

Pursuant to Article 30, paragraph 2 of the Utilities Act (Official Gazette numbers 68/18 and 110/18), and Article 4, paragraph 1, item 3, and Article 10, paragraph 1, item 9 of the Decision on utility services by the Zadar City Council (Official paper of the City of Zadar number 1/2019), the Zadar City Council's Consent Class: 024-01/19-01/08, Registry No.: 2198/01-1-19-5 adopted on the 20th session on 30 July 2019 and Article 4 paragraph 1 item 31 and Article 34 paragraph 1 indent 3 of the Road Transport Act (Official Gazette number 41/18) Liburnija d.o.o. Zadar, Ante Starčevića 1, OIB [Personal Identification Number] 03655700167, as the provider of passenger transport utility services, represented by the manager Edvin Šimunov, LLB on 30 July 2019 in Zadar adopts the following

GENERAL CONDITIONS OF PASSENGER TRANSPORT

BASIC PROVISIONS

Article 1

These General conditions of passenger transport (hereinafter: General conditions) determine the rights and obligations between Liburnija d.o.o. as a the provider of passenger transport utility services (hereinafter: carrier) and the passenger who uses the carrier's services in the scheduled road transport in the city of Zadar and in the Zadar County (hereinafter: the transport area), and the conditions under which the carrier will provide transport services to the passenger and his luggage as well as the method of calculating, billing and paying for the provided service.

TRANSPORT CONTRACT

Article 2

Under the Transport Contract, the carrier undertakes to safely transport the passenger and his luggage according to the agreed route and the published timetable, while the passenger undertakes to pay the transport fee to the carrier.

The Transport Contract may be concluded between the carrier and the customer in which case the customer undertakes to pay the transport fee.

The existence of a Transport Contract is evidenced by the presence of a ticket.

TICKET TYPES, USES AND MEANS OF TICKETING

Article 3

In the city of Zadar area, the carrier applies the following methods of charging for transport:

- Tickets for a single journey (purchased in the bus) and two-way tickets (purchased from contracted sellers).
Correctly validated tickets are also valid when transferring exclusively in the same direction within 50 minutes.
- Monthly pupil, student and pensioners city tickets (bus passes) are valid with the purchased stamp for the current month (issuing bus passes and purchasing monthly stamps is done at the carrier's points of sale).
- Yearly pupil city tickets (issuing of tickets is done at the carrier's points of sale).

MUTUAL RIGHTS AND OBLIGATIONS

Article 4

Persons residing in the city of Zadar area have the right to free public city transport after presenting a valid personalized ticket, and they are classified into the following categories of transport service users:

- Full-time students of the University of Zadar;
- Persons over the age of 65 who are not entitled to a pension;
- Pensioners whose monthly pension does not exceed the amount of HRK 2,750.00;
- Family members of "permanent assistance" beneficiaries who are full-time students;
- Members of the following citizens' associations:
 - Association of Parents of Fallen Croatian War Veterans;
 - Association of Veterans with PTSD;
 - Association of Civilian Victims of the Croatian War of Independence;
 - Association of Persons with Physical Disabilities in Zadar;
 - "Svjetlo" Association for the Care for Persons with Mental Disabilities.

Article 5

The validity of issued tickets for transport users referred to in Article 4 of these General conditions is determined by the time limit indicated on the ticket or until revoked.

Article 6

The following have right to free public transport, i.e. transport without a ticket:

- Children up to the age of five accompanied by an adult (up to three children);
- Blind persons with a membership card of the Croatian Association of the Blind and their entourage;
- Police officers in official uniforms;
- Municipal services monitoring officers with cards.

Article 7

In the Zadar County area the carrier applies the following method of charging for transport:

- The suburban transportation uses one-way tickets (purchased in the bus or at the carrier's points of sale).
- Monthly pupil, student and worker suburban tickets (bus passes) are valid with the purchased stamp for the current month (issuing bus passes and purchasing monthly stamps is done at the carrier's points of sale).
- Yearly pupil suburban tickets (issuing of tickets is done at the carrier's points of sale).

Monthly pupil, student and worker suburban bus tickets with the purchased stamp for the current month can be used (are valid) only on the specified route to the suburb, but also on all city routes.

Article 8

The following categories of transport service users are entitled to free public **suburban** transport without buying a ticket:

- Children up to the age of 5 accompanied by an adult (maximum three children);
- Blind persons with a membership card of the Croatian Association of the Blind and their entourage;
- Police officers in official uniforms;
- Municipal services monitoring officers with cards.

Article 9

In the area of the islands of Iž, Ugljan, Pašman and Dugi otok, the carrier applies the following method of charging for transport:

- One-way tickets (purchased in the bus) are used for island transport.
- Monthly pupil, student and worker island tickets (bus passes) are valid with the purchased stamp for the current month (issuing bus passes and purchasing monthly stamps is done at the carrier's points of sale).
- Yearly pupil island tickets (issuing of tickets is done at the carrier's points of sale).

Monthly pupil, student and worker island bus tickets (bus passes) with the purchased stamp for the current month can be used (are valid) only on the specified island route, but also on all city routes.

Article 10

The following category of transport service users is entitled to free bus transport on the islands upon presentation of a valid personalized ticket:

- Pensioners under 65 years of age with residence on the island.

Article 11

The following have right to free public transport on the islands, i.e. transport without a ticket:

- Children up to the age of five accompanied by adults (maximum three children);
- Blind persons with a membership card of the Croatian Association of the Blind and their entourage;
- Persons over the age of 65 with a permanent residence on the island upon presentation of the identity card;
- Police officers in official uniforms;
- Municipal services monitoring officers with cards.

Article 12

Issuance and sale of monthly tickets and stamps for the following month begins three working days before the beginning of the month, and they become valid starting from the first day of the month.

Valid monthly and yearly tickets must contain correct personal information and a photo of the passenger, while monthly tickets (bus passes) must also have a stamp of the current month with the appropriate bus pass number.

Article 13

A traveler who has a valid monthly bus pass for the previous month can use it for the first three working days of the following month, after which he must buy a new stamp.

A passenger who loses or damages his annual or monthly bus pass is required to immediately report it to the carrier who will issue a new bus pass to the passenger within three working days with the payment of production costs, except in cases of violation or misuse of the disputed pass by the passenger or a third party.

Article 14

When entering/exiting the bus, the passenger is obliged to use marked starting and ending bus stops, i.e. in-between bus stops on the line on which the bus runs, except in cases of force majeure.

Article 15

The passenger is required to show a valid ticket to the driver or ticket collector when entering the vehicle. If the passenger does not have a valid ticket, he is required to buy it from the driver.

The passenger is required to prepare small change for the purchase of a ticket in the carrier's vehicle.

Paper one-way and two-way travel tickets in public transport purchased from the driver and contracted sellers are punched immediately upon entering the vehicle at the so-called ticket punch machine.

A passenger who received a halved travel ticket during the trip (in case of malfunction of the ticket punch machine) has the right to request a written confirmation at the ticket office of the carrier with all information about the transport (direction, price, date, hour, etc.) to justify travel costs, etc.

The passenger is required to keep the undamaged travel ticket until the end of the trip, and to show it to the ticket collector upon request.

Article 16

The passenger is required to compensate the damage to the vehicle of the carrier which he personally, or his luggage, intentionally or accidentally caused, except when it comes to damage which the passenger could not influence.

If the passenger pollutes the bus intentionally or due to gross negligence, he is required to pay for the cleaning of the bus in the amount of the actual costs.

The passenger is required to compensate for the damage caused due to his own fault.

Article 17

During the ride and stay in the vehicle, the passenger is not allowed to do the following:

- Travel without a valid ticket;
- Interfere with the collection and control of tickets;
- Disturb driving, traffic and control personnel in the performance of their work tasks;
- Disturb and harass other passengers;
- Enter the vehicle in cases where the driver displayed a notice prohibiting entry due to occupancy or force majeure;
- Smoke in the vehicle, consume food and beverages, throw waste that can damage and pollute the vehicle;
- Damage or steal any part of the vehicle and its markings;
- Enter the vehicle dressed improperly or in unclean clothing and footwear that may contaminate the vehicle;
- Enter/exit the vehicle in undesignated places or during the movement of the vehicle;
- Bring objects and materials into the vehicle that could injure passengers, impair their health and damage the vehicle;
- Bring animals into the vehicle, other than guide dogs for blind people, therapeutic and rehabilitation dogs.

During the transport, the driving and control personnel of the carrier may exclude passengers from the transport if:

- They are disturbing the peace and order in the vehicle;
- They are jeopardising road safety;
- They are interfering with the work of the personnel;
- They are interfering with the work of the control personnel;
- They are rude to passengers and/or driving personnel.

Article 18

The carrier determines the timetable and transport price for all routes, and publishes them in an appropriate manner, via the Internet or at authorized points of sale.

When determining the transport sales prices, the carrier can take into consideration the commercial benefits for certain passenger categories, but not all commercial benefits of the carrier may be available on all routes of the same line or on the same routes of different lines.

The carrier is obliged to maintain bus lines in accordance with the timetable and the given direction, except in cases of traffic accidents, traffic regulations, etc.

The carrier's driver is obliged to control the validity of tickets, and issue and charge the passengers, who do not possess the ticket or whose ticket is invalid, for tickets on the requested route.

In case of ticket punch machine malfunction in a city bus, the driver is obliged to halve the ticket and give the passenger the part of the ticket containing the batch number.

In case of ticketing machine malfunction in a suburban bus, the driver is obliged to issue the passenger written tickets, the so-called "blanks" containing all the data (direction, price, date, time, etc.) to justify travel costs, etc.

The carrier's driver must not allow into the vehicle a person who is visibly intoxicated, and a person whose behavior or luggage could endanger the safety and hygiene of passengers and their vehicle.

The carrier's driver must not allow into the vehicle an unaccompanied person under the age of 5.

Article 19

Control personnel has the right to control the validity of tickets on all of the carrier's lines.

Control personnel is obliged to announce the control of tickets to the passengers in the vehicle, and present them with an official identification card.

A controller who encounters a passenger without a ticket or with a defective ticket in a carrier's vehicle has the right to request reliable information about his identity, confiscate his faulty ticket, and inform the nearest police station.

The controller who encounters a passenger without a ticket or with a defective ticket in the carrier's vehicle has the right to charge the passenger a fine of HRK 100.00, and ask the passenger to pay the ticket for the route he is traveling on. If the passenger does not want to buy a ticket, he is obliged to leave the vehicle at the next bus stop.

If the passenger is unable to pay the fine referred to in paragraph 4 of this Article at that time, the controller shall hand him the official statement of the violation, which the passenger is obliged to pay within 8 days at the carrier's box office. If the passenger does not pay the fine within 8 days, the carrier will pursue infringement proceedings through the competent Misdemeanor Court.

METHOD OF CALCULATING, BILLING AND PAYING FOR THE SERVICE

Article 20

The price list of all bus tickets and their production is determined by the valid Price List of the carrier certified by the Croatian Chamber of Commerce, Zagreb Central Office.

OTHER PROVISIONS

Article 21

The carrier shall not be liable for damage caused to the passenger due to interruption, delay or not carrying out the service of transportation, in cases of severe weather conditions, traffic jams, and in cases that are not the result of intent or gross negligence of the carrier.

Article 22

In cases of events described in the preceding Article, the carrier shall, at the request of the passenger who has a valid ticket, issue a certificate of the circumstances.

Article 23

A passenger suspecting the issued ticket has been unduly paid may submit a written request to the carrier for a full refund or a difference refund.

Upon determining the facts and the possible failures, the carrier shall return the incorrectly charged amount to the passenger.

TRANSITIONAL AND FINAL PROVISIONS

Article 24

These General conditions of passenger transport have been approved in advance by the Zadar City Council Class: 024-01/19-01/08, Registry No.: 2198/01-1-19-5 adopted on the 20th session on 20 July 2019.

These General conditions shall be published in the Official paper of the City of Zadar, on the City of Zadar and Liburnija d.o.o. Zadar websites, and the notice board of Liburnija d.o.o. Zadar.

These General conditions shall enter into force on the eighth (8) day from the day of their publication in the Official paper of the City of Zadar.

Number: 01-633/19

MANAGEMENT BOARD
Manager

Edvin Šimunov, LLB

These General conditions were published in the Official paper of the City of Zadar on 20 September 2019, and enter into force on **28 September 2019**.

Confirmed by:

MANAGEMENT BOARD
Manager

Edvin Šimunov, LLB