

*This translation consists of:
9 pages / 10 sheets
Ver. No.: 610/2026
Date: 15 June 2026*

**Certified translation
from Croatian language**



Pursuant to Article 99 of the Road Transport Act (OG no. 41/18, 98/19, 30/21, 89/21, 114/22 and 136/24), Article 6 of the Ordinance on Bus Stations (OG no. 125/25) and Article 295 of the Civil Obligations Act (OG no. 35/05, 41/08, 125/11, 78/15, 29/18, 126/21, 114/22, 156/22, 155/23), the Director of Liburnija d.o.o., Slobodan Erslan, dipl.ing., on 11 June 2026 in Zadar adopts the following

**GENERAL TERMS AND CONDITIONS
for the use of station services and activities
of Zadar and Biograd na Moru bus stations**

I. GENERAL PROVISIONS

Article 1

These General Terms and Conditions regulate the manner and conditions of using the services of the Zadar Bus Station and the Biograd na Moru Bus Station (hereinafter: the Station), operated by LIBURNIJA d.o.o., Zadar, Ante Starčevića 1 (hereinafter: the Company).

Article 2

These General Terms and Conditions apply to:

- carriers engaged in domestic and international road transport;
- passengers;
- users of station services;
- other persons present on the Station premises.

Article 3

The Station operates in accordance with the applicable regulations of the Republic of Croatia, in particular the Road Transport Act and the Ordinance on Bus Stations.

II. STATION SERVICES

Article 4

The Station provides the following services:

- arrival and dispatch of buses;
- use of platforms and traffic areas;
- maintenance of arrival and departure records;
- station services for passengers;
- passenger information through the information system and video monitors;
- use of public address systems;
- provision of information to persons with disabilities and persons with reduced mobility;
- sale of tickets and seat reservations;
- passenger waiting area;
- storage and safekeeping of luggage and parcels;
- use of sanitary facilities;
- vehicle parking.

Article 5

The prices of services are determined by a separate Price List adopted by the Company, which is publicly available on the Company's website and accessible on the Station premises.

III. OBLIGATIONS OF CARRIERS

Article 6

Carriers using the Station shall comply with the platform allocation schedule, the instructions of the traffic service and the provisions of these General Terms and Conditions.

Carriers are required to:

- use the Station for the boarding and disembarkation of passengers on routes operating through the Station;
- comply with the platform allocation schedule and the instructions of the traffic service;
- provide the data necessary for maintaining records;
- maintain order and cleanliness;
- refrain from polluting traffic areas;
- comply with the applicable Price List.

Article 7

The Station ensures non-discriminatory access to carriers through:

- transparent platform allocation criteria;
- procedures for handling capacity congestion;
- priority rules;
- equal treatment of all carriers.

The Station provides for the arrival and departure of buses in accordance with the available capacity of platforms and traffic areas.

Article 8

A bus may arrive at a platform no earlier than 15 minutes before its scheduled arrival time. Occupancy of a platform after arrival or prior to departure is permitted only for the time necessary for the boarding and disembarkation of passengers or in accordance with the instructions of the traffic service.

Article 9

Before commencing use of the Station, the carrier shall provide the Company with:

- route permits;
- timetables;
- price list and conditions of carriage;
- the types of tickets used.

The carrier shall notify the Company of any changes relating to the following at least 7 days in advance:

- timetables;
- permits;
- price lists;
- ticket sales methods.

Article 10

The carrier shall timely inform the Station of every bus arrival and departure, as well as of any cancellation of a departure or any change in the operation of a route.

Carriers that independently sell tickets shall cooperate with the Station and act in accordance with the Station's operating rules.

Where the same route is operated by more than one carrier, the Station shall sell tickets for the carrier the departure of which is registered as earlier, unless the passenger expressly requests a ticket for another carrier.

IV. TICKET SALES AND STATION SERVICE

Article 11

Provisions for carriers

A carrier that independently sells tickets undertakes to:

- charge the station service fee and collect it in accordance with the applicable Price List of the respective Station;
- remit to Liburnija d.o.o., by the 10th day of the month for the preceding month, an amount corresponding to the number of tickets sold;
- by accepting these General Terms and Conditions, authorize Liburnija d.o.o. to charge any

unpaid station service fees relating to sold tickets as determined by an inspection report.

Provisions for passengers

- In public scheduled transport, where a Ticket Sales Agreement has been concluded, the Station shall charge each passenger, in addition to the ticket price, a station service fee and a seat reservation fee in accordance with the applicable Price List of the respective Station.
- For the purpose of verifying the calculation of station service fees, the carrier shall provide access to the necessary data and documentation relating to sold tickets.
- If it is established that passengers are present on a bus without a valid ticket, the traffic personnel of Liburnija d.o.o. may direct the passenger to the Station ticket office to purchase a ticket before the bus departs. A passenger shall be deemed to possess a valid ticket if it has been purchased at the Station ticket office.
- If a ticket has been purchased at another authorized point of sale, the station service fee shall still be payable. The passenger may use another appropriate travel document provided that the station service fee has been paid.
- At the passenger's request, Liburnija d.o.o. may refund a ticket purchased at the Station's points of sale, in accordance with Article 12 of these General Terms and Conditions.

Article 12

Ticket refunds

The Station shall refund tickets sold by the Station in accordance with the carrier's rules.

- If the carrier cancels a route or reports a delay of 30 minutes or more, the passenger shall be entitled to a full refund of the ticket price, including the seat reservation fee and the station service fee.
- If a passenger wishes to obtain a refund of a ticket for any reason, the ticket must be returned no later than 2 hours before the scheduled departure of the bus. In that case, 10% administrative costs shall be deducted from the base ticket price, as well as the station service fee and the seat reservation fee. This also applies to tickets purchased within 2 hours before departure.
- If a passenger has not used the return portion of a return ticket, the passenger shall be entitled to a refund of the difference between the one-way fare and the full return ticket price, reduced by 10% administrative costs, the station service fee and the seat reservation fee, provided the refund is requested during the validity period of the return ticket.

- Ticket refunds after the departure of the route cannot be processed at the Station.

V. RECORD OF ARRIVALS AND DEPARTURES

Article 13

The Station shall keep a record of bus arrivals and departures in electronic form, in accordance with the Ordinance on Bus Stations.

The record shall contain the data prescribed by the applicable regulations.

The record shall be published on the Company's website no later than the 10th day of the month for the preceding month.

All irregularities in the operation of public scheduled transport shall be reported to the competent authorities in accordance with the applicable Ordinance.

Article 14

Reporting irregularities

The Station monitors the regularity of public scheduled transport operations on routes using the Station.

In the event of identified irregularities in the operation of public scheduled transport, in particular:

- failure to operate departures or arrivals according to the timetable;
- significant deviations from the timetable;
- other irregularities in the operation of transport;

the Station shall prepare a report thereon and submit it to the competent road transport inspection authority in accordance with the applicable Ordinance on Bus Stations.

The report shall be submitted by electronic mail or by another prescribed method.

VI. ORDER AT THE STATION

Article 15

On the Station premises, the following is prohibited:

- pollution of traffic areas;
- damage to property;

- unauthorized advertising;
- conduct that disturbs order and safety;
- persons who fail to comply with the rules may be removed from the Station premises, as decided by an authorized Station employee, who may, if necessary, request the intervention of the competent services.

VII. LIABILITY

Article 16

The Station shall be liable for the provision of its services in accordance with the applicable regulations.

The Station shall not be liable for any damage caused by the fault of a carrier, passenger or third party.

The Station shall not be liable for items left unattended by passengers on the Station premises.

Refunds to passengers shall be made in accordance with the carrier's rules and the applicable regulations. For stored luggage and parcels, the Station shall be liable in accordance with the applicable regulations and the terms and conditions governing the use of the storage service. The Station shall not be liable for service interruptions, delays or the closure of the Station caused by force majeure, in particular in the event of natural disasters, technical failures, extraordinary security circumstances or other events beyond the Station's control.

VIII. PUBLICITY OF OPERATIONS

Article 17

These General Terms and Conditions, the Price List and other important information shall be published on the Company's website and shall be available on the Station premises.

Article 18

Complaint procedure

Carriers, passengers and other users of station services may submit complaints regarding the operation of the Station in writing or by electronic mail.

The complaint is submitted to the address LIBURNIJA d.o.o., Ante Starčevića 1, 23000 Zadar or to the e-mail address: liburnija-zadar@liburnija-zadar.hr

The Company shall respond to a received complaint within 15 days from the date of receipt of the complaint.

Complaints shall be decided upon by the Company's Director or a person authorized by the Director.

Article 19

IX. PERSONS WITH DISABILITIES

The entire Station premises are adapted to provide access for persons with disabilities and persons with reduced mobility. Four designated and clearly marked parking spaces are provided for persons with disabilities and persons with reduced mobility. Subject to the needs of the passenger and the Station's operational capabilities, assistance may be provided to persons with disabilities and persons with reduced mobility when moving around the Station premises and when boarding and disembarking from buses.

X. GDPR / VIDEO SURVEILLANCE

Article 20

Video surveillance is conducted for the purpose of protecting persons and property, as well as ensuring traffic safety and the safety of users of station services.

The controller of personal data is LIBURNIJA d.o.o., Zadar, Ante Starčevića 1.

Video surveillance recordings shall be retained for a maximum of 10 days from the date of recording, unless they are required for proceedings before competent authorities or for the establishment, exercise or defense of legal claims, in which case they may be retained until the final conclusion of such proceedings.

Detailed information on the processing of personal data, data subjects' rights and the use of the video surveillance system is available in the Privacy Policy of LIBURNIJA d.o.o., published on the Company's website.

Article 21

Services provided to other users of the Station shall be charged immediately upon completion of the service in accordance with the applicable Price List.

XI. FINAL PROVISIONS

Article 22

Upon the entry into force of these General Terms and Conditions, General Terms and Conditions No. 01-487/22 of 4 June 2022 shall cease to have effect.

Article 23

These General Terms and Conditions shall be published on the Company's website and shall enter into force on the eighth day following their publication.

Article 24

Should any provision of these General Terms and Conditions become inconsistent with the applicable regulations, the relevant statutory provision shall apply, while all other provisions shall remain in force.

In Zadar, 11 June 2026
Number: 01-599/26

/Seal text:
LIBURNIJA d.o.o.
ZADAR/

LIBURNIJA d.o.o., Zadar
Director
/Signature illegible/
Slobodan Erslan, dipl.ing.

I, Mario Džido, court interpreter for English, as appointed by the Decision of the President of the County Court in Osijek No. 4-Su-659/2022-3, dated 6 December 2022, hereby certify that the above translation is a faithful and complete translation of the original document written in Croatian language.

In Osijek, 15 June 2026

Ver. No.: 610/2026

Mario Džido



A handwritten signature in blue ink, consisting of a large, stylized 'M' followed by a horizontal line and a small flourish.

Temeljem članka 99. Zakona o prijevozu u cestovnom prometu (NN br. 41/18, 98/19, 30/21, 89/21, 114/22 i 136/24), članka 6. Pravilnika o autobusnim kolodvorima (NN br. 125/25) i članka 295. Zakona o obveznim odnosima (NN br. 35/05, 41/08, 125/11, 78/15, 29/18, 126/21, 114/22, 156/22, 155/23), direktor Liburnije d.o.o., Slobodan Erslan, dipl.ing. dana 11. lipnja 2026. godine u Zadru donosi

OPĆE UVJETE
korištenja kolodvorskih usluga i djelatnosti
autobusnih kolodvora Zadar i Biograd na Moru

I. OPĆE ODREDBE

Članak 1.

Ovim Općim uvjetima uređuju se način i uvjeti korištenja usluga Autobusnog kolodvora Zadar i Autobusnog kolodvora Biograd na Moru (u daljnjem tekstu: Kolodvor), kojima upravlja LIBURNIJA d.o.o., Zadar, Ante Starčevića 1 (u daljnjem tekstu: Društvo).

Članak 2.

Ovi Opći uvjeti primjenjuju se na:

- prijevoznike u unutarnjem i međunarodnom cestovnom prijevozu
- putnike
- korisnike kolodvorskih usluga
- druge osobe koje se zateknu u prostoru Kolodvora.

Članak 3.

Rad Kolodvora obavlja se sukladno važećim propisima Republike Hrvatske, osobito Zakonu o prijevozu u cestovnom prometu i Pravilniku o autobusnim kolodvorima.

II. USLUGE KOLODVORA

Članak 4.

Kolodvor pruža sljedeće usluge:

- pristajanje i otpremu autobusa
- korištenje perona i prometnih površina
- vođenje očevidnika dolazaka i odlazaka
- kolodvorsku uslugu putnicima
- informiranje putnika putem informacijskog sustava i video monitora
- korištenje razglasnih uređaja
- pružanje informacija osobama s invaliditetom i smanjenom pokretljivošću
- prodaju vozničkih karata i rezervaciju mjesta
- prostor za čekanje putnika
- pohranu i čuvanje prtljage i paketa

- korištenje sanitarnog čvora
- parkiranje vozila

Članak 5.

Cijene usluga utvrđuju se posebnim Cjenikom koji donosi Društvo i koji je javno objavljen na mrežnim stranicama Društva te dostupan u prostoru Kolodvora.

III. OBVEZE PRIJEVOZNIKA

Članak 6.

Prijevoznici koji koriste Kolodvor dužni su poštivati raspored perona, upute prometne službe i odredbe ovih Općih uvjeta.

Prijevoznici su dužni:

- koristiti Kolodvor za prihvat i otpremu putnika na linijama koje prometuju preko Kolodvora
- poštivati raspored perona i upute prometne službe
- dostaviti potrebne podatke za vođenje očevidnika
- održavati red i čistoću
- ne onečišćavati prometne površine
- pridržavati se važećeg Cjenika

Članak 7.

Nediskriminativni pristup prijevoznicima Kolodvor osigurava:

- transparentne kriterije dodjele perona
- postupak kod zagušenja kapaciteta
- pravila prioriteta
- jednak tretman svih prijevoznika

Kolodvor osigurava prihvat i otpremu autobusa prema raspoloživim kapacitetima perona i prometnih površina.

Članak 8.

Dolazak autobusa na peron dopušten je najranije 15 minuta prije planiranog vremena dolaska, a zadržavanje na peronu nakon dolaska odnosno prije polaska dopušteno je samo u vremenu potrebnom za prihvat i otpremu putnika ili prema uputi prometne službe.

Članak 9.

Prije početka korištenja Kolodvora prijevoznik je dužan dostaviti Društvu:

- dozvole za linije

- vozne redove
- cjenik i uvjete prijevoza putnika
- vrste voznih karata koje koristi.

Prijevoznik je dužan najmanje 7 dana unaprijed prijaviti svaku promjenu vezanu uz:

- vozne redove
- dozvole
- cjenike
- način prodaje karata.

Članak 10.

Prijevoznik je dužan pravovremeno obavijestiti Kolodvor o svakom dolasku i polasku autobusa te o svakom otkazivanju polaska ili promjeni u prometovanju linije.

Prijevoznici koji samostalno prodaju vozne karte dužni su surađivati s Kolodvorom i postupati sukladno pravilima rada Kolodvora.

Ako istu liniju održava više prijevoznika, Kolodvor prodaje vozne karte prijevoznika čiji je polazak registriran kao raniji, osim ako putnik izričito zatraži kartu drugog prijevoznika.

IV. PRODAJA VOZNIH KARATA I KOLODVORSKA USLUGA

Članak 11.

Odredbe za prijevoznike

Prijevoznik koji samostalno prodaje vozne karte obvezuje se:

- zaračunavati kolodvorsku uslugu i naplatiti je prema važećem Cjeniku pojedinog Kolodvora,
- do 10. u mjesecu za prethodni mjesec doznačiti Liburniji d.o.o. iznos koji odgovara broju prodanih voznih karata.
- prihvaćanjem ovih Općih uvjeta, prijevoznik daje suglasnost Liburniji d.o.o. da obračuna nenaplaćenu kolodvorsku uslugu od prodanih voznih karata utvrđenu kontrolnim zapisnikom.

Odredbe za putnike

- U javnom linijskom prijevozu, u slučaju sklopljenog Ugovora o prodaji voznih karata, Kolodvor naplaćuje svakom putniku uz voznu kartu kolodvorsku uslugu i rezervaciju (obilježavanje) mjesta prema važećem Cjeniku pojedinog Kolodvora.
- Radi kontrole obračuna kolodvorskih usluga prijevoznik je dužan omogućiti uvid u potrebne podatke i dokumentaciju vezanu uz prodane vozne karte.

- Ako se utvrdi da se u autobusu nalaze putnici bez vozne karte, prometno osoblje Liburnije d.o.o. može uputiti putnika na blagajnu Kolodvora radi kupnje vozne karte prije polaska autobusa. Smatra se da putnik ima voznu kartu ukoliko je kupljena na blagajni Kolodvora.
- Ukoliko je vozna karta kupljena na drugom organiziranom prodajnom mjestu, za istu se plaća kolodvorska usluga. Putnik može koristiti drugu odgovarajuću ispravu uz uvjet plaćene kolodvorske usluge.
- Na zahtjev putnika, Liburnija d.o.o. može izvršiti povrat novca za voznu kartu prodanu na prodajnim mjestima Kolodvora, u skladu s člankom 12. ovih Općih uvjeta .

Članak 12.

Povrat voznih karata

Kolodvor će izvršiti povrat sredstava za vozne karte koje je prodao Kolodvor, sukladno pravilima prijevoznika.

- Ako prijevoznik otkáže liniju ili prijavi kašnjenje od 30 minuta ili više, putniku se vraća puni iznos cijene vozne karte, uključujući rezervaciju mjesta i kolodvorsku uslugu.
- Ako putnik iz bilo kojeg razloga želi izvršiti povrat vozne karte, dužan je kartu vratiti najkasnije 2 sata prije planiranog polaska autobusa. U tom slučaju od osnovne cijene karte odbija se 10 % manipulativnih troškova, kao i kolodvorska usluga i rezervacija mjesta. Navedeno se odnosi i na karte kupljene unutar 2 sata prije polaska.
- Ako putnik nije iskoristio povratni kupon povratne karte, ima pravo na povrat razlike između cijene jednog pravca i punog iznosa povratne karte, umanjene za 10 % manipulativnih troškova, kolodvorsku uslugu i rezervaciju mjesta, i to u razdoblju važenja povratne karte.
- Povrat voznih karata nakon polaska linije nije moguć na Kolodvoru.

V. OČEVIDNIK DOLAZAKA I ODLAZAKA

Članak 13.

Kolodvor vodi očevidnik dolazaka i odlazaka autobusa u elektroničkom obliku sukladno Pravilniku o autobusnim kolodvorima.

Očevidnik sadrži podatke propisane važećim propisima.

Očevidnik se objavljuje na mrežnim stranicama Društva najkasnije do 10. dana u mjesecu za prethodni mjesec.

Sve nepravilnosti u odvijanju javnog linijskog prijevoza dostavljaju se nadležnim tijelima sukladno važećem Pravilniku.

Članak 14.

Izveščivanje o nepravilnostima

Kolodvor prati redovitost odvijanja javnog linijskog prijevoza na linijama koje koriste Kolodvor.

U slučaju utvrđenih nepravilnosti u održavanju javnog linijskog prijevoza, osobito:

- neodržavanja polazaka ili dolazaka prema voznom redu
- značajnih odstupanja od voznog reda
- drugih nepravilnosti u odvijanju prijevoza

Kolodvor o tome izrađuje izvješće i dostavlja ga nadležnoj inspekciji cestovnog prometa sukladno važećem Pravilniku o autobusnim kolodvorima.

Izvješće se dostavlja elektroničkom poštom ili drugim propisanim putem.

VI. RED NA KOLODVORU

Članak 15.

U prostoru Kolodvora zabranjeno je:

- onečišćenje prometnih površina
- oštećivanje imovine
- neovlašteno oglašavanje
- ponašanje kojim se narušava red i sigurnost
- osobe koje se ne pridržavaju pravila mogu biti udaljene iz prostora Kolodvora o čemu odlučuje ovlašteni djelatnik Kolodvora, a po potrebi može zatražiti intervenciju nadležnih službi.

VII. ODGOVORNOST

Članak 16.

Kolodvor odgovara za obavljanje svojih usluga sukladno važećim propisima.

Kolodvor ne odgovara za štetu nastalu krivnjom prijevoznika, putnika ili trećih osoba.

Kolodvor ne odgovara za stvari koje putnici ostave bez nadzora u prostoru Kolodvora. Povrat uplaćenog iznosa putniku vrši se sukladno pravilima prijevoznika i važećim propisima. Za pohranjenu prtljagu i pakete Kolodvor odgovara sukladno važećim propisima i uvjetima korištenja usluge pohrane. Kolodvor ne odgovara za prekide rada, kašnjenja ili zatvaranje kolodvora uzrokovane višom silom, osobito u slučaju elementarnih nepogoda, tehničkih kvarova, izvanrednih sigurnosnih okolnosti ili drugih događaja na koje Kolodvor ne može utjecati.

VIII. JAVNOST RADA

Članak 17.

Ovi Opći uvjeti, Cjenik i drugi važni podaci objavljuju se na mrežnim stranicama Društva te su dostupni u prostoru Kolodvora.

Članak 18.

Postupak prigovora

Prijevoznici, putnici i drugi korisnici kolodvorskih usluga mogu podnijeti prigovor na rad Kolodvora u pisanom obliku ili elektroničkom poštom.

Prigovor se podnosi na adresu LIBURNIJA d.o.o., Ante Starčevića 1, 23000 Zadar ili na adresu elektroničke pošte: liburnija-zadar@liburnija-zadar.hr

Društvo će na zaprimljeni prigovor odgovoriti u roku od 15 dana od dana primitka prigovora.

O prigovorima odlučuje direktor Društva ili osoba koju on ovlasti.

Članak 19.

IX. OSOBE S INVALIDITETOM

Cjelokupni prostor prilagođen je za pristup osobama s invaliditetom i osobama sa smanjenom pokretljivošću te su osigurana i označena su četiri parkirna mjesta za osobe s invaliditetom i osobe sa smanjenom pokretljivošću. Osobama s invaliditetom i osobama sa smanjenom pokretljivošću, prema potrebi i mogućnostima Kolodvora, može se pružiti pomoć pri kretanju u prostoru Kolodvora te pri ukrcaju i iskrcaju iz autobusa.

X. GDPR / VIDEO NADZOR

Članak 20.

Video nadzor provodi se radi zaštite osoba i imovine te sigurnosti prometa i korisnika kolodvorskih usluga.

Voditelj obrade osobnih podataka je LIBURNIJA d.o.o., Zadar, Ante Starčevića 1.

Snimke video nadzora čuvaju se najduže 10 dana od dana nastanka, osim ako su potrebne za vođenje postupka pred nadležnim tijelima ili ostvarivanje i zaštitu pravnih zahtjeva, u kojem slučaju se mogu čuvati do pravomoćnog okončanja postupka.

Detaljne informacije o obradi osobnih podataka, pravima ispitanika i korištenju sustava video nadzora dostupne su u Politici privatnosti LIBURNIJE d.o.o., objavljenoj na mrežnim stranicama Društva.

Članak 21.

Usluge ostalim korisnicima Kolodvora naplaćuju se odmah po izvršenoj usluzi prema važećem Cjeniku.

XI . ZAVRŠNE ODREDBE

Članak 22.

Danom stupanja na snagu ovih Općih uvjeta prestaju važiti Opći uvjeti broj: 01-487/22 od 04. lipnja 2022. godine.

Članak 23.

Ovi Opći uvjeti objavit će se na mrežnim stranicama Društva i stupaju na snagu osmog dana od dana objave.

Članak 24.

Ako pojedina odredba ovih Općih uvjeta postane suprotna važećim propisima, primjenjivat će se odgovarajuća odredba zakona, dok ostale odredbe ostaju na snazi.

U Zadru, 11. lipnja 2026.
Broj: 01-599/26



Liburnija d.o.o., Zadar
Direktor

Slobodan Erslan, dipl.ing

