departure (€)	Unit tariff arrival (€)
Provincial and Regional	3.37	3.37
National	7.77	7.77

International	9.32	9.32
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Table 2: Nighttime unit tariffs – effective from May 1, 2026, plus VAT

Unit tariffs	Unit tariff departure (€)	Unit tariff arrival (€)
Provincial and Regional	4.69	4.69
National	10.82	10.82
International	12.98	12.98

Applicable tariffs stipulate that carriers performing both passenger drop-off and pick-up in Bologna within the same line service pay the unit tariff only once.

Payment of the toll is due for all scheduled arrivals, departures, or transits (including duplicate/relief runs), regardless of any service cancellations. However, tolls are not due if the transport operator informs Società Autostazione di Bologna S.r.l. via Certified Email (PEC) at autostazionebo@pec.it or via email at capistazione@autostazionebo.it of the cancellation at least 12 hours prior to the scheduled time.

Amounts due will be invoiced bi-monthly in arrears, based on scheduled transits communicated to Autostazione for the reference two-month period, subject to the provisions of the preceding paragraph.

Payment shall be made via bank transfer within 30 days from the invoice date issued by Autostazione.

Tolls are updated annually by Autostazione di Bologna S.r.l. based on the variables indicated in this article, as well as changes in the ISTAT-FOI index (consumer prices for worker and employee households), including through specific surveys assigned to third-party firms regarding bay usage times, to guarantee equal treatment of carriers.

Any changes to tariff calculation variables must be approved by the Shareholders' Meeting of Autostazione.

Autostazione publishes toll rates on its website.

4.2 Financial conditions for idle parking

The cost for idle parking—which must be requested by the carrier and authorized—for vehicles offering scheduled services is:

- € 60.00 + VAT up to 24 hours from arrival;
- € 25.00 + VAT for each additional 12 hours;
- € 250.00 + VAT weekly;
- € 500.00 + VAT monthly.

Scheduled carriers requiring frequent short idle stays may request annual agreements with Autostazione. Given the limited size of the parking area, Autostazione has entered into an agreement with Tper (the public transport company) to offer parking services to scheduled carriers at the Tper depot located in Via Ferrarese, near the Bus Station. Additional services are available at the Tper depot as per Annex 6. Autostazione acts solely as an intermediary and receives no income from these services. For this reason, rates are set entirely by Tper and may undergo variations as set out in the agreement between Tper and Autostazione di Bologna.

Idle parking is subject to prior reservation and space availability.

4.3 Financial conditions for the exploitation of ticket office premises and advertising spaces

Each transport operator is permitted to manage and promote its services via existing ticket offices in the terminal or, subject to space availability, by leasing space dedicated to customer assistance/information and ticket sales or other commercial services.

Autostazione leases ticket office spaces at Bologna real estate market prices, based on principles of equality and equal treatment. Leasing is governed by Lease Law 392/78 as amended. Contracts will include the obligation to display opening hours, ticket commission rates, and luggage storage regulations/tariffs to the public.

Autostazione does not sell travel tickets and does not manage ticket offices directly.

Requests for ticket office spaces must be sent to Autostazione di Bologna via PEC. Autostazione will grant requested premises where possible or place pending requests on a dedicated waiting list due to lack of space. When spaces become available, Autostazione will notify listed companies of the availability and the procedure to follow.

The list creates no rental priority nor binding obligation on either party, but allows Autostazione to gauge interested companies.

In the event currently leased spaces become vacant or new spaces become available, Autostazione will:

- contact carriers on the waiting list, if any, to inform them;
- publish a notice of available ticket office spaces on its website.

Subsequently, a public notice open to all carrier companies will be published on its website. In case of multiple requests, Autostazione will formulate a ranking list. Scores will be assigned based on the number of active lines/runs serving Bologna, considered an indicator for superior public service.

Leasing advertising space varies in cost depending on type, dimensions, and signage requested:

- Annual fee of € 2,500.00 + VAT for advertising space measuring 2.80 x 0.90 meters, excluding light box and backlighting costs;
- Annual fee of € 1,200.00 + VAT for a 200 x 150 advertising message on rigid backing inside the underground car park;
- Annual fee of € 500.00 + VAT for an 80 x 50 sign on rigid backing in the waiting room.

Invoicing and payment terms are governed by specific contracts between parties.

Additional locations or surface areas may be requested and evaluated by the Board of Directors.

Municipal advertising taxes payable to the Municipality of Bologna are excluded from the rental fee.

4.4 Default interest and penalties

In case of late payment, Autostazione reserves the right to apply default interest under Legislative Decree 231/2002 as amended.

Carriers are required to ensure strict compliance with published timetables and must promptly notify the Movement Office of Bologna Bus Station of delays or cancellations by email/PEC to capistazione@autostazionebo.it or autostazionebo@pec.it between 05:30 and 21:15, or by phone at 3343408659 (active 24/7). Carriers are solely responsible for real-time delay or cancellation communications to passengers. Delays can also be communicated via direct access to timetable screens to allow immediate passenger updates and necessary operational measures. Direct system access for delay entry is available in the carrier portal at www.autostazione.it. Login credentials are issued by Autostazione upon request sent to autostazionebo@pec.it. To enhance user service, Autostazione recently installed a monitor at the departure canopy allowing carriers to link real-time run updates. Autostazione also permits carriers to provide clearly recognizable ground staff to communicate delays to passengers in real time.

In addition to delays and cancellations, carriers must communicate any run modification or suspension via email/PEC at least 24 hours prior.

Carriers must comply with this PIA, the Bologna Bus Station Operating Regulations, and signed contracts. Autostazione di Bologna S.r.l., including through its yard traffic control staff, monitors compliance.

If unwarranted non-compliant behavior is detected, Autostazione di Bologna S.r.l. issues a formal notification report. Interested parties may submit written justifications within a strict deadline of 5 days from receipt. If justifications are deemed insufficient or not received within the deadline, the company reserves the right to apply penalties established by the Board of Directors on September 30, 2026, as detailed in Annex 6.

Autostazione di Bologna S.r.l. undertakes to publish applied penalty amounts on its website.

5. CONDITIONS FOR ACCESS AND USE BY CARRIERS

5.1 Execution of contracts

To access the Bus Station and use its services, scheduled carriers must submit an email request to capistazione@autostazionebo.it or autostazionebo@pec.it.

Carriers without regular route authorization from competent authorities are strictly prohibited from entering the Bus Station.

To request authorization, carriers must submit:

- Customer Data Form (Annex 2 to this PIA), duly completed and signed by the legal representative;
- Valid ID copy (.pdf) of the legal representative;
- Operating timetable program including details for each run (origin, destination, times, dates/frequencies);
- Copies (.pdf) of operating licenses for MLP routes issued by competent authorities (for MLP and non-TPL scheduled carriers);
- Copies (.pdf) of TPL operating authorizations issued by the granting authority (for TPL carriers).

Carriers must also notify Autostazione if operating:

- articulated buses;
- buses with luggage trailers.

Incomplete or incorrect submissions will be notified to the applicant; authorization will not be granted until all requested documents are fully received.

Upon receiving a complete authorization request, Autostazione will draft and send the contract within 30 calendar days to the transport operator, who must return a signed, stamped, and dated copy.

Annex 3 to this PIA contains the standard contract schema sent to transport operators.

By submitting an authorization request, the carrier declares full knowledge and acceptance of this PIA, which forms an integral part of the contract.

Autostazione disclaims all liability regarding fraudulent authorizations provided by carriers.

Once contracts are executed, carriers are listed on the Company website with direct links to their official websites, where available.

Under Resolution 28/2021, the Transport Regulation Authority established new measures regarding passenger complaint handling for rail and bus transport.

These measures apply to:

- service operators;
- digital platform operators (online information/ticket vendors);
- bus station managers.

Accordingly, Autostazione provides a dedicated web page displaying each carrier's data free of charge. Carriers must provide and update relevant client information via links or PDF documents (transport conditions, ticketing, complaint procedures, etc.) to ensure accurate passenger information.

A dedicated section at www.autostazionebo.it allows searching departures from Bologna with links and phone contacts for operating carriers. Interested companies must send a list of served cities and prompt updates to Autostazione.

5.2 Revocation of access authorization to the Bus Station

Access authorization and terminal usage may be revoked by Autostazione di Bologna S.r.l. in cases of:

- loss of Ministry or granting authority operating licenses;
- outstanding debt obligations toward Autostazione di Bologna S.r.l.

Autostazione will notify the Territorial Transport Authority of any revocation.

5.3 Code of conduct for ticket office managers and carriers

Various ticket offices operate within the Bus Station, managed by third parties or carriers, alongside a tobacconist and travel agency where operators can sell tickets, ensuring maximum competition and transparency.

Ticket sales are conducted exclusively by third parties. Autostazione does not sell tickets or operate ticket offices to guarantee total transparency and competition.

Current sales points are shown in Layout 2 attached to the PIA.

Ticket office personnel must:

- be clearly identifiable by public ID badges;
- manage customers transparently and equally, offering professional assistance;
- clearly display ticket prices and any additional fees on issued tickets.

Ticket office managers must:

- display opening hours to the public;
- display ticket service fees, if any;
- request authorization from Autostazione to operate luggage storage and conduct such services in compliance with regulations; pricing and rules must be publicly displayed.

Ticket office managers and third parties are strictly prohibited from promoting routes or selling tickets in common areas or at departure bays. Promotional activities are permitted only inside leased premises or via designated advertising spaces provided by Autostazione.

Printed information desks for carriers are not available due to space constraints, ensuring equal treatment for all carriers serving Bologna.

Autostazione permits transport operators to provide passenger assistance staff, provided they are clearly recognizable.

Ticket office managers must maintain valid insurance coverage. Autostazione shall be held harmless against damages not fully covered by insurance policies. Insurance policy status does not exempt managers from liabilities of any nature.

Traffic rules and carrier conduct regulations:

All scheduled and non-scheduled carriers entering the Bus Station must obey general and specific traffic regulations and road signs.

Entry, exit, circulation, and parking are governed by provisions issued by Autostazione di Bologna S.r.l.

Private passenger cars are strictly prohibited in the operational yard.

Entry must always occur via the north lane (parallel to Viale Masini), while other lanes are reserved for exiting vehicles and maneuvering. Arriving runs always stop at the arrivals platform (parallel to Viale Masini) unless directed otherwise by station staff; departing runs use assigned bus bays.

Vehicle speed must not exceed 15 km/h.

Acoustic signals (horns) are strictly prohibited inside the Bus Station except for immediate safety reasons.

Non-compliant behavior may incur monetary penalties or vehicle towing at the offender's expense.

5.3.1 Internal traffic movements

Vehicle access to departure bays is controlled by traffic lights with pedestrian crossings, displaying green (proceed), yellow (prepare to stop), and red (stop). On yellow lights, crossing vehicles must clear the area rapidly, while vehicles capable of stopping safely before the crossing must stop.

Access to departure bays is permitted subject to green traffic light signals and instructions from station staff (stationmasters).

Reversing out of bus bays 1 to 23 is controlled by “small” traffic lights located at the head of each bay. Reversing maneuvers may begin only when the green light is illuminated. Reversing on a flashing green light is permitted but must be executed promptly.

Reversing maneuvers from bays 1 to 23 must remain within marked lane boundaries without encroaching on adjacent bays.

Upon completing reversing maneuvers, entry into the central corridor to exit the yard is controlled by a “large” traffic light. Entering the central lane is permitted only on a green light.

Departures from bays 24 and 25 are unmanaged by traffic lights; drivers must yield right-of-way to all circulating yard traffic.

In the event of traffic light malfunctions, drivers must exercise extreme caution and strictly follow instructions from Autostazione staff.

5.3.2 Operating procedures for bus bays and parking

Departure and arrival bay assignments are managed dynamically by Autostazione based on operational yard requirements.

Assignments are published on the entry screen board or communicated by Movement Office staff.

Departing buses must enter assigned bays no earlier than 5 minutes before scheduled departure times, unless instructed otherwise; engines must be turned off immediately upon stopping.

Engines must be switched off as soon as the bus reaches the stand. All passenger boarding, alighting, and luggage handling must occur with engines off. Drivers may start engines only immediately prior to departure (within minutes strictly required for startup). Drivers bear direct personal responsibility for compliance. Engine shutdown is mandatory regardless of stay duration or climate control needs. Failure to turn off engines violates:

- Art. 157, paragraph 7-bis, Italian Highway Code (C.d.S.): prohibiting running engines during parking for air conditioning;
- Noise Pollution Framework Law 447/1995 and Municipal Ordinances: environmental fines exceed € 1,000 per violation;
- Art. 659 Italian Penal Code: disturbance of public peace/rest.

Unless otherwise authorized by Autostazione, bay occupancy is permitted only for time strictly necessary for efficient passenger and luggage handling, not exceeding 6.5 minutes for provincial/regional services, 15 minutes for national services, and 18 minutes for international services. Vehicles must minimize stay times.

Autostazione Movement Office staff and access control cameras monitor compliance.

Buses stopping at bays (including bay 25) or arrivals platforms must pull up to the furthest forward point available; following vehicles must queue closely to minimize space; buses must dock close to platforms.

Vehicles entering the Bus Station finding assigned bays or platforms occupied must not stop in unauthorized spaces and must circulate until assigned positions clear, unless directed otherwise.

During bay occupancy (bays 1–24), passenger boarding and alighting may use front and rear right-side doors, provided both open within yellow-marked protected pedestrian areas. Drivers must verify docking safety before opening doors. Left-side doors may be used solely by carrier personnel, except during emergencies. Drivers retain full responsibility for boarding/alighting safety.

Loading or unloading passengers outside designated bus bays or arrival platforms is strictly prohibited.

Vehicle cleaning (internal or external) in the yard or bays is prohibited without prior authorization. Authorized cleaning must not exceed allowed passenger/luggage handling times; waste must be disposed of in designated containers. Station passenger trash bins must not be used for vehicle waste.

Under an agreement between Autostazione and Tper S.p.A., contracted carriers enjoy discounted rates for vehicle maintenance and storage (parking, bus washing, chemical toilet emptying, AdBlue refueling, mechanical maintenance) at Tper's "Ferrarese" depot. On-site vehicle cleaning services are also available. Requests must be submitted through Autostazione.

Disabled vehicles (mechanical failure or other reasons) must be removed from the terminal at the operator's expense as quickly as possible. Emergency minor repairs are permitted only within standard loading timeframes. Autostazione reserves the right to tow vehicles exceeding maximum stay times at the operator's expense.

Carriers are liable for damages caused by their vehicles or drivers to terminal infrastructure, equipment, or persons/property. Autostazione is not liable for third-party damages to parked or transiting vehicles.

5.4 Luggage

Luggage for departing runs must be brought to bays no earlier than 15 minutes before departure; unloaded luggage from arriving runs must be cleared from platforms within 10 minutes of arrival.

Luggage must never be left unattended by drivers, passengers, or third parties.

Drivers must ensure luggage loading/unloading does not expose passengers to safety risks, particularly regarding rear luggage compartments.

5.5 Management of congestion or saturation situations

Congestion or saturation scenarios are managed by Autostazione in compliance with Measure 3 (points 3, 4, and 5) of ART Resolution no. 56/2018.

Autostazione Movement Office staff manages congestion, delays, or vehicle size variations (e.g., articulated buses, trailers) to maintain optimal facility operations.

In case of facility saturation during peak hours (overlapping departure times across multiple carriers), Autostazione applies the following sequential procedure:

- Autostazione guarantees at least 1 departure bay for every requesting carrier;
- In case of saturation, Autostazione directly contacts carriers requesting multiple bays to explain capacity limitations and propose minor schedule adjustments (advancing or delaying departure times);
- If the carrier cannot adjust departure times, Autostazione proposes that excess buses wait at arrivals or in the parking yard until assigned bays clear;
- If agreed by the carrier, the request is accommodated;
- If the carrier refuses, Autostazione convenes all carriers operating in the same time slot to request voluntary schedule adjustments;
- If agreement is reached, new bay allocations are established;
- If no consensus is reached, departure bays are allocated proportionally based on communicated run volumes relative to total facility capacity. Carriers operating a single run retain guaranteed access to 1 departure bay. Autostazione will specify arrival/parking wait times and designated departure bays for excess runs.

5.6 Tourist Buses/NOL: departures, loading/unloading, and coach parking

The Bus Station serves as the pick-up, drop-off, and departure point for tourist buses as requested by the Municipality of Bologna. Non-scheduled tourist bus services utilize bus bay 25.

If tourist coaches require extended parking, rates are published on the website and displayed on site, subject to space availability.

Parking reservations can be made online at www.autostazionebo.it.

The parking area is unmonitored.

Charter coach departures at bay 25 require mandatory reservations submitted at least 48 hours in advance to capistazione@autostazionebo.it, stating date, time, and vehicle count. Canopy availability will be confirmed. Bay occupancy is free up to 15 minutes, after which minimum 5-hour tourist coach parking rates apply.

Continuous charter services (e.g., event shuttles, airport transfers, museum/theater/concert shuttles, workplace routes) require written requests. Monthly invoiced rates mirror scheduled bus tariffs.

6. CONDITIONS FOR ACCESS AND USE BY USERS

6.1 Code of conduct for users

Vehicular and pedestrian traffic flows inside the Bus Station are separated, with pedestrian crossings designated by fixed horizontal and vertical signage. Yellow markings at departure bays define protected passenger areas for boarding and alighting.

Platforms are reserved for passengers and escorts, who must remain within dedicated areas, use marked pedestrian crossings, and strictly observe posted signs and staff instructions.

To protect passenger safety, yellow pedestrian lines mark protected platform zones. Passengers must remain behind markings, approaching buses only when boarding or alighting via front or rear right-side doors located within protected zones.

Passengers are strictly forbidden from entering vehicle traffic lanes, maneuvering zones, or luggage handling areas. Passengers must wait on platforms within marked pedestrian safety zones. Access to immediate vehicle operating areas and traffic lanes for luggage loading/unloading is restricted to authorized carrier personnel operating under Autostazione guidelines.

Access to the terminal is open to passengers, escorts, and commercial patrons. Access to waiting rooms is restricted exclusively to ticketed passengers.

Autostazione accepts no liability for third-party damages, accidents with carriers, or theft affecting persons, belongings (including luggage), or vehicles inside facility grounds.

Lost property found inside the Bus Station must be handed to Autostazione S.r.l. Found items are held until the end of the next business day for owner retrieval before transfer to the Municipality of Bologna Lost Property Office. Official ID documents are handed to Law Enforcement authorities.

A public complaint register is available at the Bus Station for users to submit feedback, complaints, or observations, recording user details, relevant authority reports, and actions taken. Annex 4 contains the complaint form.

Public meetings, assemblies, unauthorized commercial or religious events, and street vending are strictly prohibited unless authorized in writing by Autostazione and reported to authorities.

Installing, displaying, or distributing unauthorized advertising, flyers, or banners of any format is prohibited. Autostazione reserves the right to remove unauthorized advertising at the offender's expense.

Disturbing other terminal users is strictly prohibited.

Behavior or attire violating public decency is prohibited.

Smoking is strictly prohibited in the foyer, waiting rooms, and all posted no-smoking areas.

6.2 Complaints

Regarding complaints under its jurisdiction, AUTOSTAZIONE DI BOLOGNA applies measures outlined in Annex A of ART Resolution 28/2021 concerning rail and bus passenger rights.

Complaints may be submitted via:

- Registered letter with return receipt to: Autostazione di Bologna S.r.l. – Piazza XX Settembre, 6 – 40121, Bologna;
- Email to: autostazione@pec.it (certified delivery) or ufficio@autostazionebo.it;
- In person at the Stationmaster's Office, Piazza XX Settembre, 6.

Official complaint forms in Italian and English are available under “Complaints” at www.autostazionebo.it. Forms must be completed in block letters, accompanied by valid ID copies of the complainant (and proxy, if applicable, with delegation letter) and supporting service documentation. Files must be submitted in .pdf or .jpg format.

Foreign language complaints will receive responses in the language submitted.

To be processed, complaints must include:

- User identity details (name, surname, contact info) and copy of valid ID; proxy delegation and proxy ID if submitted via representative;

- Specific travel details (date, time, route);
- Detailed description of service non-compliance relative to EU/national laws, transport conditions, or the Service Charter.

Complaints submitted without the standard form are accepted if clear, legible, and containing all required information.

Autostazione di Bologna will respond within 30 days of receipt.

If unanswered or unsatisfied, complainants may lodge a second-instance complaint with the Transport Regulation Authority (ART) as detailed below.

If Autostazione responds beyond 30 days, the user is entitled to automatic compensation of € 8.00.

Compensation is not due if complaints lack minimum required information or proper submission methods.

SECOND-INSTANCE COMPLAINTS:

Passengers who submitted a complaint may appeal in second instance—including through passenger representative associations—to the Transport Regulation Authority (ART) regarding alleged violations of Regulation (EU) 181/2011 by Autostazione di Bologna S.r.l.

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

6.3 Video Surveillance

For security purposes, in addition to private security personnel, a 24/7 CCTV surveillance system monitors Piazza XX Settembre, the main terminal building, manoeuvring yard, and car park. Camera feeds are monitored by Movement Office staff for safety and facility management.

Data processing complies with privacy legislation.

Recorded footage is stored for 7 days exclusively for security purposes. Access is granted solely to Law Enforcement agencies following official crime reports. Real-time feed viewing is restricted to designated Autostazione personnel for operational management. Procedure “25 - CCTV FOOTAGE REQUEST PROCEDURE” is available online.

CCTV maintenance is conducted by specialized third-party contractors accompanied by internal Autostazione personnel; contractors have no access to video feeds.

6.4 PRM Accessibility

Bus Station facilities comply fully with accessibility legislation for Persons with Reduced Mobility (PRM).

Access to platforms, passenger boarding areas, restrooms, and the main foyer hosting ticket offices/shops is step-free, equipped with wheelchair access ramps across level differences.

The following PRM assistance services are available:

- Designated meeting point;
- Visually impaired guidance and escort service;
- Wheelchairs available on site (requires an accompanying person);
- Vehicle access to the yard;
- Dedicated accessible restrooms.

Dedicated phone line: +39 334 3408659

Passengers requiring assistance must notify their carrier or travel agency when purchasing tickets; requests will be forwarded to Autostazione.

Assistance requests must reach Autostazione via email at capistazione@autostazionebo.it or phone at +39 334 3408659 at least 36 hours before departure.

A 24/7 dedicated assistance hotline is available at +39 334 3408659.

Passengers requesting assistance must report to the meeting point (Movement Office / Stationmaster Office at the start of departure bays) at least 30 minutes before departure. Station staff will assist passengers to their departure bay.

6.4.1 Accessibility for the visually impaired

The Bus Station building is currently undergoing renovation, including updates to tactile paving and acoustic guidance routes. Visually impaired assistance is available 24/7 at +39 334 3408659.

Movement Office personnel or security staff located at the departure canopy entrance will assist visually impaired passengers. Staff guarantees safe escort from terminal entry to departure bays or from arriving buses to terminal exits.

7. INFORMATION TO THE PUBLIC / INTERMODALITY

For every scheduled run, Autostazione di Bologna S.r.l. displays departure/arrival times, bay numbers, origin/destination, and public notices on prominent electronic display boards inside the terminal.

Autostazione provides transport operators with direct web access to update run information on electronic display boards upon authorization request.

Operators must report delayed or canceled runs via direct web access or to Movement Office staff to ensure accurate public information and smooth facility operations.

Electronic display boards are positioned as follows:

- 2 double-sided panels along the departure platform displaying TPL and MLP departures;
- 1 panel inside the departure canopy access tunnel showing TPL and MLP runs;
- 1 driver panel showing TPL departures;
- 1 waiting room panel displaying departures and delays;
- 2 panels in the TPL driver room and 1 panel in the TPL ticket office;
- 1 real-time delay panel at the start of the departure platform.

Real-time arrivals, departures, and carrier details serving Bologna are accessible on the official website.

The Stationmaster's Office at the head of departure platforms serves as the main point for assistance, information, and emergency management. Public address sound systems are available when needed.

Posting timetable notices or advertisements anywhere on station premises is prohibited without written authorization from Autostazione. Authorized carriers may display timetables only in designated spaces.

Carriers may request free website publication of PDF guides or links detailing transport terms, ticketing, and complaint procedures for passengers.

The TPL ticket office in the main foyer provides local and regional travel assistance, transit passes, and tickets.

A taxi stand is located on the square in front of the Bus Station.

A bicycle storage facility ("Velostazione") offering bike rentals is located 50 meters from the station.

Station amenities include a foyer bar/café with dining seating and self-service food, plus vending machines on departure platforms.

8. DATA PROCESSING

All personal data processed by Autostazione di Bologna S.r.l. is protected under European Privacy Regulation (EU) 2016/679 (GDPR). The Data Controller is Autostazione di Bologna S.r.l. Privacy policies and data subject rights are available at www.autostazionebo.it.

For further information regarding data protection rights, visit the Data Protection Authority website (www.garanteprivacy.it).

9. CODE OF ETHICS, ORGANIZATIONAL MODEL, MANAGEMENT AND CONTROL, REGULATION

Autostazione has adopted a Three-Year Plan for Transparency and Anti-Corruption, a Code of Ethics, and an Organization, Management and Control Model under Legislative Decree 231/2001. Carriers and ticket office operators must review and enforce these documents among employees and contractors, holding Autostazione harmless against non-compliance liabilities.

Shareholders have adopted the Bus Station Regulation (Annex 5), forming an integral part of this PIA.

Documents are published on www.autostazionebo.it.

10. INTERNAL AUDIT SYSTEM AND SERVICE QUALITY CONTROL

10.1 Purposes of the Audit System

Autostazione di Bologna S.r.l. maintains a permanent internal audit system to verify compliance with this PIA, the Service Charter, internal procedures, and commitments made to the Transport Regulation Authority (ART).

The audit system serves as an internal control tool to ensure:

- compliance with ART Resolutions applicable to Bus Stations;
- maintenance of published service quality standards;
- proper functioning of infrastructure and services;
- adherence to PRM accessibility and assistance procedures;
- monitoring complaint management effectiveness;
- continuous process improvement, verifying compliance by carriers and ticket offices.

10.2 Principles of the Control System

Audit activities follow principles of impartiality, audit traceability, transparency, and documented findings. Verifications focus on prompt corrective action and continuous service enhancement.

10.3 Monthly Compliance Audit

Autostazione conducts monthly internal audits using structured verification checklists. Audits verify PIA execution, improvement continuity, passenger facility functionality, and ART regulatory compliance.

Audit execution is assigned to the Stationmaster, with administrative oversight by the Administrative Office. Completed digital checklists are archived for internal review, PIA updates, and semi-annual ART reporting.

10.4 Areas of Verification

Monthly audits cover core operational areas including accessibility, public information, digital communication, complaints, signage, safety, ticket offices, and document compliance.

Accessibility checks verify PRM meeting point signage, assistance systems, tactile paving/maps, high-contrast markings, signal crossings, and barrier-free access.

Public information checks cover real-time displays, passenger rights displays, PA sound systems, and PRM assistance messaging.

Digital communication checks ensure website functionality for complaints, carrier links, Service Charters, and transport terms.

Complaint audits monitor response times, multilingual forms, procedural compliance, and recurring issues.

Signage and safety audits inspect physical condition of directional signs, layout maps, safety pathways, and pedestrian flows.

Ticket office checks ensure public display of fee structures, opening hours, tariffs, and storage rules.

Documentary audits verify Ministry license validity, daily logbook records, and statutory public document updates. Detailed audit items are listed in the “Monthly Audit Checklist” attached to this PIA.

10.5 Management of Non-Conformities

Identified deficiencies or non-conformities are logged with root cause analysis. The Company defines corrective actions, assigns responsible personnel, sets completion deadlines, and verifies resolution during subsequent audit cycles.

Audit findings drive continuous corporate quality improvements.

10.6 Semi-Annual Monitoring Report

Autostazione compiles semi-annual Monitoring Reports detailing ART commitment fulfillment, monthly audit outcomes, corrective actions implemented, and project progress.

Reports incorporate PRM service tracking, complaint metrics, carrier compliance checks, and redevelopment project timelines.

11. PUBLICATION AND UPDATE OF THE PIA

The PIA is published on the official website: www.autostazionebo.it.

Autostazione di Bologna guarantees periodic reviews of station access conditions and operational functionality.

Operating conditions in this PIA undergo annual review by Autostazione di Bologna to assess capacity supply against carrier demand, identifying necessary modifications to preserve non-discriminatory access and passenger rights.

This PIA will be formally transmitted to the Transport Regulation Authority (ART).