

## CONTRACTUAL CONDITIONS FOR BUS RENTAL

### Booking

Booking must be requested directly to the rental office of C.T.L. Srl Via Piccinini, 2 BERGAMO (BG), by phone nr. +39 02/99990070 or by e-mail at [commerciale@ctl.lombardia.it](mailto:commerciale@ctl.lombardia.it)  
Reservations will be confirmed only when C.T.L. Srl give a positive feedback.

### Quotes

The office make an offer after receiving details by the client.

### Rates

Unless otherwise indicated in the offer, rates will be:

- Including highway tolls
- Excluding: VAT, ZTL, Individual taxes of travelers in Italy or abroad, Parking fees, Ferries, Tunnels
- If the company covering an advance on expenses, the amounts will be charge on invoice with VAT and proof receipts.

### Bus rental for more days, room and board driver

In case of bus rental for more days, room and board driver is in expense of client. If the expenses will not be paid directly by the group on the site, we'll charge it on the invoice ( for each meal € 22,00 + VAT 10% in Italy and € 25,00 + VAT 10% abroad )

### Extra charge

- Second driver € 200 + VAT 10% for each day.
- The use of a second driver or a support driver is foreseen according to CE Reg. 561/2006
- The services must end by the time indicate in our offer, extra hours will be charge € 40,00 + VAT 10% for each.
- In case of transfers from/to airports, we will count an exemption of nr. 1 hour, after this time we will charge extra as specified above.

### Terms of payment

Unless different agreements with C.T.L. Srl, upon confirmation the client must pay a deposit equal to 30% of the offer, with a minimum of € 250,00.

The balance must be paid 5 days before the departure. The receipt of the payment will have to be sent by fax to +39 039/6820404 or by e-mail to [contabilita@ctl.lombardia.it](mailto:contabilita@ctl.lombardia.it)

### Cancellation of the confirmed services

Terms of cancellation services are:

- Charge of 30% for cancellation within 48 hours before the service
- Charge of 50% for cancellation from 48 hours before the service

Cancellations must be sent by fax to +39 039/6820404 or by e-mail to [contabilita@ctl.lombardia.it](mailto:contabilita@ctl.lombardia.it)

### Employee requirements

The buses are driven exclusively by company employees for which are guaranteed welfare obligations. The drivers have professional document as the law requires.

In according to the national and European low, the terms of drive and daily rest of the drivers (within 24 hours) are:

- The total driving time must not exceed nr. 9 hours per day
- Continuous driving time must not exceed nr. 4 hours and 30 minutes at the end of which it's necessary to stop for 45 minutes.
- The daily rest of the driver must be of nr. 11 consecutive hours, with a maximum of nr. 13 hours for each daily work

### Night Services

Since 1 January 2014, in case of driving from 10pm to 6am and if on board there's only one driver, he can drive for nr. 3 hours with a rest of nr. 3 consecutive hours ( after that he can drive again for nr. 3 hours )  
If the travel program will be different from what was agreed, C.T.L. Srl declines all responsibility.

### Bus seats and luggage

It's mandatory that passengers wear seat belts. When bus is on the way, all passengers must remain seated.

C.T.L. Srl declines all responsibility in case of accidental falls, damages and penalties for who doesn't respect the rules.

It's forbidden to put large luggage on board, but only small bags to put in hat boxes.

Other type of luggage must be put in the luggage van.

It's forbidden to consume food or drinks on board, excluding water.

### **Bus requirements**

Our buses are Constantly subjected to checks and rigorous upkeeps, in order to guarantee maximum reliability and safety.

- Insurance coverage
- Periodic reviews according to the regulations in force
- Careful examination on the comfort characteristics we offered

Before each service the buses are internally cleaned and sanitized, in order to respect the current sanitary protocols.

All buses have standard equipment: reclining seats, air conditioning, radio, Cd player, Hi-Fi system and TV. Any other equipment (toilette, DVD Player, small tables, Coffee machine) are subject to availability and can be made available upon agreement with the rental office.

### **Travel program**

The service is offer following the agreed travel program between the company and the client.

Any changes must be communicated to the rental office at least 3 days before the date of execution of the same.

If the itinerary change during the service, at the end of the same the company will check the new kilometers and will adjust the price if have been made more km than agreed.

### **Forced interruption of the service**

C.T.L. Srl will not refund the service in case of forced interruption of the same.

For technical breakdown of the vehicle, the company guarantees timely solutions in order to limit the inconvenience through affiliated organizations for repairs or replacements.

### **Responsibility**

According to Italian law 990/69, all buses are insured with main insurance institutions for risks deriving from traffic road.

### **Lost items**

Lost items on board will be deposited at the rental office. If possible, the rental office operator will contact the owner for the withdrawal. If the owner is unknown, the item will be held in custody for 1 month. The company doesn't take responsibility for lost items not found.

### **Damages caused by the group**

Damages caused by the group to the Bus or to its accessories, will be charges to the client.

### **Rules provided in the conditions of transport**

For anything not provided in this document, the company will consider the rules of rental contracts law.

### **Legal disputes**

For any dispute will be competent the Court of Bergamo.