

BUS/COACH STATION:

GENERAL INFORMATION and CODE OF CONDUCT

(extract from Coach Station Information Plan (PIA) by Trieste Airport Bus/Coach Station, sent to ART – Italian Transport Authority on 28/10/2021, that is available in full on the www.triesteairport.it website)

DEFINITIONS

COMPANY = Aeroporto Friuli Venezia Giulia SpA, the company managing and maintaining the station.

OPERATOR = public or private transport company authorised by the Company to use the station for passenger loading, unloading, transit and transfer.

BASIC RULES

Sidewalks are reserved to travellers, their meeters and greeters, who are required to remain inside the pedestrian areas, use pedestrian crossings, follow signposts and any indication by the Company or the Operator.

Travellers will have to wait for their coaches/buses at the relevant coach/bus bay and it is forbidden to step down from sidewalks.

Access to the waiting lounge is reserved to travellers holding a valid bus/coach ticket and is limited to pure waiting time only.

Inside the premises of the station, it is forbidden to:

- display, stick, distribute and/or leave any kind of advice, advertising or written material unless previously authorised by the Company, that has the right to remove any unauthorised material at a cost to the perpetrator;
- organise and hold meetings, gatherings, protests, rallies and demonstrations, promote any kind of commercial, religious, entertainment initiatives as well as sales of any type and nature, unless written authorisation by the Company and by the relevant Public Authorities;
- annoy travellers and station users with improper behaviour;
- hold a disturbing behaviour or dress in such a way as to be offensive or inappropriate, as an example but not limited to, smear or damage walls, furniture, windows, leave rubbish around, drink alcohol, and so

on;

- smoke inside the waiting lounge and the toilets, as well as in any other area marked by a “no-smoking” signpost.

DAMAGES and RESPONSIBILITY

The Company is not responsible for any damage (also in case of damages to Operators), loss or theft by third parties to persons, animals, property (bags included) and/or vehicles inside the premises of the station.

UNATTENDED BAGGAGE

The luggage cannot be left unattended at any time by travellers, drivers or any other person. Anyone noticing unattended pieces of luggage inside the premises of the station has to inform immediately the airport Police, available 24h a day inside the air terminal.

LOST PROPERTY

Lost property found in the premises of the station has to be handed in to the Airport Security, while lost documents have to be handed in to the Airport Police, both available inside the air terminal.

CCTV SURVEILLANCE

For security reasons, the station is monitored by a CCTV system, 24h a day. Images of these cameras are supervised in the Airport Control Room, by the Airport Security staff, in compliance with current Italian and European GDPR rules.

PASSENGER RIGHTS

In compliance with law, Trieste Airport publishes a summary of the EU181/2011 Regulation (Summary of the Rights of Passengers travelling by Bus and Coach) inside the coach station as well as on its website (triesteaiport.it/en/autobus).

SPECIAL NEEDS

The station is a barriers-free environment. Bus and coach drivers take care of passengers with special needs and their luggage during boarding, de-boarding and ticketing at the Public Transport ticket machine. Passengers who wish to receive additional or other forms of assistance (in particular, for example, to reach

the air terminal), can notify their need to the airport staff, using the dedicated calling station located outside, on the Eastern side of the bus terminal. Although the request for assistance should be booked not later than 36 hours in advance writing to autostazione@triesteairport.it, the Company will do its best efforts to assist any passenger, even with no booking, who will require it. This service is available during the opening times of the air terminal.

SUGGESTIONS and COMPLAINTS

Travellers as well as any other station user can submit to the Company their comments, suggestions and complaints, in person at the airport ticket counter where they will be asked to fill in the dedicated form, via email, writing to autostazione@triesteairport.it, or filling in the following online form:



The Company is responsible for those complaints referring to the station and its staff only, while Operators are responsible for those complaints referring to public information (schedules, service lines, strikes, ...), fares and tickets, service delays and disruptions, behaviour of drivers and their staff: in these cases the complaints have to be addressed to the relevant Operator.