

ORIOSHUTTLE TRAVELLING CONDITION

Every passenger must respect the following conditions in order to assure a safe and regular service. **GETTING ON AND OFF.** It is possible to get on and off the bus only at the authorized bus stops throughout the journey and when the bus is stationary. The passenger must notify the driver if a specific bus stop is required in order to stop at the requested bus stop. The passenger must stand at the appropriate bus stop for the destination and to get off the bus must request this to the driver. If all the seats are occupied on the bus, further passenger are not permitted to travel.

TICKETS. Before travelling on the bus, passengers must have a valid ticket. Tickets are sold by the authorized ticket-counters and by the drivers. The ticket must be validated when getting on the bus. If the ticket machine is out of order, passengers must inform the driver and present the ticket to the driver. If the passengers has a seasonal-ticket this must be presented to the driver when getting on the bus. Seasonal-tickets are valid only when presented with an identification card which number must be transcribed on the seasonal-ticket. Tickets must be kept throughout the journey complete and untampered. Tickets are reliable documents. Tickets are not-transferable. Tickets must be presented to our company's personnel upon request.

CHILDREN'S TRANSPORTATION. Children under 2 years of age can travel free, without the purchase of a ticket. Children between two years and eleven years old pay half fare. Children 0-23 months have to travel on bus and minibus according to the prescriptions contained in 172 C.d.S.

PET TRANSPORTATION. Small sized pets can be carried and must be provided with a service of protection such as muzzles, leads, cages etc. Small sized pets are not permitted to occupy a seat, to dirty, cause damage to the bus or harm the passengers. If any of these situations occur, the passenger is responsible for the payment of the damage caused. For every kind of pet, the owners have to purchase a half fare ticket. Dogs for blind people can travel without ticket and protection such as muzzles.

LUGGAGE TRANSPORTATION. Transportation of 2 baggage and 1 hand-luggage (and eventually 1 stroller for person) is included in the ticket fare. For each sporting equipment or for equipment bigger than allowed, passengers have to buy a reduced ticket. We suggest you to bring on board objects of value like camera, pc or money, in order to avoid unpleasant inconveniences. In case of loss or damage, caused by the carrier, art. 2 of the law 8,22,1985 n. 450, will be applied, which rules the refund in € 6.20 per kilos up to a maximum of € 103.29 for each baggage. The loss or damage must be denounced immediately to the personnel when dropping the baggage/baggages off from the bus. In the opposite case, the carrier declines any responsibility about baggage/baggages. A copy of the ticket must be shown when asking for refund.

REGULATION. It is forbidden for passengers to: a) smoke (law n° 584/75) and to be of hinderence; b) To occupy more than one seat and stand in the corridor or near the doors during the journey; c) To trade advertising without the Company's consent; d) to dirty, damage or tamper parts of the bus or its equipment; e) to be under the influence of alcohol, drugs whilst travelling on the bus; f) use the emergency control to regulate the opening of the doors under false alarm; Passengers must respect warnings and orders issued by the Company's personnel in order to assure a safe and regular service. Passengers must remain seated throughout the journey until the bus is stationary. Passengers must occupy the seats available. The Company declines all responsibility in the case of accidents occurred to passengers who do not obey the instructions correctly.

TIMETABLES AND CONNECTIONS. Schedules may be varified during the period of validity. Notices stating changes will be placed at the bus stops and at the ticket-counters. Refund requests are approved in case of

Company delays that involve serious and shown damages to the client. The company will refund the price of the ticket.

VIOLATIONS AND SANCTIONS. Passengers without valid tickets are subject to the payment of administrative sanctions fixed by provincial laws. Passengers who do not respect the regulations above are not permitted to get on the bus or may be asked to get off before the end of the journey by Company's personnel as well as being subjected to penal actions.

LUGGAGE LOST AND FOUND. Lost and found property will be taken to the Autoservizi Locatelli/Air Pullman A.T.I.'s administrative office, via Furietti n. 17, 24.126 Bergamo (Italy), e_mail: info@orioshuttle.com, T.: +39.035.319366, Fax: +39.035.320202 Lost and found property can be collected from Monday to Friday from 08.30 to 12.30 and from 14.30 to 18.30.

COMPLAINTS. Passengers are requested to make complaints in writing to the following address: Autoservizi Locatelli/Air Pullman A.T.I., via Furietti 17, 24.126 Bergamo (Italy), Complaints Office indicating the name and address. Complaints made oral should be made than in writing. e_mail: info@orioshuttle.com, T.: +39.035.319366, Fax: +39.035.320202

SERVICE SUSPENSION. The service can be subject to alteration on Christmas Day.

DISPUTES. Disputes involving not-consumers parties will be referred exclusively to the court of Bergamo.

Note: This regulation is issued in respect to provincial laws.

REV 4 March 2019.