TRAVEL CONDITIONS

Bus Rental with Driver Services

These Travel Conditions govern the passenger road transport service related to the chauffeur-driven rental service of vans, minibuses, and buses operated by Barzi Service S.r.l. headquartered at Via San Marco, 5 – 31052 Candelù di Maserada Sul Piave (TV) – VAT number 00176560266 – Phone number +39 0422 686083 - Mail info@barziservice.com - website www.barziservice.com

ART. 1 TRANSPORT OBLIGATION

Barzi Service undertakes to transport the passenger along a predetermined and agreed route, respecting the scheduled times and agreed fare.

It is strictly forbidden to transport dangerous goods, explosive or flammable materials, or any object that may pose a risk to passengers or the regular performance of the transport service.

In case of violation, Barzi Service has the right to refuse transportation.

ART. 2 DRIVER WORK AND REST REGULATIONS

The journey must comply with EU Regulation No. 561/2006 concerning driving times for travelling staff.

For daily services: 12 working hours with 9 hours of driving; 15 working hours if the driver has 3 consecutive hours of rest or 2+2 hours.

A second driver is required when driving exceeds 9 hours or the working shift exceeds 15 hours. In these cases, both drivers must be present for the entire duration of the trip.

Night rest must be at least 11 hours.

Weekly rest must be taken after a maximum of 6 working days. Drivers on a single international

occasional service may postpone weekly rest up to 12 consecutive 24-hour periods, provided the service lasts at least 24 hours in a Member State or third country different from the departure country.

ART. 3 NIGHT SERVICES

Since January 1, 2014, when driving between 10:00 PM and 6:00 AM with a single driver, driving is limited to 3 hours followed by a 45-minute break, then 3 more hours of driving.

ART. 4 FARES AND CLIENT COSTS

The fare is established before departure upon quotation request and must be formally accepted by the client.

Client expenses: fare for transport service, tolls, vignettes, parking, ZTL passes (if required), ferries, tunnels, bridges, VAT (10% Italy), customs fees if applicable.

Driver expenses: meals (€20.00 in Italy, €25.00 abroad per meal), single-room accommodation unless otherwise agreed in the quote.

Unless otherwise agreed, a 50% deposit is required to confirm the service (plus any ZTL passes), with the balance payable upon invoice receipt and no later than 60 days from the invoice date.

ART. 5 BOOKINGS AND CANCELLATIONS

The quote does not constitute a reservation or commitment.

Acceptance must be made in writing via email.

The company reserves the right to confirm availability after receiving client acceptance.

Cancellations incur a 50% fee if notified up to 5 days before the service, and 100% if within 48 hours.

In any case, terms are agreed upon acceptance.

ART. 6 SUBCONTRACTING

The company reserves the right to subcontract the service to pre-qualified and reliable suppliers.

ART. 7 INSURANCE COVERAGE

All Barzi Services vehicles are insured for civil liability with a primary insurer for a minimum € 25.000.000,00.

ART. 8 PASSENGER RULES OF CONDUCT

8.1 Passenger Obligations

Passenger must:

a) Comply with travel regulations (police, health, customs, etc.).

b) Carry valid ID (ID card or passport).

c) Follow agreed terms (date, time, route, fare).

d) Follow staff instructions for safety and regular service.

e) Stay seated with seatbelts fastened while moving. Buses are rented for seated passengers only. Toilets (if available) may only be used when stationary.

f) Not smoke on board, including electronic cigarettes.

g) Not consume alcohol or substances impairing motor skills.

h) Behave respectfully.

i) Take precautions for their safety and that of others/luggage.

j) Bring their own child safety seat if required and secure it with seatbelts.

Barzi Service declines all responsibility for passengers who fail to comply.

8.2 Passenger removal

Barzi Service may refuse or remove passengers causing danger or serious disturbance, without refund.

8.3 Damage by passengers

Passengers are liable for any damage caused to the bus and may be reported to authorities in case of intentional damage.

8.4 Passenger responsibility:

Passengers must:

a) Arrive 15 minutes before departure.

b) Label luggage with name, route, phone, and email.

c) Check where luggage is stored when boarding.

d) Retrieve all belongings when alighting.

e) Report any damage or loss immediately to the driver

ART. 9 MINORS

Children under 14 must be accompanied by an adult responsible for them.

ART. 10 BARZI SERVICE RESPONSIBILITY

10.1 Delays

Barzi Service is not liable for delays or missed connections caused by factors beyond its control (e.g., strikes, weather, traffic, mechanical issues, etc.).

10.2 Cabin luggage

Hand luggage remains under the exclusive responsibility of the passenger.

10.3 Luggage in the hold

Barzi Service is not responsible for lost baggage or valuables unless the loss results from direct fault. Passengers must label luggage. Misidentification or forgotten luggage is not the company's responsibility

ART. 11 LUGGAGE

11.1 Cabin luggage

Each passenger may carry one item of hand luggage (max. 40x30x15cm, 5kg), under their responsibility.

11.2 Luggage in the hold

Additional luggage must be clearly labelled and is accepted up to hold capacity.

11.3 Content restrictions

Dangerous or damaging items are not permitted. Passengers are liable for any damage caused by their baggage.

11.4 Lost/Swapped luggage and return costs

Loss must be reported at arrival and later via oggettismarriti@barziservice.com. Return costs are at the passenger's expense. If swapped, the person who took the wrong luggage must arrange return via courier.

11.5 Damage or loss claims

Damage/loss must be reported within 2 days via email (oggettismarriti@barziservice.com). Maximum compensation is €100.

ART. 12 LOST AND FOUND PROCEDURE

Report losses to oggettismarriti@barziservice.com.

Barzi Service has a procedure in place for handling lost property, organised as follows:

1. Recovery by on-board staff and delivery to the main office (Via San Marco, 5 – 31052 Candelù di Maserada sul Piave, Treviso).
2. Registration of the lost item by office personnel.
3. Return of the item directly to the owner upon request, or by courier (with shipping prepaid by the customer) within one week of recovery.
4. If no request or report of loss is made by the owner within 90 days of the item being found, the item will be inspected by the Police Department of the city where the company is headquartered and subsequently disposed of.
5. Items of no value, unclaimed within the period (90 days), will be donated to charitable organisations (where possible) or disposed of/destroyed.

ART. 13 ANIMAL TRANSPORT

Small pets are allowed in carriers and must be held by their owner.

Dogs must wear muzzles or leashes.

Guide dogs are always permitted.

Staff may require passengers with animals to move if disturbances occur.

ART. 14 COMPLAINTS

Suggestions or complaints may be submitted via the website www.barziservice.com or email to reclami@barziservice.com.

BARZI SERVICE S.R.L.
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