

**TERMS AND CONDITIONS FOR USING THE BUS STATION – "THE LUBLIN BUS STATION"
(INTEGRATED TRANSPORTATION CENTRE FOR THE LUBLIN FUNCTIONAL AREA AT UL.
DWORCOWA 2 IN LUBLIN)**

**§ 1
General Provisions**

1. Whenever the provisions of the present terms and conditions for using "The Lublin Bus Station" (Integrated Transportation Centre for the Lublin Functional Area at ul. Dworcowa 2 in Lublin) refers to:
 - 1) administrator – it shall be understood as the entity managing the bus station on behalf of the Lublin Municipality, which is the Public Roads and Transportation Authority of Lublin (PL - Zarząd Dróg i Transportu Miejskiego - ZDiTM), ul. Krochmalna 13j, 20-401 Lublin, phone number (81) 466-57-00, e-mail: zdtm@zdtm.lublin.eu;
 - 2) station – it shall be understood as the Lublin Bus Station (Integrated Transportation Centre for the Lublin Functional Area at ul. Dworcowa 2 in Lublin), owned by the Lublin Municipality;
 - 3) regular national transport – it shall be understood as regular passenger transport performed as part of public road transport, in which the means of transport stop in all places located along the transportation line, the length of which does not exceed 150 km;
 - 4) national express transport – it shall be understood as regular passenger transport performed as part of public road transport, in which the means of transport stop in some localities situated along the transportation line, the length of which exceeds 150 km;
 - 5) public transport – it shall be understood as municipal passenger transport performed within the administrative boundaries of the city of Lublin and neighbouring municipalities with which the Lublin municipality has concluded an agreement on the implementation of public collective transport;
 - 6) international transport – it shall be understood as regular passenger transport performed by means of public collective transport crossing the border of the Republic of Poland;
 - 7) passenger – it shall be understood as a person using the transport services of carriers or operators terminating, starting or continuing public collective transport at the bus station;
 - 8) user – it shall be understood as a passenger, carrier, operator, persons providing services at the bus station and persons staying within the bus station area;
 - 9) carrier – it shall be understood as an entrepreneur authorised to conduct business activity in the field of passenger transport on the basis of held licenses and permits;
 - 10) operator – it shall be understood as an entrepreneur authorised to conduct business activity in the field of passenger transport, who has concluded an agreement with the organiser of public collective transport for the provision of services in the field of public collective transport along the transportation line specified in the above-mentioned agreement;
 - 11) person with a disability – it shall be understood as any person with a disability or with reduced mobility which, when such person uses means of transport, is limited as a result of any physical disability (sensory or motor, permanent or temporary), intellectual disability or any other cause of disability, and whose situation requires due attention and adaptation of the services available to all passengers to specific needs of this person;
 - 12) pedestrian – it shall be understood as a person outside a vehicle at the bus station area; a pedestrian shall also be considered a person carrying, pulling or pushing a bicycle, moped, motorcycle, baby stroller, handheld trolley, wheelchair or another personal transport device, a person moving in a wheelchair, as well as a person under the age of 10 riding a bicycle under the care of an adult;
 - 13) road user – it shall be understood as: a pedestrian, a person moving with the use of a personal mobility

device, a driver, as well as other persons staying in a vehicle or on a vehicle on the road within the bus station area;

- 14) agreement – it shall be understood as the agreement establishing the rules of using the bus station or the bus station and transport stops located in the city of Lublin concluded between the carrier/operator and the Lublin Municipality on behalf of which the administrator acts.
2. The bus station is designed to enable the boarding of and provide support to passengers using the services of operators or carriers. Using the bus station is tantamount to acknowledging and complying with the terms and conditions set out in the present appendix.
3. The bus station is available to all carriers and operators, taking into account non-discriminatory rules, under the conditions set out in the present terms and conditions and in the contract or consent issued by the administrator to enter the bus station for occasional transport.
4. The bus station may also be made available to other entities conducting service activities to meet the needs of users, on the terms and conditions specified in separate agreements concluded with the administrator.
5. The following have the right to enter the bus station area:
 - 1) carriers and operators who have entered into an agreement with the administrator;
 - 2) carriers performing occasional services after prior agreement with the administrator and payment of the relevant fee;
 - 3) entities conducting service activities to meet the needs of passengers on the basis of separate agreements with the administrator;
 - 4) technical security and supply services, station security, vehicles adapted for municipal waste collection;
 - 5) administrator's vehicles;
 - 6) vehicles of the Police, Road Transport Inspectorate, Military Police, Border Guard, Fire Service, Emergency Medical Services and other public services;
 - 7) entities and persons holding an authorisation to enter the bus station, issued by the administrator.
6. The user is responsible for any damage to the surface, infrastructure, and equipment located at the bus station caused by them or by persons or animals under their direct care and is obliged to pay compensation equal to the actual cost of the damage caused.
7. The bus station area is monitored and the footage may be recorded and processed for any purpose permitted by law. The Controller of the personal data recorded in the video surveillance footage is the Public Roads and Transport Authority of Lublin. Detailed information regarding the processing of monitoring data is provided on information signs placed in visible locations throughout the bus station area and on the administrator's website.

§ 2

Bus Station Infrastructure

1. The bus station consists of:
 - 1) bus station building – terminal;
 - 2) paved vehicle manoeuvre area;
 - 3) underground car park of P+R type;
 - 4) TAXI rank;
 - 5) K+R stands;
 - 6) check-in counters (arrival, departure);
 - 7) temporary parking slots for intercity transport;
 - 8) manoeuvre bays for public transport;
 - 9) charging stations for electric public transport vehicles;
 - 10) R&D facilities;
 - 11) a car park with parking slots for buses and minibuses of carriers and operators using the bus station;
 - 12) amenities and technical support building at ul. Krochmalna 8e in Lublin.
2. The bus station terminal is equipped with:
 - 1) a passenger service hall containing a waiting room with seating;
 - 2) ticket offices;
 - 3) passenger information;

- 4) baby changing room;
 - 5) retail and catering outlets;
 - 6) visual information system about arrivals and departures of buses;
 - 7) toilets;
 - 8) an observation deck with a playground;
 - 9) Wi-Fi spot;
 - 10) luggage room.
3. The bus station operates 24-hour monitoring and security.

§ 3

Bus Station Working Time

1. The vehicle manoeuvre area, check-in counters (for arrivals and departures), temporary parking slots, taxi rank, kiss-and-ride (K+R) stands, as well as bicycle parking stands are available 24 hours a day, seven days a week.
2. Except for para. 1, the bus station infrastructure is available during the hours specified by the administrator and made public.

§ 4

Bus Station Passenger Service Policy

1. The following are entitled to be served without queuing:
 - 1) people with disabilities;
 - 2) people over 70 years of age;
 - 3) pregnant women;
 - 4) people with children under 3 years of age.
2. The administrator provides information on the timetables, cancellations of individual services, delays, and transport regulations based on data provided by carriers/operators.
3. Passengers may board buses only at departure bays and get off buses at arrival bays. It is recommended that passengers arrive at the departure bay at least 10 minutes before the scheduled departure time of the bus (during this time, relevant announcements regarding possible delays or cancellations of services may be made).
4. The carrier/operator is responsible for the manner and conditions of performing passenger and luggage transport as specified in their provided terms of use of transport and is liable in this regard in accordance with applicable laws.
5. The passenger is responsible for any damage to the bus station's equipment caused by themselves or by persons or animals under their direct care and is obliged to pay compensation in the amount of the actual costs of the damage caused.
6. As part of the services provided, a luggage room is available at the bus station.
7. The use of the luggage room is provided at a charge. The fee for the use of the luggage room is determined by an order issued by the Mayor of the City of Lublin.
8. It is forbidden to store certain items in the luggage room, in particular:
 - 1) explosive materials and substances and other objects that may cause danger;
 - 2) materials and substances that give off an unpleasant odour or are perishable;
 - 3) materials and substances the possession and distribution of which is prohibited by law;
 - 4) live animals;
 - 5) valuables, e.g. money, documents, electronic equipment, jewellery.
9. The luggage room is not directly supervised, and the administrator is not responsible for items left there.
10. The bus station building – the terminal is equipped with toilets, including facilities adapted for use by persons with disabilities. The use of toilets is provided at a charge under a separate resolution.
11. As part of the bus station's infrastructure, users have access to an observation deck with a playground. The rules for using the observation deck and playground are defined in the "Terms of Use for the Viewing Terrace and Playground at the "Lublin Bus Station" at ul. Dworcowa 2 in Lublin",

which constitutes appendix 1 to these terms and conditions.

12. The terms and conditions for using the underground P+R car park are defined in a separate resolution.

§ 5

Assistance for People with Disabilities

1. The following principles of assistance to people with disabilities are introduced:
 - 1) the need to provide assistance to a person with a disability must be reported to the administrator at least 36 hours in advance;
 - 2) in order to provide the best and most effective assistance to a person with a disability, they should arrive at the bus station no later than 30 minutes before the scheduled bus departure.
2. The assistance provided to people with disabilities includes:
 - 1) the possibility of receiving assistance from the bus station staff while moving around the bus station area, from the agreed meeting point to the bus entrance;
 - 2) the possibility for persons with disabilities to use the following amenities:
 - a) transport routes marked with textured surface and free of barriers and thresholds,
 - b) automatic doors and lifts adapted to the needs of people with disabilities,
 - c) markings in the Braille alphabet,
 - d) induction loops,
 - e) toilets for people with disabilities,
 - f) ticket machines and ticket offices along obstacle-free routes,
 - g) ticket offices and passenger information points adapted to the needs of people with disabilities,
 - h) sidewalks and pedestrian paths with a slope of up to 5% to facilitate movement for persons with disabilities,
 - i) high-contrast displays as part of the passenger information system,
 - j) parking slots for persons with disabilities in the P+R car park and near the bus station entrance.
3. Contact details for obtaining assistance will be made available to the public by the administrator through an announcement in the bus station building and on the administrator's website.

§ 6

Rules for Using the Bus Station by Carriers and Operators

1. The bus station is made available to carriers and operators solely for the purpose of providing services to passengers.
2. Carriers/operators who have entered into an agreement with the administrator or have a valid entry permit and have made an appropriate payment (in the case of using the bus station for occasional transport services) have the right to enter the bus station area and carry out boarding.
3. The conclusion or amendment of the agreement takes place upon the carrier/operator's request submitted to the administrator, along with appendices containing the data necessary for calculating the fee for using the bus station.
4. The application for the conclusion of the agreement referred to in para. 3 must be accompanied by:
 - 1) the timetable proposed;
 - 2) a list of vehicles to be used for transport, specifying the registration numbers of the vehicles and the number of seats;
 - 3) a diagram of transport connections with the transport line and stops indicated.
5. In order to confirm that the timetable referred to in para. 4 (1) does not limit the capacity of the bus station, does not violate appropriate and safe conditions for passenger boarding, and does not pose a threat to traffic organisation or road safety, it must be approved in writing by the administrator before the agreement is concluded or amended (involving a change in the timetable), as well as before the timetable is approved by the public administration body competent to issue a document authorising one to provide transport (e.g., a permit or certificate). This also applies to any changes to the timetable. By approving the timetable, the administrator grants permission to use the bus station during the hours/days of operation specified in the timetable, which constitutes the basis upon which a carrier/operator applies for a document authorising them to provide transport.

6. Before granting the consent referred to in para. 5, the administrator conducts schedule coordination, as a result of which they may:
 - 1) accept the draft schedule submitted, which results in its approval;
 - 2) propose to the carrier/operator to introduce changes to the timetable;
 - 3) refuse to approve the timetable.
7. Proposing that the carrier/operator introduce changes to the draft timetable referred to in para. 6 (2), obliges them to submit the revised timetable within 5 working days from the date of receiving the changes proposed, whereby the submission of a timetable:
 - 1) compliant with the changes proposed results in its approval;
 - 2) incompliant with the changes proposed results in refusal to approve the timetable;
 - 3) failure to submit the revised timetable within the specified deadline results in leaving the application unprocessed.
8. The administrator may refuse to grant the approval referred to in para. 5 in the following cases:
 - 1) a negative result of the coordination referred to in para. 6;
 - 2) when the carrier/operator has outstanding payments for the use of bus stops or the bus station;
 - 3) when a carrier violates the terms and conditions of using bus stops or bus station, resulting in the termination of the agreement held by the carrier/operator.
9. The approval referred to in para. 5 shall remain valid for a period of 3 months from the date of its issuance. Within the aforementioned period, the carrier/operator is obliged to submit to the administrator a photocopy of the relevant document authorizing the provision of transport services (e.g., a permit or certificate) issued by a competent authority, along with the timetable attached to the aforementioned document, in order to conclude an agreement with the administrator. If the carrier/operator does not submit a copy of these documents within the aforementioned period, the consent shall cease to be valid. The photocopies of the documents referred to above submitted by the carrier/operator shall constitute an appendix to the agreement.
10. The administrator may revoke the consent referred to in para. 5, in the event of non-compliance by the carrier/operator with the provisions of these terms and conditions or if the administrator terminates an existing agreement with the carrier/operator without notice (in cases where the approval concerns an amendment to the agreement).
11. A carrier/operator may use the bus station only after obtaining a document authorizing the provision of transport services and concluding a contract.
12. The use of the bus station by a carrier/operator is possible on condition that information about the implemented timetables is made public in the manner specified by generally applicable law, in particular the Regulation of the Minister of Transport, Construction and Maritime Economy of 10 April 2012 on timetables.
13. As part of the agreed fee for using the bus station, the carrier/operator has the right to:
 - 1) enter the bus station premises on the bus indicated in the agreement;
 - 2) use the arrival bay designated by the administrator for disembarking passengers – for the time specified in the agreement;
 - 3) use the departure bay designated by the administrator for a given route to carry out passenger boarding – for the time specified in the agreement;
 - 4) use (if current occupancy allows) the stands designated at the bus station for temporary parking of vehicles between trips. The parking time at the temporary parking stand may not exceed 15 minutes;
 - 5) use the bus and minibus car park located at ul. Krochmalna 8e in Lublin – under the conditions agreed upon with the administrator, in accordance with the terms of use for the above-mentioned facility, as set out in appendix No. 2 to these terms and conditions;
 - 6) have passengers informed by the traffic dispatcher about delays exceeding 5 minutes or cancellations of trips (if such information is provided by the carrier/operator) by means of transmitted voice announcements;
 - 7) provide passenger information.
14. Additional paid services are available for carriers/operators using the bus station, including:
 - 1) announcement of information about the timetables which the carrier/operator implements by the administrator;
 - 2) use of facilities designated for driver services in the amenities and technical support building located at ul. Krochmalna 8e in Lublin.
15. The fees for the additional station services referred to in para. 14 points 1–2 are determined by an order issued by the Mayor of the City of Lublin. The detailed terms and conditions for providing additional services to carriers/operators using the bus station shall be

specified

by the administrator in the agreement.

16. In particularly justified cases, such as renovation or repairs, the administrator may decide to temporarily suspend the use of arrival/departure bays, temporary parking stands, the coach and bus stand, and the driver service facilities located in the amenities and technical support building at ul. Krochmalna 8e in Lublin, to the exclusion of any claims of the carrier/operator against the Municipality of Lublin or the administrator in this regard.
17. The maximum parking time for a bus at the departure bay is as follows:
 - 1) for departure bays:
 - a) 10 minutes for regular national transportation,
 - b) 15 minutes for national express transportation,
 - c) 20 minutes for international transportation;
 - 2) for arrival bays:
 - a) 3 minutes for regular national transportation,
 - b) 5 minutes for express and international transportation;
 - 3) 5 minutes in the case of agreed one-time entries (occasional transportation).
18. In addition, a bus may only park at the bus station in the following cases:
 - 1) collision, for the time necessary to clarify the situation or for the intervention of authorized services;
 - 2) control carried out by authorized bodies.
19. In the event of a breakdown preventing departure from the bus station, the carrier shall report this fact to the bus station staff and take measures to immediately remove the vehicle from the bus station area.
20. Carriers/operators may only use arrival and departure bays designated by the administrator.
21. The carrier/operator is obliged to adhere to the departure times from the bays assigned to the respective transportation line. Delayed departure from a given bay is permitted only in justified cases agreed upon with the dispatcher, and such a departure must not interfere with the departure of another vehicle from the same bay. In the event of a conflict as described above, the traffic dispatcher, if the bay capacity allows, directs the driver of the delayed vehicle to another bay from which it can depart.
22. The carrier/operator is obliged to inform the bus station staff about:
 - 1) temporary suspension of a service or its complete cancellation. Such information must be submitted to the administrator in writing no later than 7 days before the suspension or cancellation date, in order to update the timetable of the carrier/operator. The observance of the deadline is determined by the date of notification to the administrator. In the notification, the carrier specifies the duration of the suspension or the date of cancelling a given service;
 - 2) one-time cancellation of the service;
 - 3) providing a replacement bus for the service;
 - 4) a delay of the service exceeding 3 minutes.The information referred to in points 2 – 4 must be reported immediately in the manner agreed upon with the administrator.
23. The carrier/operator is obliged to report to the administrator any changes in the list of vehicles they use at the bus station.

§ 7

Traffic Rules at the Bus Station

1. Traffic participants and users are subject to the provisions of the Traffic Law Act of 20.06.1997 and must comply with the traffic rules specified by the administrator and the instructions given by the bus station staff while using the bus station. This includes observance of speed limits and adjusting speed to appropriate signs or prevailing conditions, changing the check-in bay, observing dwell times at check-in bays (arrival or departure) and at temporary parking slots, as well as complying with the requirement to turn off the engine while staying at check-in bays.
2. Traffic participants and users are obliged to exercise special caution, avoid any actions that could endanger road traffic or traffic order, hinder traffic, disturb the peace or public order in connection with traffic, or expose anyone to harm.
3. Pedestrians are obliged to exercise special caution when moving within the bus station area, use

the pavement or a designated pedestrian path, and when crossing a road – to exercise special caution and use a pedestrian crossing.

4. Pedestrians at the bus station are prohibited from:
 - 1) moving over the vehicle manoeuvre area and internal roads;
 - 2) walking directly in front of a moving vehicle;
 - 3) suddenly emerging from behind a vehicle or another obstacle that limits road visibility;
 - 4) crossing traffic areas in places not marked for this purpose;
 - 5) running across a roadway.
5. A bus driver entering the bus station area for the purpose of taking passengers on board should:
 - 1) use the bus station infrastructure in accordance with the terms and conditions agreed with the administrator, specifying, among others, the time and place of bus arrival in order to board passengers for a given service;
 - 2) in the event of a delay exceeding 3 minutes, report this fact to the traffic dispatcher, and then follow their instructions;
 - 3) allow passengers to board or set them down only at designated bays;
 - 4) comply with the instructions of station staff and competent safety personnel;
 - 5) observe the traffic signs at the bus station.
6. The driver of a vehicle is prohibited from:
 - 1) driving over pavements and pedestrian passageways;
 - 2) overtaking other vehicles approaching designated bays;
 - 3) stopping or leaving the vehicle in areas not intended for that purpose;
 - 4) blocking vehicles of other carriers/operators;
 - 5) allowing passengers to board or get off from locations or bays other than those designated for this purpose;
 - 6) blocking departure/arrival bays.
7. In the event of a collision or other damage to a vehicle at the bus station, the administrator shall not be liable for the damage, unless it resulted from their fault.
8. It is strictly prohibited to stop or park vehicles on pavements or in areas not intended for that purpose.
9. If a vehicle is left in a prohibited area, obstructs traffic, poses a safety hazard, hinders rescue operations or is left without license plates or in a condition indicating it is not in use, it shall be removed by competent services authorized by law. The costs and risks associated with such removal shall be borne by the vehicle owner or holder.
10. If a longer stop between services is necessary, the driver is obliged to use the parking spaces designated for this purpose, in particular the car park for buses and coaches located at ul. Krochmalna 8e in Lublin.
11. It is prohibited to park more than one vehicle at a departure bay.
12. It is prohibited to board or set down passengers outside the designated check-in bays.
13. Vehicles must not be parked at check-in (arrival or departure) bays.
14. Short-term parking stands at the bus station and in its vicinity are unattended. Leaving a vehicle in short-term parking stands shall not result in concluding a storage agreement for the vehicle, nor shall it create any other obligation on the part of the administrator to assume liability for any damage resulting from theft, destruction, or damage to the parked vehicle. Neither shall the administrator be liable for any items left in the vehicle or items constituting part of its equipment.
15. Within designated parking areas, the following actions are expressly prohibited:
 - 1) leaving a vehicle with the engine running;
 - 2) storage of fuels, flammable substances and empty fuel containers;
 - 3) repairing vehicles, refuelling vehicles, or replacing operating fluids;
 - 4) washing or cleaning vehicles;
 - 5) emptying toilets or leaving impurities;
 - 6) using open flames;
 - 7) consuming alcohol or drugs;
 - 8) smoking tobacco products or electronic cigarettes;
 - 9) behaviour or activity contrary to the principles of good social conduct or hindering utilisation of the area for other users;
 - 10) leaving animals in a vehicle;
 - 11) positioning vehicles in a way that hinders movement for other users;
 - 12) use of parking stands contrary to their intended use.

16. If the bus station is contaminated with operating fluids, dirt or other contaminants, they should be removed immediately with one's own means and report it to the bus station staff. If the contaminants are not removed or improperly removed, the perpetrator will be charged with the costs of their removal.

§ 8 Order Provisions

1. To the extent related to non-compliance with traffic safety and order rules at the bus station, the administrator will notify competent services, i.e. Police, Road Transport Inspectorate, Municipal Police and other competent authorities and institutions.
2. The Administrator reserves the right to use the services of security companies.
3. In the event of becoming aware of a security threat or the possibility of its occurrence at the bus station, each user is obliged to notify the administrator or competent services to their respective telephone numbers.
4. On the premises of the bus station it is forbidden to:
 - 1) use open fire or perform other activities that may lead to a fire or another threat to persons staying at the bus station;
 - 2) smoke tobacco and using electronic cigarettes, except for designated places;
 - 3) consume alcohol, possess or use drugs;
 - 4) engage in begging, remain on the premises in order to use them as accommodation overnight and cause disturbance;
 - 5) destroy, devastate or appropriate property and equipment of the bus station;
 - 6) litter and pollute the bus station infrastructure;
 - 7) affix and place announcements, information, advertisements, posters or timetables, or conducting marketing and promotional activities without authorisation;
 - 8) bring in items prohibited on the basis of separate regulations;
 - 9) leave luggage, packages and other items unattended, outside the designated luggage room;
 - 10) taking into account the provisions of generally applicable law, all animals at the bus station should be under the constant supervision of their owners or guardians and should be secured so that they do not endanger the health or life of other people and do not contaminate the bus station area;
 - 11) use passenger seats for other purposes;
 - 12) disturb the public order and peace of the bus station users, in particular by shouting, noise, behaviour commonly considered vulgar, aggressive or indecent, as well as violating the personal rights of the bus station users;
 - 13) place, remove, damage and change permanent markings, inscriptions, announcements, without the consent of the administrator;
 - 14) use alarm or emergency devices without any necessity to do so;
 - 15) move by bicycle, roller skates, scooter, rollers, skateboard or other personal transport devices in passenger service areas, along passageways and routes leading to passenger check-in bays;
 - 16) engage in direct personal marketing or other activities for profit, in particular by persuading passengers to use certain transport services;
 - 17) conduct economic, artistic and political activities as well as activities disturbing the order at the bus station without the consent of the administrator;
 - 18) destroy the bus station infrastructure, including lawns and other vegetation at the bus station.
5. The responsibility for children staying on the grounds of the bus station lies with their parents or legal guardians.
6. The administrator is not responsible for items left unattended at the bus station. The administrator is authorised to remove and then destroy items left unattended by travellers in the event of a justified concern that an item left poses a threat to the life or health of persons staying at the bus station. The owner of the removed or destroyed items shall be obliged to cover the costs incurred in connection with the removal or disposal of such items.
7. Subject to para. 6 items found at the bus station after 3 days from finding them will be handed over to the competent administrative body in accordance with generally applicable law, in particular the Act on Found Items of 20 February 2015.

8. Ignorance of the regulations and other conditions and rules in force at the bus station does not release the user of the bus station from the obligation to comply with them and does not protect against the effects and consequences of non-compliance with these regulations, conditions and rules.
9. The bus station staff have the right – if necessary, with the help of law enforcement and security authorities – to:
 - 1) remove from the bus station area persons:
 - a) who, despite being warned, fail to comply with the applicable order regulations and do not follow the instructions of the bus station staff,
 - b) who, while intoxicated, disturb the peace and cause public scandal with their behaviour,
 - c) who are in a condition which, for various reasons, may be burdensome or dangerous to the people surrounding them;
 - 2) call on competent law enforcement authorities in the event of destruction, devastation or theft of the bus station's property or property of the bus station users.

§ 9

Procedures in the Event of Evacuation

1. In the case that evacuation of the bus station has been ordered, all persons staying on its premises are obliged to follow the orders of the evacuation coordinator, officers of emergency and security services (in particular: Police, State Fire Service, Emergency Medical Services, etc.), as well as the security personnel of the facility.
2. During the evacuation, one should keep calm and not obstruct the activities of authorized services.
3. After announcing the evacuation call, the bus driver should immediately stop passenger boarding and, if possible, drive out of the bus station area immediately. If it is not possible to leave the bus station area, the bus driver is obliged to make sure that none of the passengers remains inside the vehicle and then go with the passengers to the safe zone.
4. In the event of a security threat at the bus station, each of its users is obliged to notify the traffic dispatcher or competent services via following telephone numbers:
 - 1) emergency number - 112;
 - 2) Police - 997;
 - 3) Fire Service - 998;
 - 4) Emergency Medical Services - 999;
5. A first aid kit is located in the traffic dispatcher's office and at the first aid point.

§ 10

Final Provisions

1. In matters related to the bus station, one should contact its staff or directly the administrator.
2. The terms and conditions of using the bus station are available on the board in the bus station building and at the administrator's office as well as on the bus station and administrator's website.
3. Staying on the bus station's premises is tantamount to acknowledging and accepting these terms and conditions.
4. Complaints and requests related to the functioning of the bus station are examined in accordance with the administrator's internal regulations.