

General Terms and Conditions of Avtobusna postaja Ljubljana d.d.

I. GENERAL PROVISIONS

Article 1

The General Terms and Conditions of Operations of the Avtobusna Postaja Ljubljana d.d. (hereinafter: general terms of operations) define:

- the services of the Avtobusna Postaja Ljubljana (hereinafter: AP) and the manner of their execution,
- the relationship between AP and carriers in regular passenger road transport,
- the relationship between AP and carriers in special regular transport and occasional passenger transport,
- the relationship between AP and passengers in international regular transport.

Article 2

The terms in the general terms of operations mean:

- authorized AP personnel are traffic technologists and AP traffic officers,
- users of AP services are passengers, carriers in regular passenger transport (intercity and international regular transport), carriers in special regular transport, and carriers performing occasional passenger transport.

Article 3

AP performs the reception and dispatch of buses scheduled in the timetable, passengers and luggage, the use of platforms for bus parking, the sale and pre-sale of tickets and seat reservations, the receipt and storage of luggage, provides information about transport to passengers and carriers, receives and forwards unaccompanied luggage and parcels sent by buses, and performs other services related to transport for passengers and carriers.

AP also performs:

- the reception and dispatch of buses operating special regular transport and occasional passenger transport,
- the reception and dispatch of passengers in special regular transport and occasional passenger transport.

AP provides its services under the same conditions for all users, in accordance with these general terms of operations.

II. AP SERVICES AND MANNER OF EXECUTION

Article 4

AP performs its activities according to the business and working hours determined by the AP management and published at the AP headquarters in a visible place.

AP charges for its services according to the published AP Ljubljana Service Price List, which is displayed in the waiting room showcase at AP and on the website www.ap-ljubljana.si, adopted by the AP management.

Article 5

AP receives and dispatches buses at platforms.

Receiving and dispatching a bus means reserving an arrival and/or departure platform and enabling the unobstructed use of the arrival and/or departure platform for the arrivals and/or departures of individual carriers based on submitted permits, announcing the departure and arrival of the bus by audio announcement, and organizing execution at the bus station area in a safe manner.

The term "bus departure" means the departure of a bus from the AP Ljubljana platform as the initial bus station according to the timetable in public line transport or special line transport.

The term "bus arrival" means the arrival of a bus at the AP Ljubljana platform as the final bus station or disembarkation of passengers according to the timetable in public line transport or special line transport.

The term "bus transit" means the use of AP or the AP Ljubljana platform for the arrival of a bus from the initial station according to the timetable to AP Ljubljana and departure from AP Ljubljana according to the same timetable to the final station in public passenger line transport or special line transport.

Article 6

AP enables the use of platforms for parking.

Using the platforms for bus parking means parking the bus of an individual carrier at the designated platform at AP Ljubljana, according to the spatial possibilities of the bus station. Using the platform for parking does not include securing the bus.

Article 7

AP sells tickets, seat reservations, and station services at sales points (counters) marked with sequential numbers and on the website.

Agency or other sales of tickets and reservations for passenger line transport (intercity and international) and ticket reservations in the AP area outside the sales point are not allowed according to the Regulation on the manner of performing the economic public service of public line passenger transport in domestic road transport, on the concession of this service, and on the arrangement of the unified ticket system (hereinafter: the Regulation).

Article 8

AP designates sales points for selling tickets, reservations, and station services in passenger line transport according to needs.

AP sells tickets for international line transport according to the chronological order of events on the same line, except when the passenger requests a ticket for the departure time of a specific carrier. For intercity line transport, AP sells tickets for the selected day or desired time frame.

In international line transport, the carrier is obliged to accept a passenger with a ticket, reservation, and station service on the bus and provide them with a seat. In intercity line transport, a passenger with a purchased ticket and station service is not guaranteed a seat in the carrier's bus.

Article 9

Authorized AP personnel supervise the manner of ticket and reservation sales in the AP area.

Article 10

Tickets for passenger line transport are sold in international line transport according to the carriers' price lists and in intercity line transport in accordance with the Tariff for fares (Official Gazette of the Republic of Slovenia, No. 109/21, 181/21, 54/22 – ZUJPP, 56/22, and 48/23).

Article 11

AP receives and issues luggage in the luggage storage room. The storage conditions are posted in a visible place.

In case of lost luggage, AP guarantees up to the value of 35 EUR per piece of luggage.

Article 12

Information about bus transport and other complementary services is provided by operators in the call center. Announcements about bus departures and other announcements related to bus transport are made by AP traffic officers using an audio device.

The station service fee is charged with each purchase and issuance of a ticket for intercity or international line transport and includes collecting and providing information about bus transport to all interested participants.

Article 13

AP designates platforms for all arrivals and departures of buses in passenger line transport, special line transport, and occasional passenger transport.

Article 14

If AP cannot provide another transport in international line transport, AP refunds the ticket price to the passenger at the carrier's expense.

Article 15

If an authorized AP person determines that the driver or conductor is unable to safely perform their duties, they inform the carrier in passenger line transport, special line

transport, or occasional passenger transport to replace the driver or conductor with another person of the same or another carrier.

If the carrier does not comply with the instructions of the authorized AP person, they inform the competent internal affairs authorities.

Any costs claimed by passengers will be borne by the carrier.

Article 16

The AP traffic office keeps records of bus arrivals and departures (traffic log) and confirms the arrival and departure times on the carriers' transport documents or issues a certificate.

The traffic office also keeps a report book, in which all significant deviations from the timetable and the reasons for deviations, if they can be determined immediately, and other events related to the operation of AP and carriers, are recorded.

Article 17

Violations of the timetable, safety, and provisions of these general terms of operations caused by carrier personnel in passenger line transport, special line transport, or occasional passenger transport, detected by AP employees, are reported by AP to carriers in passenger line transport, special line transport, and occasional passenger transport.

Article 18

Vehicles in passenger line transport, special line transport, and occasional passenger transport are allowed access to the AP area under the conditions of Article 29 of these General Terms of Operations and vehicles with an AP permit.

A carrier in passenger line transport and special line transport has the right to use the bus station when the carrier submits to AP permits and price lists for the lines, thereby it is considered that AP and the carrier have concluded a contract regarding the reception and dispatch of buses scheduled in the timetable, passengers, and luggage, in accordance with these general terms of operations.

Upon the arrival of the bus at AP and after the end of the journey, the bus staff must, after reporting to the traffic office, disembarking passengers, and issuing luggage, drive the bus off the platform and leave the AP area within five minutes of the bus's arrival at the AP area. Stopping and parking buses or other vehicles on the platforms is not allowed.

In the event of a vehicle stop contrary to the previous paragraphs of this article, the authorized AP personnel inform the competent authorities, and AP is entitled to compensation according to the AP Ljubljana Service Price List.

III. RELATIONSHIP BETWEEN AP, PASSENGER LINE TRANSPORT CARRIERS, SPECIAL LINE TRANSPORT CARRIERS, AND OCCASIONAL PASSENGER TRANSPORT CARRIERS

Article 19

A carrier in passenger line transport, special line transport, and occasional passenger transport is obliged to ensure compliance with these general terms of operation and to acquaint the driving staff with them.

Article 20

Cleaning of buses and performing other tasks that pollute the area are not allowed in the AP area.

Vehicles in the AP area must have their engines turned off. The vehicle's engine may only be started immediately before the bus departure.

Reversing is prohibited in the AP area.

The speed limit for buses in the AP area is 20 km/h.

Article 21

Bus positioning on platforms and their departures, as predetermined by AP, must be punctual, in accordance with these general terms of operation and the timetable.

Bus positioning at the predetermined departure platform must be reported by the bus staff to the AP traffic office and must comply with the instructions of the AP dispatcher or traffic technologist. The departure signal for the bus is given by the AP dispatcher.

Article 22

The carrier may ensure the positioning of technically capable buses for all lines at the platform with departures from Ljubljana 15 minutes before the scheduled departure in intercity and international line transport.

In special line transport or occasional passenger transport, the carrier may ensure the positioning of technically capable buses at the platform with departures from Ljubljana:

- 15 minutes before the scheduled departure in special line transport
- 10 minutes before the scheduled departure in occasional passenger transport, unless otherwise specified in the carrier's contract with AP.

Article 23

The simultaneous departure of two or more buses for the same line (bis ride) must be timely reported by the carrier in passenger line transport to AP, at least 4 (four) hours before the scheduled departure, or 12 (twelve) hours in advance if the departure is before 12:00 the next day.

If the carrier does not timely notify about the bis ride, the provision of the third paragraph of Article 18 applies.

If the carrier timely notifies about the bus ride and does not execute it, AP ensures the transport at the carrier's expense, based on the carrier's written consent.

Article 24

Buses must stand at the platform designated by AP and allow safe boarding or alighting of passengers and the arrangement of other matters related to transport.

The bus staff must be at the bus to provide information or assistance to passengers when boarding or alighting and organizing passengers and storing luggage.

From the time of positioning to the departure of the bus, the bus staff, other carrier personnel, or third parties commissioned by the carrier must not sell tickets in front of the bus or on the bus. Passengers are directed to purchase tickets at the AP counter.

Article 25

Transit buses must report their arrival and positioning at the departure platform to the traffic office and may stay at the platform for a maximum of 30 minutes.

Article 26

The carrier must deliver the timetable and price lists with passenger and luggage transport conditions to AP at least 15 days before the effective date of the timetable, as well as all changes to timetables or price lists in accordance with the valid Road Transport Act and other sub-legal acts.

Article 27

The carrier must provide AP with all types of transport documents for international line transport for sale, under the conditions and prices it uses, or in accordance with a written cooperation agreement.

The Public Passenger Transport Management Company (hereinafter: DUJPP) is obliged to enable AP to sell all IJPP products valid in intercity line transport under conditions agreed with AP in a written ticket sales agreement.

Article 28

AP services are charged and paid for passenger line transport in accordance with a written business cooperation agreement.

If the agreement is not concluded, the carrier is obliged to pay for AP services according to the AP Ljubljana Service Price List on the spot or within 8 (eight) days from the invoice date.

Article 29

A carrier in special line transport and occasional passenger transport must conclude a written business cooperation agreement with AP in advance (hereinafter: the agreement). If the agreement is not concluded, the user is obliged to pay for AP services according to the AP Ljubljana Service Price List directly upon the bus's arrival at AP or before departure from AP, to the AP dispatcher or traffic technologist. A carrier in special line transport and occasional passenger transport, who does not have a written agreement with AP and stops the vehicle in the AP area contrary to the provisions of the general terms of operation, must immediately

remove the vehicle at the request of the authorized AP personnel. If this is not done, the authorized AP personnel will order the removal of the vehicle at the carrier's expense. Additionally, the carrier must pay a compensation fee for unauthorized use of the platform, amounting to 200.00 EUR for each started hour of unauthorized use.

IV. RELATIONSHIP BETWEEN AP AND PASSENGERS

Article 30

A passenger in international line transport pays for seat reservation and station service when purchasing a ticket, thus gaining the right to a seat on the bus. Passengers in international line transport without a pre-purchased ticket, confirmation of a return ticket not confirmed by AP, and thus also without a seat reservation, are not guaranteed a seat on the bus. If the carrier, in accordance with the third paragraph of Article 8 of these general terms, fails to provide a seat on the bus and does not accept the passenger, the passenger will be arranged for the next transport with the same carrier or will be refunded the purchase price.

A passenger in intercity line transport pays the station service when purchasing an IJPP ticket.

Article 31

A seat in the bus for international line transport can be reserved by the passenger at AP 30 days before the intended transport. The reservation must be claimed at least 6 (six) hours before the scheduled departure in international line transport at AP sales points, otherwise the reservation is not valid.

Before holidays and during school vacations, the passenger must claim the reservation 24 hours before the scheduled start of the journey.

Article 32

In accordance with the valid Regulation, a passenger must purchase a ticket for intercity line transport before boarding the bus at AP sales points or via the AP website.

A passenger without a purchased ticket must not board the bus and is obliged to show the ticket before boarding the bus upon the request of the bus staff or authorized AP personnel.

Article 33

If a passenger cancels a journey in international line transport, AP will refund the fare if the ticket is returned at least 6 hours before the scheduled departure of the bus in international line transport.

If the scheduled departure of the bus in international line transport is up to 07:00 in the morning, the passenger must return the ticket the day before. If the scheduled departure of the bus is between 22:00 and 05:15, the passenger must return the ticket at AP sales points before 22:00. In case of ticket cancellation, AP retains 10% of the ticket price for its costs. The difference up to the full ticket price is refunded to the passenger.

The paid seat reservation and the paid station service to AP are not refunded to the passenger upon fare refund.

Article 34

If a passenger cancels a journey in intercity line transport, AP will refund the fare if the ticket has not been used and the passenger requests the fare back on the day of purchase. In case of journey cancellation and submission of a paper ticket, the passenger must present the coupon and the stub.

If the passenger has used the ticket, they are not entitled to a fare refund.

If the passenger cancels an unused subsidized monthly or annual ticket before its validity starts, on the day of purchase, or during the validity period, AP refunds the entire payment amount.

If the passenger cancels a subsidized annual ticket during its validity period, AP cancels it with the last day of the current month and refunds the payment amount proportionately for unused months. AP refunds the payment amount as the difference between the payment amount for the subsidized annual ticket and the price of the subsidized monthly ticket or the subsidized monthly ticket for ten rides per month, paid by the passenger, for the months of actual use of the subsidized ticket.

If the passenger requests a change of the subsidized ticket by submitting a new application, AP cancels the existing ticket and makes the change.

If the passenger cancels the application based on which subsidized tickets have already been issued and the payment made, and submits a new application, AP considers the payment for subsidized tickets based on the cancelled application in the new application.

If the passenger loses or has the subsidized ticket stolen, AP issues a replacement.

Article 35

The passenger must ensure to board the correct bus at AP.

Article 36

Passengers can store all luggage at the AP luggage storage room, except explosive, flammable, and perishable items, money, and valuables (jewelry, gold...). The conditions for storing luggage are posted in the luggage storage room.

Article 37

In the AP area, passengers are responsible for their personal safety and belongings. In case of threats to passenger safety, authorized AP personnel report violations to the competent internal affairs authorities.

V. TRANSITIONAL AND FINAL PROVISIONS

Article 38

The management of AP shall adopt, in accordance with the general terms of business, the necessary acts related to the organization of work, business and working hours, the AP Ljubljana Service Price List, and other acts regulating relations between service users and AP.

The AP management is responsible for adopting amendments and supplements to the General Terms of Business.

Ljubljana, July 01, 2024

Director of AP:
Marjan Kotor