



GENERAL TRAVELLING CONDITION ON BOARD OF THE BUS

Every passenger must strictly respect the following conditions in order to assure 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 parked. The passenger must tell the driver if a specific stop is needed, either standing at the appropriate bus-stop for the destination or requesting to the driver when he wants to get off.

When all seats are occupied no other passenger should travel according to the Italian code.
TICKETS : before travelling passenger must have a valid ticket. You can purchase tickets from the authorized ticket counters as well as from the drivers. The tickets must be validated when getting on the bus. When the ticket-machine is out of order passenger must inform the driver and present immediately ticket to the driver.

Seasonal tickets must be shown to the driver before getting on the bus. Seasonal tickets are only valid when presented together with identification card and subsequent serial number clearly visible on the ticket itself.

Ticket must be kept complete and safe for the entire journey. It should be considered as tax document according to the Italian law. When the ticket is purchased, even not validated, no refund is permitted. It is not transferable and must be shown to our personnel upon request.

CHILDREN : children under 2 years of age can travel without purchasing ticket. Children from 2 years up to 12 years of age will pay half price. Babies without ticket have no right to occupy seat and therefore must travel only with parents or accompanied by someone.

PET : small sized pet can be carried on the bus but must be provided with protection devices such as muzzles, leads, cages. Small sized pet are not permitted to occupy seat, to dirty floor or seat, cause damage to the bus or harm other passenger. If any of these situations occur, the passenger is responsible for the payment of the damage caused. For every other kind of pet, the owner must purchase a half price ticket if it occupies seat.

BAGGAGE :baggage is included in the ticket fare. In case of loss or damage caused by the carrier, the article 2 of the law 8/22/85 n. 450 will be applied, which rules the refund in Lit.200.000 per every kilo up to maximum of Lit.200.000 per each baggage. The loss or damage must be reported immediately to the personnel when taking the baggage(s) from the bus. In the opposite case, the carrier declines any responsibility about baggage(s).In case of larger items or bulky such as bicycles the purchase of a normal bus ticket is required.

REGULATION :It is forbidden for passenger to:
a) smoke(law n°584/75) and disturb;
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 consent;
d) to dirty, damage 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 system if not necessary.

Passenger must respect warnings and notice issued by the Company in order to assure safe and regular service.
Passenger must remain seated for the entire journey until the bus is parked.
Passenger must occupy the seats available.

The Company declines all responsibility in the case of accidents occurred to passenger who do not respect the instructions correctly.

TIMETABLE AND CONNECTION:
Bus schedules should be changed even before the ordinary expiring date. The Company should clearly underline the changes, adding "important Notice" in internet site, at any bus stop/s and ticket office/s. The time of the journey concerning all different destinations should be considered as merely approximate. It should vary according to climate and environment conditions such as traffic jam, strike, work in progress(on the road),etc. Whenever the highway should be out of work for any reason, the manager on duty of the company should authorize the bus driver to modify the original route in order to reach the final destination in due time.

Whenever the bus service is not given at all, or partially assured, for any reason not caused by negligence of the company(circumstances beyond human control)the sole cost of the ticket should be refund to passenger.

Any demand for refund should be sent to AIR PULLMAN SPA-via Giusti n° 74-21019 Somma Lombardo(Va)

VIOLATION AND PENALTY:
Passenger without valid tickets must pay administrative penalty stated by provincial laws. Passengers who do not respect the above mentioned "regulations" are not permitted to get on the bus or may be asked to get off before the end of the journey by the personnel and may undergo penal actions, if necessary.

BAGGAGE LOST AND FOUND:
Lost and found property will be taken to the AIR PULLMAN administrative office, via Giusti 74, 21019 Somma Lombardo (VA).

Lost and found property can be collected from Monday to Friday from 09.00 to 12.00 and from 14.30 to 18.00.

COMPLAINTS:
Passengers should make complaints in writing to the following address:
Air Pullman S.p.A., via Giusti 74, 21019 Somma Lombardo (VA), Complaints Office indicating their name and address. Moreover complaints may be sent to the Company either via e-mail info@airpullman.com or by phone 0331-258411. Ticket-counters offices as well as the office in Solaro, via Roma 200-20020 Solaro (MI) are authorized to collect claims.

SERVICE SUSPENSION:
The service can be modified on Christmas Day.
Note: This regulation is issued in respect with provincial laws.

DRAWING UP AND CHECKING	EDITION	REVISION	APPROVAL
Quality Manager <i>F. Pedini Ottavio</i>	Number: 2 Date: 01/06/01	Number: 4 Date: 30/09/2010	President <i>Dino L...</i>