TRAVEL CONDITIONS

Treviso Airport – Mestre Train Station – Venice Tronchetto

These Travel Conditions govern the passenger road transport service related to the bus service on the commercial line "Treviso Airport – Mestre Train Station – Venice Tronchetto" (and back), 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 TRAVEL INFORMATION

Barzi Service guarantees the availability of information regarding its scheduled services. Published timetables may be subject to change.

Departure times from Treviso Airport are linked to flight arrival times; therefore, services may depart earlier or later depending on flight delays or early arrivals.

Information is provided through the official timetable, on the website www.barziservice.com, at authorised ticket offices, and through our office at Treviso Airport (airport@barziservice.com or +39 338 380 5593).

You can request information regarding:

- Travel conditions.

- Timetables and fares.
- Route changes, service cancellations, etc.
- Possible service interruptions or delays.
- Complaints procedures, ticket cancellations, and refunds.
- General inquiries.

ART. 3 PASSENGER RULES OF CONDUCT

3.1 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

3.2 Passenger removal

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

3.3 Damage by passengers

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

3.4 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. 4 MINORS

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

ART. 5 TRAVEL TICKETS

5.1 Introduction and Purchase of the Travel Ticket

The passenger is entitled to transport by Barzi Service only if in possession of a valid travel ticket, corresponding to the route, date, and departure time indicated. Changes to boarding and/or drop-off locations, as well as reversal of the route, are not permitted. Therefore, the passenger is not entitled to a transport service different from that stated on the travel ticket.

The ticket may be valid for a one-way journey or for a round trip.

The travel ticket includes all the necessary information to define the terms of the transport contract.

At the time of purchase—whether online or through authorised vendors—before completing the transaction, the passenger is required to immediately verify the accuracy of the details shown on the ticket, with particular attention to the passenger's name, the price paid, the route, and the date and time of departure.

The passenger must also ensure that the amount paid corresponds to the fare displayed on the travel ticket.

5.2 Condition of Use

The travel ticket:

- Must be shown when boarding the bus and upon request by on-board staff for inspection and validation.
- Is valid only for the date and service indicated.
- Is valid only if intact and complete in all its parts.
- Must include the company's reference details.
- Must be purchased through authorised vendors or online at www.barziservice.com. Only in case of available seats may the ticket be purchased on board the bus, by paying the fare directly to on-board staff.

5.3 Non-Validity of the Travel Ticket

The travel ticket is not valid—and the passenger is therefore not entitled to transport or to continue the journey, if:

- The ticket has been unlawfully transferred or resold.
- The transport fare has not been paid in full or in part.

5.4 On-Board Regularisation of the Travel Ticket

The passenger must be in possession of a valid travel ticket for the date and route of departure. If not, they must regularise their position on board by purchasing the ticket at the standard fare. The passenger is required to pay all due amounts directly on board the bus. Otherwise, they will not be allowed to travel.

5.5 Types of Travel Tickets

Tickets may be purchased for a single journey (one-way) or for a round trip. Round-trip tickets cannot be issued without specifying the return date and are valid for a period not exceeding 10 days.

5.6 Request for Cancellation or Date Change of the Travel Ticket

In the event of a cancellation by the customer of a previously booked trip, the following conditions apply:

- Notification of the intent to cancel up to 48 hours before the scheduled departure time: cancellation allowed with a €5.00 penalty and refund of the remaining amount.
- Notification of the intent to cancel within 48 hours of the scheduled departure time: no refund of the travel ticket.

In the event of a date change request by the customer, the following conditions apply:

- Notification of the intent to change the date at least 24 hours before the scheduled departure time: date change allowed with a €5.00 penalty.
- Notification of the intent to change the date less than 24 hours before departure: no date change allowed.

Only one date change is permitted.

Requests for cancellation or date change must be sent in writing to the address airport@barziservice.com.

The request must include the travel ticket for which the cancellation or date change is being requested, showing the passenger's full name.

No refund will be issued if the required information is not provided.

Refunds will be processed only upon presentation of a valid Barzi Service travel ticket for the relevant route and a valid proof of payment.

For round-trip tickets, no refund will be issued for the return portion if the outbound journey has already been used.

5.7 Travel Ticket Refund

A refund will be issued to the passenger, limited to the fare paid, only in the event of serious fault on the part of Barzi Service, in the following cases:

- If the service is suspended without prior notice to users via the company website (www.barziservice.com), official social media channels, notices posted at the company's main office or at the airport ticket counter, digital communication tools, or any other form of customer notification.
- In the event of a vehicle breakdown, if the continuation of the service to the destination is not ensured within one and a half hours of the incident.
- If the service is carried out with a serious delay (over one and a half hours) due to structural issues attributable to inefficiency, and this has caused damage to the customer.

Refunds will not be issued for lost or damaged tickets, or for tickets that have been subject to a date or time change.

The travel ticket refund will be processed within one month from the date of receipt of the request, unless further verification is required.

Pursuant to Article 55, paragraph 1, letter B) of Italian Legislative Decree No. 206 of 6 October 2005 ("Consumer Code"), the right of withdrawal under Articles 64 and following of the same Code does not apply to purchases made through the Barzi Service online ticketing platform.

ART. 6 BARZI SERVICE RESPONSIBILITY

6.1 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.).

6.2 Cabin luggage

Hand luggage remains under the exclusive responsibility of the passenger.

6.3 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. 7 LUGGAGE

7.1 Cabin luggage

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

7.2 Luggage in the hold

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

7.3 Content restrictions

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

7.4 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.

7.5 Damage or loss claims

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

ART. 8 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. 9 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. 10 COMPLAINTS

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

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