



TRAVEL DOCUMENT CONDITION

These Travel Document Conditions govern the passenger transport service by road on the route Treviso Airport - Mestre Station - Venice Tronchetto made by Barzi Service Srl with headquarters in Via San Marco, 5 - 31052 Candelù di Maserada Sul Piave (TV) - VAT number 00176560266 - Telephone 0422 686083 - Website www.barziservice.com

ART. 1 DUTY OF TRANSPORT

Barzi Service undertakes to transport the person with a valid travel document on the route purchased. The transport of:

- * Dangerous goods, explosive or flammable materials is strictly prohibited;
- * Pets and not;
- * Liquids in general inside the luggage;

In case of violation of these prescriptions, Barzi Service can legitimately refuse the transport.

ART. 2 TRAVEL INFORMATION

Barzi Service guarantees information on its scheduled services. The published times may vary and therefore it is required to ask for confirmation the day before departure. The information is provided by means of the official timetable, on the website www.barziservice.com, at authorized ticket offices and through our offices on 0422 686083. You can obtain information on:

- * Travel conditions;
- * Timetables, costs;
- * Modification of lines, cancellation of routes, etc .;
- * Any interruptions or delays in the service;
- * Procedures for complaints, cancellation of securities, refunds.

ART. 3 RULES OF CONDUCT

3.1. Passenger's obligations

Passengers are obliged to:

- a) comply with travel requirements relating to police, health, customs, administrative authorities, health regulations, etc .;
- b) have a valid identity document with you (identity card or passport);
- c) check in advance the data indicated on the ticket (travel date, time, fare, place of departure and arrival); d. to comply with the warnings, invitations and provisions of the on-board personnel issued for the safety and regularity of the service;
- d) remain seated when the bus is in motion;
- e) do not smoke on board the bus, both in the passenger compartment and in closed spaces (toilets), including electronic lines;
- f) do not consume alcohol or substances in general that may alter their psychomotor skills;
- g) keep a conduct based on the rules of good behavior;
- h) use the necessary precautions and ensure, as far as it depends on him, his own safety and safety and of the people and baggage that are in his custody.
- i) the passenger traveling with a child of child seat age is required to take care of the child himself, who will go to the bus seat belts.

The company declines all responsibility in the event of accidents suffered by passengers who have not complied with the aforementioned requirements.

3.2 Removal of the passenger

The passenger is not allowed to travel, and during the journey itself may be removed without the right to a refund of the price paid for the ticket, in the event that it represents a danger to the safety of the bus operator passengers or causes serious disturbance to other passengers.

3.3 Damage caused by passengers

The passenger is liable to Barzi Service for any damage caused to the bus; in case of voluntary damage, Barzi Service reserves the right to file any complaint in accordance with the law.

3.4 Passenger Responsibilities

Passengers are responsible for:

- a) Present themselves at the departure point at least at the scheduled time;
- b) Check the departure time through the offices;
- c) keep the travel document carefully to avoid loss, destruction and theft;
- d) Put your data on your baggage (Name, Surname, Place of departure and arrival, mobile and / or fixed telephone number);
- e) Check when boarding the bus where your luggage is stored;
- f) Check at the time of getting off the bus that you have taken with you all the luggage stored both in the passenger compartment and in the trunk;
- g) Any damage to luggage must be reported to the driver at the time of disembarkation to verify responsibility together.

ART. 4 TRANSPORT OF MINORS

Children under the age of 14 are not allowed to be transported unless accompanied by an adult. For minors between the ages of 14 and 18, a written authorization must be issued by written by parents or guardians; the on-board staff may ask the passenger to show a valid identity document.

ART. 5 TRAVEL TITLES

5.1. Introduction and purchase of the travel document

Passengers are entitled to the transport service by Barzi Service only if in possession of a valid travel document in their name, for the route, date and time of departure indicated. Local variations of ascent and / or descent or inversion of the route are not allowed. The Passenger is therefore not entitled to a transport service other than that indicated on the ticket. The ticket can be for a single journey, for a round trip. The ticket contains all the information necessary to define the content of the transport contract. When purchasing the ticket, before completing the transaction, whether it is an online purchase or from resellers, the Passenger is required to immediately verify the accuracy of the data contained therein, with particular reference to the name indicated, to the price paid, to the section, at the date and time of departure; he must also ensure that the price paid corresponds to that shown on the ticket.

5.2. Conditions of use The ticket:

- * must be shown when boarding the bus and at any request by the on-board staff for checking and validation;

- * is valid for the day and the route indicated;
- * it is valid only if it is intact and complete in all its parts;
- * manually issued tickets must contain the stamp, if issued by a ticket office, or the name of the staff if issued by the crew;
- * must be purchased at affiliated retail outlets or online on the website www.barziservice.com; only in case of availability of seats, the purchase of the ticket can be made on board the bus, with payment of the amount due to the on-board staff.

5.3. The ticket cannot be used

The ticket cannot be used, therefore the passenger does not have the right to transport nor can he claim to continue the journey, in the event that:

- * the ticket has been illegally transferred or marketed;
- * the price of the transport has not been paid in whole or in part;

5.4. Regularization of the travel document on board

The passenger must be in possession of a valid travel document for the date and route of departure. If not, he will have to regularize his position on board by paying the ticket at the ordinary rate. The passenger is required to pay all the above amounts due on board the bus. Otherwise he cannot make the trip.

5.5. Type of travel tickets

The ticket can be purchased for a single journey (single journey), for a round trip. The return tickets cannot be issued without indicating the return date, and will be valid for a period not exceeding 10 days.

5.6. Change of departure date

Up to 48 hours before the scheduled departure time, the passenger can request a change of the departure date at no additional cost, by calling our office on the telephone number 0039 348 8367185 (active every day from 8, 30 at 19.30), by contacting an authorized reseller or through the website www.linkavel.com. In all cases, the passenger must provide the travel document code (PNR) and his / her name. Only one date change is allowed.

5.7. Reimbursement of the travel document

If the passenger renounces the transport, he may request a refund. The refund request must be communicated within 48 before the departure time, by calling our office (tel. 0039 348 836 7185). Refund requests received after this deadline will not be accepted. The request must be accompanied by a copy of the travel document for which reimbursement is requested, showing the name of the passenger and the IBAN code of the bank account on which to make the reimbursement or e-mail address for reimbursements via paypal. The refund will not be made in the absence of the communication of the data requested above. In the presence of a "round trip" ticket, for which the reimbursement of only one leg is requested, the reimbursement value is given by the difference between the total cost of the return ticket and the cost of the return ticket. single journey, minus the aforementioned penalty. Refunds are not permitted for lost or deteriorated securities, for which a date change, time change has been made. The refund of the travel document will be made within 1 month from the date of receipt of the request, except in cases that may require further information

ART. 6 OBLIGATIONS AND RESPONSIBILITIES OF BARZI SERVICE

6.1. Delays

Barzi Service is not responsible for delays or missed connections, due to causes not attributable to the same company and in general for any event independent of one's will (such as strikes, bad weather, mechanical failures , traffic, road conditions, checks by the authorities, fortuitous events and force majeure).

6.2 Luggage stored in the passenger compartment

Hand luggage and objects of any kind allowed on board the bus remain in the exclusive custody of the traveler.

6.3 Baggage kept in the trunk

Barzi Service is not liable for lost baggage and any valuables contained therein (for example, money, securities, art objects, precious and similar objects), when the fact is due to:

- a) negligence of the passenger in affixing all the data on the baggage itself as required in art. 3.4;

- b) when the baggage was taken by another passenger, despite the fact that the data required by art. 3.4
- c) when the luggage has been forgotten by the passenger on the bus at the time of his disembarkation.

ART. 7 LUGGAGE

7.1 Baggage to be stored in the passenger compartment

Passengers are entitled to free transport at their own risk of a hand baggage with a maximum size of 40x30x15 cm and a weight not exceeding 5 kg to be placed, under their own responsibility, under their seat inside the bus. It is forbidden to put this baggage on the hatbox, this can only be used for storing jackets and cushions.

7.2 Baggage to be kept in the luggage compartment

The passenger is also entitled to free transport at his / her own risk of an additional two pieces of luggage with a maximum size of cm. 170 (length + depth + width) and weighing no more than 15 kg. Luggage is stored in the luggage compartment of the bus and must bear a clear and legible indication of the passenger's name, address and telephone number, as required from art. 3.4.

7.3 Baggage content and liability for damage

Passengers are prohibited from placing items in their baggage that may cause damage such as liquids in general, dangerous or noxious goods, as well as flammable material. Barzi Service reserves the right to claim against the traveler for any damage caused by the contents of his baggage to the bus or to the baggage of other passengers or to the passengers themselves, in case of damage the owner of the responsible baggage will be obliged to compensate the injured person, in this regard, he will be forced to indicate all his data to the on-board personnel in order to deliver them to the injured party. It is the responsibility of the traveler if he puts fragile objects, money, valuables, art objects, precious and similar objects in the stowed baggage. Barzi Service is not responsible for their deterioration or loss, if not due to objective responsibilities of the same.

7.4 Loss of baggage exchange and related delivery costs

Passengers who have suffered the loss / exchange of baggage stored in the trunk must have the loss or damage ascertained by the on-board personnel upon arrival at the stop. In the event that

the lost baggage is found, the delivery costs of the same will be charged to the passenger if the data referred to in art. 3.4. In the event that a passenger accidentally exchanges baggage, despite the fact that it is marked with all the data required by art. 3.4, the delivery costs will be borne by the passenger who took the baggage from someone else. In this case the passenger is obliged to contact our offices (tel. 0422 686083 or e-mail: info@barziservice.com) to communicate the accidental exchange of the baggage, and send it by express courier to the legitimate owner. If the passenger has exchanged their baggage with that of another, and the data referred to in art. 3.4 delivery costs are borne by those who have taken the luggage of others without possibly checking its contents to ascertain their ownership. The delivery of your baggage forgotten on the bus will always be the responsibility of the same passenger who took the wrong baggage, the delivery methods can be agreed with the Barzi Service.

7.5 Damage or loss of baggage

The passenger, who has suffered damage or loss of baggage, in the absence of immediate resolution of the problem with the on-board staff, is required to formalize what happened to Barzi Service, by sending a no later than more than 2 days from the end of the trip, by e-mail info@barziservice.com. Reports received after this deadline cannot be taken into consideration. In the event of loss or damage attributable to Barzi Service, the maximum compensation is € 100.00 in cash.

ART. 8 ANIMALS TRANSPORT

The passenger cannot bring live and non-live pets with him, with the exception of guide dogs for blind passengers, in which case the passenger is responsible for supervising the transported animal for the entire duration of the transport, and is exclusively responsible for any damage to people and things caused by his own animal. In any case, seat occupancy is not permitted by placing the pet carrier on it: the seat remains available to the passenger only. The transport of guide dogs must be communicated to our office when booking / purchasing the ticket. In the event that the animal disturbs other passengers (due to allergy problems, etc.) on the recommendation of the on-board staff, the passenger with his animal is required to occupy another seat that may be available. The full rate is applied to the transport of the animal.

ART. 9 COMPLAINTS

Passengers can submit suggestions or complaints, either on the website www.barziservice.com or by e-mail (info@barziservice.com).