



GENERAL CONDITIONS OF CARRIAGE



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FOREWORD

These Conditions of Carriage govern the passenger road transport service, both national and international, provided by Marino S.r.l., VAT/Tax Code 03613570724, with registered office in Altamura (BA), L.go F.S. Nitti, 67 - ZIP Code 70022 - Tel. +39 080 3112335 - Fax +39 080 3117537 - Email: info@marinobus.it.

The Conditions of Carriage are available at: www.marinobus.it/en/

ART. 1 - TRAVEL INFORMATION

Marino S.r.l. guarantees information regarding its scheduled services.

Published timetables may be subject to change; therefore, confirmation at the time of booking is required. Service schedules may also be reduced, intensified, or modified during Christmas, New Year, and Easter periods.

Due to logistical needs, route changes may occur during the year, including transfers.

The term "direct service" used during online booking refers to a service operated without transfers.

Information is provided through official channels:

- Website: www.marinobus.it/en/
- Authorized ticket offices
- Call center: +39 080 3112335 (06:00 AM - 01:00 AM the following day)
- Social networks
- App

Information available includes:

- Conditions of travel
- Timetables, prices, and promotions
- Conditions for transporting small pets
- On-board services (WC, Wi-Fi, power outlets, USB ports)
- Route changes or service cancellations
- Delays or interruptions
- Procedures for complaints, cancellations, and refunds

Marino S.r.l. also undertakes to transport any person holding a valid travel document on the purchased route. The transport of dangerous goods, explosive materials, or flammable substances is strictly prohibited.

Passengers must present themselves at the departure point at least 15 minutes before departure time.

In peak season, services may be operated by selected third-party carriers.

Transport of dangerous goods, explosive or flammable materials is strictly prohibited.

ART. 2 - TRAVEL DOCUMENT

Passengers are entitled to transport only if in possession of a valid travel document issued in their name, for the specific route, date, and departure time indicated.

Changes to boarding/alighting locations or route reversal are not permitted.

Tickets may be purchased:

- Through travel agencies
- Authorized ticket offices
- Website www.marinobus.it/en/

- SISAL outlets (with booking number issued by call center)
- MarinoBus App (Android and iOS)

Only registered users may use the “Mooney” reservation option payable within 24 hours. After three unconfirmed reservations in a calendar year, this option will be disabled.

2.1 Types of Travel Documents

A. Ticket

It is the document issued by Marino S.r.l., or in its name and on its behalf by authorized agents, called the “Passenger Ticket,” which includes an extract of the General Conditions of Carriage (G.C.C.), to which reference is made on the website www.marinobus.it/en/, as well as the other necessary information.

The ticket indicates the name and address of the Carrier, the place and date of issue, the seat number (which may be subject to change for logistical and organizational reasons), the place and time of departure and destination of the transport service, the fare paid, and the name of the passenger. At the time of purchase of the travel document, the passenger is required to immediately verify the accuracy of the details contained therein, with particular reference to the passenger’s name, the fare paid, the route, the departure date and time, also ensuring that any applicable fare reduction (where provided) has been correctly applied and that the price paid corresponds to that indicated on the travel document.

In the case of purchase of the travel document at authorized sales outlets or online, before completing the transaction, the passenger is required to provide a valid mobile phone number solely for the purpose of receiving, where necessary, service communications.

In the case of purchases made through third-party portals, information relating to departure and arrival times, stops, addresses, availability, and other data not directly managed by Marino S.r.l. is provided by third parties and may not be updated or fully aligned with the official and binding information available on the website www.marinobus.it/en

The ticket may consist of:

- a “paper” document, including the passenger coupon;
- any document certifying the issuance of an “electronic” ticket, such as, for example, the itinerary receipt sent by email, the electronic ticket on a smartphone, or the ticket issued via the MarinoBus application..

B. Excess Baggage Ticket

It is the document issued by Marino S.r.l., or in its name and on its behalf by authorized agents (drivers), as proof of payment for the transport of baggage exceeding the free allowance (see Art. 4) and for the transport of animals (see Art. 6).

2.2 Validity of the Travel Document

The issued travel document is valid exclusively for the indicated date, time, and service and must be presented upon any request by service personnel. No changes, vouchers, or cancellations may be made after the departure time, as in such case the travel document shall be considered forfeited.

If the passenger is not in possession of a travel document (paper and/or electronic), they may be admitted on board subject to seat availability, and the ticket will be issued by the onboard staff. Counterfeit, damaged, incomplete, or otherwise illegible travel documents are not valid.

The travel document constitutes, in all respects, a fiscal receipt. To request an invoice, please refer to section 2.4.

For international transport services, it is an essential condition of carriage that the passenger be in

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possession of a valid travel document for expatriation (passport and/or identity card, and for non-EU citizens, a valid residence permit) as well as any visas required for entry into and transit through the countries crossed by the transport service. Consequently, no passenger shall be accepted on board in the absence of valid and proper documentation, and no refund shall be granted to any person who, lacking such documentation, presents themselves for boarding or is required to interrupt the journey.

2.3 Theft or Loss of Ticket

Lost, stolen, or damaged tickets are non-refundable.

In the event of loss, theft, destruction, or deterioration of a previously purchased travel document, the passenger may travel on the service for which they were individually booked, provided that they submit to a ticket office either a report filed with the competent authorities or a self-declaration accompanied by a copy of their identity document.

In any case, prior to departure, the passenger must notify the Company by telephone at +39 080 3112335 and simultaneously send a copy of the self-declaration to the email address info@marinobus.it

2.4 Ticket Invoicing

The ticket serves as a tax receipt pursuant to Article 12 of Law No. 413 of 30 December 1991. Tickets issued online are already tax receipts that can be deducted for accounting purposes, and payment by credit card certifies the purchase.

With the entry into force of Decree Law No. 79 of 28 June 2018 on electronic invoicing, passengers may request an invoice at the time of purchase:

- On website
- Via call center
- At ticket offices

Requests after purchase will not be accepted.

2.5. Privacy

Personal data relating to travellers will be processed by Soc. Marino S.r.l. on computerised and paper media, in full compliance with Legislative Decree no. 196/2003 'Code regarding the protection of personal data', according to principles of transparency, relevance and non-excess, for purposes strictly related to the provision of transport services. Passengers are entitled to the rights set out in Article 7 of Legislative Decree No. 196/2003, which may be exercised by calling +39 080 3112335 and specifying the nature of the request to the operator. Interested passengers may view the privacy policy available on the website www.marinobus.it/en/

Information regarding any cancellations or delays in the departure of a regular service will be provided to passengers by telephone and/or email, provided that the passenger has requested this when booking/purchasing the ticket and has provided the carrier with the necessary contact details. Failure to provide such personal data will make it impossible to fulfil the obligation to inform users.

2.6 Date Change

A. Via the portal www.marinobus.it (registration required)

- if the cost of the new ticket is higher than the one previously purchased: payment of the difference at the end of the exchange operation;

- if the cost of the new ticket is lower than the one previously purchased, the difference will be credited back to the 'BORSELLINO' account and can be reused later for other purchases;
- cost of new ticket identical to that previously purchased: the exchange will be carried out without any payment/refund;

A penalty of €5 will be applied for date changes for all exchanges made more than 24 hours prior to travel, with the exception of tickets with the 'Postopiù' fare (see Article 2.9 below).

B. Through the call center at +39 080 3112335

- New ticket price higher than the one previously purchased: payment of the difference via pay-by-link or on board the bus on the day of departure;
- New ticket price lower than the one previously purchased:
 - o REGISTERED USERS: the difference will be credited back to your 'WALLET' and can be reused for other purchases at a later date;*
 - o NON-REGISTERED USERS: the difference will be credited back via a 'COUPON' sent to the mobile phone number provided when the ticket was issued, which can be reused for other purchases within one year of its issue;*
- If the cost of the new ticket is identical to that previously purchased, the exchange will be carried out by a call centre operator without any payment/refund for the traveller, who will receive a text message and/or email confirming the change.

A penalty of €5 will be applied for date changes for all exchanges made more than 24 hours prior to travel, with the exception of tickets with the 'Postopiù' fare (see Article 2.9 below).

C. Through the agency where the ticket was purchased

- If the cost of the new ticket is higher than the one previously purchased: payment of the difference to be paid at the agency;
- If the cost of the new ticket is lower than the one previously purchased, the difference will be credited via a 'COUPON' sent to the mobile phone number provided when the ticket was issued, which can be reused for other purchases within one year of its issue;
- cost of new ticket identical to that previously purchased: the exchange will be carried out by the Agency without any payment/credit for the traveller, who will receive the new updated ticket confirming the change;

A penalty of €5 will be applied for date changes for all exchanges made more than 24 hours prior to travel, with the exception of tickets with the 'Postopiù' fare (see Article 2.9 below).

2.7. Refund/Refund of the ticket

If the passenger cancels their journey, they may request a refund or credit note in accordance with the procedures set out below.

A. For registered users of the www.marinobus.it portal

A.1. Before 48 hours from the departure time:

- Passengers shall be entitled to a refund equal to 70% of the ticket price purchased, by bank transfer in accordance with the procedures set out in point 2.8 of the conditions of travel; or
- REGISTERED USERS: by accessing their personal area, they can independently cancel their ticket and obtain a 100% refund of the ticket price purchased in the 'BORSELLINO' by cancelling and confirming the transaction. The credit in the Borsellino has no expiry date and is non-refundable.

Please note that one of the two procedures described above excludes the other.

If you purchase a return ticket for which you have received a 10% discount on the total amount, cancelling just one of the two tickets will result in the loss of the 10% discount applied at the time of the combined purchase.

A.2. Before 18 hours from the departure time:

- 100% refund of the cost of the journey to your 'BORSELLINO' account;
- No monetary refunds will be given;
- In the event of the simultaneous purchase of a return ticket for which a 10% discount on the total amount was applied, the cancellation of only one of the two tickets will result in the forfeiture of the 10% discount applied at the time of the combined purchase.

A.3. Within 18 hours prior to departure time

- 80% of the cost of the journey will be credited back to your 'BORSELLINO' account;
- If you purchased a return ticket at the same time and benefited from a 10% discount on the total amount, cancelling just one of the two tickets will result in the loss of the 10% discount applied at the time of the combined purchase.

B. For unregistered users who purchase through a call centre or agency

B.1. Before 48 hours from the departure time:

- Passengers shall be entitled to a refund equal to 70% of the ticket price purchased by bank transfer in accordance with the procedures set out in point 2.8 of the conditions of travel.

B.2. Before 18 hours from the departure time:

- •100% refund of the cost of the journey via a 'COUPON' sent to the mobile phone number provided when the ticket was issued, which can be reused for other purchases within one year of issue; coupons are non-refundable.

B.3. Within 18 hours prior to departure time

- 80% of the cost of the journey will be credited via a 'COUPON' sent to the mobile phone number provided when the ticket was issued, which can be reused for other purchases within one year of its issue; coupons are non-refundable.

In the case of the simultaneous purchase of a return ticket for which a 10% discount on the total amount has been applied, the cancellation of only one of the two tickets will result in the forfeiture of the 10% discount applied at the time of the combined purchase.

2.8. Cancellation coupons

The voucher obtained following the cancellation of the ticket is valid for 12 months from the date of issue. If a ticket is purchased whose price is lower than the value of the voucher (partial use of the cancellation voucher), the system will issue the passenger with an additional voucher (change voucher) after the ticket has been issued, which will have the same validity (expiry date) as the original cancellation voucher

2.9. Refund of the ticket

If the passenger cancels their journey, they may request a refund in accordance with the following procedures:

The passenger shall be entitled to a refund equal to 70% of the ticket price purchased.

Tickets issued as part of promotional offers are non-refundable (except for exceptions provided for in the individual promotion and published on the website www.marinobus.it/en/).

Requests for ticket refunds must be submitted at least 48 hours before departure time by filling out the form in the Forms section of the website www.marinobus.it/en/ and sending the downloadable form on the same page no later than 10 days from the date of notification by registered mail to the following address: Soc. Marino S.r.l. - Uff. Rimborsi - Largo F.S. Nitti 67 - 70022 Altamura (BA), attaching the original ticket, duly cancelled, indicating the name and IBAN code of the bank account to which the credit should be made. No refund will be made if the above information is not provided.

You can send certified emails to the following certified email address: marino@legalmail.it

Refund requests received after these deadlines will not be accepted; it will only be possible to request a credit note as provided for in point 2.7;

In the case of a 'return' ticket for which a refund is requested for only one leg of the journey, the refund amount shall be calculated as the difference between the total cost of the return ticket and the original cost of the non-cancelled ticket, gross of the 10% discount applied at the time of the combined purchase, reduced by 30%.

Refunds or credits are not permitted for lost or damaged tickets, tickets already suspended due to a change of date or time, or tickets purchased as part of a promotion.

The ticket will be refunded within three months of receipt of the request.

For customers who have purchased using the 'Scalapay' payment method, the same instructions as above apply.

If you have any other queries regarding your purchase using the Scalapay method, please refer to the email address provided. support@scalapay.com

Soc. Marino S.r.l. is not required to refund the portion of the ticket not used due to the passenger's inability to continue the journey, or the passenger's failure to comply with legal provisions, or for reasons attributable to the passenger (e.g. if the passenger does not return to the bus after a refreshment stop, or if the passenger has to get off the bus for personal or health reasons, or if the passenger is asked to get off the bus by the on-board staff or the authorities for harassment or drunkenness, etc.).

2.10. Refund/Refund of tickets purchased on external portals

The provisions of Articles 2.6 et seq. do not apply to tickets purchased on external portals. Any changes and/or cancellations and/or refunds/credits relating to such tickets will be handled directly by the portal, which the passenger is required to contact directly.

2.11. "POSTOPIÙ" fare

The 'Postopiù' fare allows passengers to benefit from the following services:

- Seat next to you always free
- Right to transport 3 pieces of luggage free of charge, each with maximum dimensions of 140 cm (length + depth + width) and weighing no more than 12 kg. Luggage is stored in the luggage compartment of the coach and must be clearly and legibly marked with the name and destination of the booked trip;
- Right to transport one piece of hand luggage free of charge, under your own supervision, with maximum dimensions of 40 x 30 x 15 cm and weighing no more than 5 kg;
- Change of date without penalty, in accordance with the procedures set out in Article 2.6.

2.12. University Card

The 'MarinoBus University Card' is a digital tool aimed at all university students, offering special discounts on the purchase of or access to services offered by MarinoBus. For further information, please refer to the University Card Regulations, which can be viewed in the dedicated section of the website.

www.marinobus.it/en/

2.13. BRAVISSIMO - Loyalty Program

The MarinoBus BRAVISSIMO loyalty programme is open to all Booking Users (those who are duly registered on the website www.marinobus.it/en/) and allows them to accumulate points when purchasing eligible tickets. The points generated can be converted into discounts for future journeys in accordance with the specific regulations set out on www.marinobus.it/en/

ART. 3 TRANSPORT OF MINORS

The Company pays particular attention to the transport of minors on its services.

Before purchasing the transport service, it is necessary to check the conditions under which minors are

admitted to travel on the Company's services and, in any case, subject to compliance with legal requirements. The validity of the declaration of authorisation to travel or accompany a minor is limited to a single journey (meaning a return journey) outside the place of residence of the minor under the age of 14, with a specific destination.

3.1. Child restraint systems on board buses

Passengers aged 3 years or younger may only be transported (on minibuses and buses classified as international categories M2 and M3) in approved child seats. These seats must be brought by accompanying adults and must be secured at two points using the seat belts provided on the bus during the journey. Marino S.r.l. accepts no responsibility for the suitability and legal compliance of the seats brought by accompanying adults.

Passengers aged over 3 years, on the other hand, must be transported using child restraint systems (provided by the bus or minibus) that are compatible for use by children themselves and must be secured with child restraint systems only if they are of an approved type (Art. 172, paragraph 6 of the Highway Code). In the absence of a child restraint system, seat belts must be used, but only if they are compatible with the child. This provision applies only to children weighing less than 36 kg, as provided for by EU legislation, which limits the use of child restraint systems to such persons.

In the event of non-compliance with these requirements, the person responsible for supervising the child on the vehicle shall be held liable. Passengers weighing up to 36 kg and measuring up to 1.50 m travelling on buses and minibuses used for regular services may not be secured with child restraint systems, provided that they do not occupy a front seat and are accompanied by at least one passenger aged 16 or over.

Passengers are required to wear seat belts when seated and the vehicle is in motion, in accordance with the information provided by the on-board staff and in any case provided by signs and pictograms displayed on board the bus.

3.2 Transport of accompanied minors

Children under the age of 14 are not permitted to travel unless accompanied by an adult. Parents or guardians of children under the age of 14 travelling unaccompanied by at least one of them and who intend to grant authorisation to another person must sign the accompanying declaration.

https://www.poliziadistato.it/statics/31/modulo_dichiarazione_accompagnamento.pdf

3.3 Transport of unaccompanied minors

For minors aged between 14 and 18, written authorisation must be provided by parents or guardians and attached to the ticket. The form can be downloaded from the Customer Area of the website.

www.marinobus.it/en/

On authorised domestic routes, minors aged between 14 and 17 may only travel if they have the above authorisation issued by their parents or guardians.

On authorised international routes, minors under the age of 16 are only allowed to travel if accompanied. Parents or guardians of minors under the age of 16 travelling unaccompanied by at least one of them and who intend to grant authorisation to a different individual must sign the accompanying declaration (in point 3.2), which will remain on file at the police headquarters.

Persons aged between 16 and 17 may travel unaccompanied if they have a valid identity document and written authorisation from their parents or guardians; the form can be downloaded from the Customer Area of the website www.marinobus.it/en/

Cabin crew may request passengers to present valid identification.

ART. 4 LUGGAGE TRANSPORT

4.1. Type of luggage and permitted dimensions

Luggage is divided into:

- a) hand luggage: small items and/or items of particular value, e.g. mobile phones, laptops, PDAs, etc.
 - b) luggage checked in with the carrier, to be stored in the luggage compartment (suitcases, bags, trolleys) whose size and weight do not exceed the limits set; the use of soft luggage is recommended.
- Pushchairs are transported free of charge as special luggage (max. 1 pushchair per family) and must be foldable. Non-foldable pushchairs cannot be transported.

A. Allowed dimension

Passengers are entitled to transport one piece of hand luggage free of charge, under their own supervision, with maximum dimensions of 40 x 30 x 15 cm and weighing no more than 5 kg, to be placed in the luggage rack inside the bus or in the designated compartments.

Passengers are also entitled to transport two additional pieces of luggage free of charge, each with maximum dimensions of 140 cm (length + depth + width) and weighing no more than 12 kg. Luggage is stored in the luggage compartment of the bus and must be labelled with the name and destination of the booked journey in clear and legible writing.

4.2. Further luggage

Additional luggage can only be accepted if there is space available in the luggage compartment and upon payment of a supplement on board, as per the rates in use by the travelling staff. Only one bicycle may be transported if there is only one piece of luggage in addition to the bicycle (the bicycle must be dismantled into two pieces and stored in a special bag with the owner's name on it, subject to availability and upon request one day before departure). The cost for transporting a bicycle is €20.00, to be paid directly to the staff on board the bus.

The cost for transporting a scooter is £10.00, payable directly to the staff on board the bus.

If the bicycle is being shipped unaccompanied, the price for transporting it, dismantled into two pieces and stored in a special bag, is £40.00.

Electric bicycles and scooters are not permitted.

As regards the fare for transporting accompanying luggage, in addition to the two pieces included in the allowance, if you have additional luggage, please consult the FAQ section on our website

www.marinobus.it/en/

4.3 items contained in luggage

Passengers are prohibited from placing items in their luggage that could cause damage, such as dangerous and harmful goods or substances, flammable materials, liquids in general, and perishable materials. Marino S.r.l. reserves the right to seek compensation from passengers for any damage caused to third parties and/or other luggage by the contents of their luggage.

In the event of a violation of these regulations at the time of departure, the Company may legitimately refuse transportation.

It is strictly forbidden to transport high-value and delicate items, items not subject to compression, and perishable materials in checked baggage.

Marino S.r.l. is not liable for their deterioration or loss, unless they have been handed over to the carrier with a specific declaration of value.

4.4 Items contained in luggage

Except as provided for in Article 10 below, Soc. Marino s.r.l. is liable for loss of and damage to luggage that has been handed over to it in a closed condition, up to a maximum limit of €8.00 per kilogram or the higher amount resulting from the passenger's declaration of value and accepted by the carrier. If the weight of the passenger's luggage is not recorded, it is assumed that it does not exceed the maximum weight

allowance of 12 kg.

Soc. Marino S.r.l. is not liable for the loss or damage of luggage and items that have not been handed over, unless the passenger can prove that such loss or damage was caused by the carrier.

No automatic compensation or indemnity is provided. The passenger - within the scope of the above-mentioned regulations and within the limits specified therein - shall be entitled to compensation only for proven damages.

Loss or damage must be reported, under penalty of forfeiture, at the time of delivery, in the case of apparent loss or damage, or within three days, in the case of non-apparent loss or damage.

If the luggage is found, it will be the passenger's responsibility to collect it from the Assistance Office, which will be communicated to them.

4.5. Theft and/or loss of luggage

Without prejudice to the above, Soc Marino S.r.l. informs passengers that they are required to label their luggage with a tag indicating their name, surname, address and telephone number. Passengers who have had their luggage stolen, lost and/or exchanged from the luggage compartment/hold of the bus must report the loss or damage to the on-board staff upon arrival at the stop, under penalty of forfeiture.

They must contact the Company as soon as possible on +39 080 3112335 (every day from 06:00 to 01:00) or send an email to reclami@marinobus.it

4.6. Loss of undelivered items

Marino S.r.l. accepts no responsibility for lost items left on board the bus.

Found items will be kept for a maximum of 7 (seven) days at the company's premises, after which the provisions of the Civil Code will apply.

For information and reports, please contact customer service on +39 080 3112335.

ART. 5 PASSENGER BEHAVIOUR RULES AND RESPONSIBILITIES

Customers are required to cooperate with the Company to ensure travel safety and improve service quality, complying with the regulations in force for access to vehicles and facilities. Users of the services provided by the Company are required to behave, both for themselves and for others, in accordance with the rules of good manners and in any case in compliance with the common rules of civilised behaviour. On board the bus, passengers are required to comply with the instructions given by the driver and accompanying staff and, in any case, with the following general rules:

- prohibition on talking to or otherwise distracting the driver while the bus is in motion;
- prohibition on disturbing other passengers;
- obligation to occupy only one seat;
- obligation to wear seat belts and any other restraint devices;
- obligation to keep the bus and its equipment clean;
- Passengers must remain seated while on board the bus. In the event of an urgent need to leave their assigned seat, passengers must press the 'call' button located next to the light switch and air conditioning vent control, which alerts the driver to such movements on board.
- Eating is not permitted on board.
- Smoking is prohibited on board (including any electronic or non-combustion devices, e.g. lqos).

5.1. Passenger liability for damage

Passengers are liable to the Company for any damage caused to the bus, its furnishings and the Company's staff, as well as for any damage caused to other passengers and their belongings during transport. In the event of malicious damage, Soc. Marino S.r.l. reserves the right to file a complaint in accordance with the law and to seek compensation in the competent courts.

5.2. Smoking/refreshment breaks/toilets

Smoking is prohibited on board the bus, including electronic devices, both in the passenger compartment and in enclosed spaces (toilets, cabins, etc.). Failure to comply will result in an administrative penalty, unless the offence constitutes a more serious crime under current criminal law. In the event of a crime, the Company will report it to the judicial authorities and provide the details of the offenders.

If the buses are equipped with on-board toilets, these are available to passengers. On night journeys and/or journeys lasting more than 6 hours, one (or more) stops will be made at a service area where passengers can use the facilities. Passengers must strictly observe the duration of the stop; unless otherwise announced by the on-board staff, the duration of the stop is set at 15 minutes.

ART.6 TRANSPORT OF ANIMALS

6.1. Animals permitted on board

Passengers may bring live, non-dangerous pets (such as small dogs, cats and other small domestic animals) with them, subject to prior booking. These animals must have a health certificate, with the exception of guide dogs accompanying blind passengers, for whom Law No. 37 of 14 February 1974 No. 37 establishes that blind persons have the right to be accompanied by their guide dog on all forms of public transport without having to pay for the animal's ticket or any surcharge.

With the exception of guide dogs for blind passengers, animals must be placed in a special carrier that must be positioned on the floor, next to the seat reserved by the traveller, so as not to obstruct the normal passage of other passengers. The dimensions of the carrier must not exceed 30/30/40 cm (width/height/depth). Carriers must not have sharp edges, must not be dirty and/or smelly, must be free of birdseed and must not have full water bowls.

Animals are not permitted on international scheduled services.

6.2. Responsibility

Passengers are responsible for supervising their animals throughout the journey and are solely liable for any damage caused by their animals to persons or property.

It is never permitted to occupy a seat by placing the pet carrier on it; the seat remains available for the passenger only. The person accompanying the animal is required to compensate for any damage caused by the animal if it soils or otherwise damages the bus. If company staff detect that these rules are not being followed, the animal may be removed and the journey interrupted for safety reasons.

If the animal causes disturbance to other passengers (due to allergies, etc.), the passenger and their animal must move to another seat, if available, as instructed by the on-board staff.

6.3. Transport costs

A 40% discount applies to the transport of animals (the 'Animals' fare), except during high season when no discounts are available. Guide dogs accompanying blind passengers are not subject to any fare charges.

Furthermore, in compliance with Regulation (EU) No. 181/2011, Soc. Marino s.r.l. guarantees the protection of passengers' fundamental rights.

ART. 7 NON-DISCRIMINATORY CONTRACTUAL TERMS AND CONDITIONS

Soc. Marino S.r.l. applies contractual conditions and service tariffs that are non-discriminatory, either directly or indirectly, based on the nationality of passengers or the place of establishment of the carrier or ticket seller within the Union.

ART. 8 RIGHTS OF PASSENGERS WITH DISABILITIES OR REDUCED MOBILITY

Soc. Marino S.r.l. guarantees the transport of passengers with disabilities and reduced mobility at no

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additional cost for bookings and tickets, except for safety reasons and in cases where the configuration of the vehicle or infrastructure does not allow for the safe or practical transport of such persons.

If the above-mentioned safety issues, for which the passenger in question is refused a booking or boarding, can be resolved by the presence of a person able to provide the necessary assistance, the passenger may request to be accompanied by a person of their choice free of charge. Passengers with disabilities over the age of 14 may request free travel for their companion by sending documentation to the email address info@marinobus.it certifying 100% disability with the inability to walk without the permanent assistance of a companion.

Compensation (equal to the cost of repair or replacement) will also be provided by Soc. Marino S.r.l. in the event of loss or damage to mobility equipment (wheelchairs and other assistive devices) attributable to the carrier.

If necessary, the carrier shall make every effort to temporarily replace the lost or damaged mobility equipment.

ART. 9 PASSENGER RIGHTS IN THE EVENT OF CANCELLATION OR DELAY

9.1. Continuation, rerouting and reimbursement

In the case of regular services - national and international - whose point of embarkation and/or disembarkation is located in the territory of a Member State and for which the planned distance of the service is 250 km or more (with the exception of passengers with open tickets where the departure time is not specified, except for passengers in possession of a travel document or season ticket), Soc. Marino S.r.l., when it reasonably expects a regular service to be cancelled or delayed at departure from the terminus for more than 120 minutes, or in the event of accepting a number of bookings in excess of the number of seats available, shall immediately offer the passenger the choice between:

- continuation or re-routing to the final destination as soon as possible, at no additional cost and under similar conditions;
- a full refund of the ticket price and, where appropriate, a free return journey by coach to the first point of departure indicated in the transport contract, as soon as possible.

If Soc. Marino S.r.l. is unable to offer the passenger this choice, the passenger is entitled to receive compensation equal to 50% of the ticket price (to be paid within one month of submitting the claim for compensation), in addition to a refund of the ticket price (to be paid in cash, unless the passenger accepts another form of payment) within fourteen days of the offer being made or the relevant request being received.

When the bus becomes unusable during the journey, Soc. Marino S.r.l. shall ensure either the continuation of the service with another vehicle from the location of the unusable vehicle or transport from the location of the unusable vehicle to a suitable waiting point and/or a station from which the journey can continue.

When a regular service is cancelled or delayed by more than 120 minutes from departure from the stop, passengers are entitled to continuation, re-routing or reimbursement of the ticket price by Soc. Marino S.r.l. as indicated above.

This provision does not apply to passengers with open tickets until the departure time is specified, except for passengers in possession of a travel pass or season ticket.

In the case of regular services - national and international - whose point of embarkation and/or disembarkation is not located in the territory of a Member State and/or for which the expected distance of the service is less than 250 km, and in the case of occasional services (bus hire with driver), Soc. Marino S.r.l. accepts no responsibility for delays, interruptions or missed connections due to causes beyond its control (such as strikes, bad weather, mechanical breakdowns, traffic, road conditions, checks by the authorities, unforeseeable circumstances and force majeure) when these are such as to make it

impossible to provide the service.

9.2. Right to assistance in the event of cancellation or delay at departure

For journeys expected to last more than three hours, in the event of cancellation or delay in departure from a station exceeding 90 minutes, Soc. Marino S.r.l. offers passengers the following free of charge: a) snacks, meals and drinks depending on the waiting time or delay, provided they are available on the bus or at the station or can reasonably be provided; b) hotel or other accommodation, as well as assistance in organising transport between the station and the place of accommodation if a stay of one or more nights is necessary. For each passenger, Soc. Marino S.r.l. may limit the cost of accommodation to £80.00 per night for a maximum of two nights. For these purposes, particular attention shall be paid to the needs of persons with disabilities and reduced mobility and their companions.

Soc. Marino S.r.l. shall not be required to fulfil the obligation referred to in point b) when the cancellation or delay is due to adverse weather conditions or serious natural disasters that jeopardise the safe operation of bus services.

9.3. Right to information

In the event of cancellation or delay in departure of a regular service, the Company shall inform passengers departing from the station as soon as possible and in any case no later than thirty minutes after the scheduled departure time, and shall communicate the scheduled departure time as soon as this information is available.

If passengers miss a scheduled connecting service due to a cancellation or delay, the Company shall make reasonable efforts to inform the passengers concerned about alternative connections. This information shall be provided in formats accessible to persons with disabilities or reduced mobility.

ART. 10 COMPENSATION AND ASSISTANCE IN THE EVENT OF AN ACCIDENT

During transport, passengers are entitled to compensation for death, personal injury, and loss or damage to luggage due to an accident resulting from the use of buses. For the conditions and amount of compensation, please refer to the applicable national legislation and Article 7 of EU Regulation 181/2011. No automatic compensation or indemnity is provided. Passengers shall be entitled to compensation only for proven damages, within the limits set out in the above-mentioned legislation.

Following an accident resulting from the use of buses, the carrier shall provide reasonable and proportionate assistance for the immediate practical needs of passengers following the accident. Such assistance shall include, where necessary, accommodation, food, clothing, transport and the facilitation of first aid. The assistance provided does not constitute an admission of liability.

ART. 11 INFORMATIONS AND COMPLAINTS

11.1. Trip information

All passengers travelling on regular bus services operated by Soc. Marino s.r.l. are entitled to receive adequate information throughout their journey. This information includes the rights of passengers conferred on them by EU Regulation 181/2011 and the details necessary to contact the national bodies responsible for monitoring.

Where possible, this information is provided, upon request, in accessible formats, with particular attention to the needs of persons with disabilities and persons with reduced mobility.

11.2. Reporting service disruptions

A report refers to any suggestions, comments, proposals, advice and anything else that may be useful in understanding customer needs in order to improve the services offered, where possible. Reports may be

submitted by anyone with an interest in doing so.

Reports may be submitted to the Company through the following channels:

- by filling in the appropriate report form, accessing the Customer Area on the website www.marinobus.it/en/;
- by sending the report by post to Soc. Marino - L.go Francesco Saverio Nitti, 67, Altamura (BA) or by email to: info@marinobus.it
- Any reports submitted in writing must always be addressed to:
- Soc. Marino srl
- L.go Francesco Saverio Nitti, 67
- CAP 70022 - Altamura, BA

In order to be able to respond to any reports submitted, customers must clearly indicate their personal details and address, as well as provide all relevant information relating to the report. The Company guarantees the confidentiality of personal data, as required by privacy legislation.

11.3. Complaints regarding violation of passenger rights

The Company guarantees the availability of an easily accessible and user-friendly complaint handling mechanism, with particular regard to the needs of users with disabilities, and ensuring compliance with the minimum measures identified in Annex A to ART Resolution No. 28/2021.

The information contained herein is also provided by the Company in the dedicated section of the website, accessible from the home page via the link "Complaints and reports", as well as on board buses. A complaint is defined as any act by which a clearly identifiable customer (or their legal representative or consumer association) contests in writing to the Company its conduct or omission; expresses complaints about the inconsistency of the service with one or more requirements defined by European or national legislation, the general conditions of transport or the general conditions of use of the digital platform, or the service charter.

The Company has a system for handling complaints that passengers may submit:

a) using either Italian or English, in which case the response will be provided in the same language;

b) multiple channels, including:

b.1) the website, accessible via the following link: www.marinobus.it/segnalazione-reclamo, located in the dedicated section accessible from the main menu in the 'Support' section under 'Complaints and reports' or from the footer menu on the website's home page.

www.marinobus.it/en/, using the appropriate form, with the issue of a specific receipt;

b.2) by sending an email to the following address: reclami@marinobus.it

b.3) by registered mail to the following address or post office box: Soc. Marino S.r.l., L. go Francesco Saverio Nitti, 67, 70022, Altamura (BA)

b.4) by certified email to the following address: marino@legalmail.it

b.5) via the call center, available to all customers, which operates from Monday to Sunday. The contact details, which are always up to date, can be found on the home page of the website www.marinobus.it/en/

c) by filling out the appropriate complaint form, which can also be printed, available in the Support Area under "Forms" on the website www.marinobus.it/en/ in Italian and English.

The user may submit a complaint without using the predefined form: in this case, the Company will examine complaints that include at least the following information:

a) the user's identification details (first name, last name, address) and those of any representative, attaching in this case the power of attorney and an identity document of the user;

b) the identification details of the trip made or planned (date, departure time, origin, and destination) and the transport contract (booking code or ticket number) or a copy of the ticket;

c) a description of the inconsistency of the service with respect to one or more requirements defined by European or national legislation, the general conditions of transport or, where applicable, the service charter.

The grounds for filing a complaint under EU and national passenger rights legislation relate to:

- ▶ for regular scheduled services covering distances of 250 km or more:
 - ☐ Discrimination in booking/issuing tickets based on nationality
 - ☐ Refusal to allow persons with disabilities or reduced mobility to book/issue tickets/board the bus or request additional costs
 - ☐ Problems accessing the bus station or bus for persons with disabilities or reduced mobility
 - ☐ Failure to assist persons with disabilities or reduced mobility
 - ☐ Loss or damage to equipment for disabled persons or persons with reduced mobility
 - ☐ Refusal to allow disabled persons or persons with reduced mobility to travel with a companion
 - ☐ Compensation in the event of an accident (death, injury, damage to luggage)
 - ☐ Lack of assistance for immediate practical needs in the event of an accident
 - ☐ Lack of information on cancellation or delay at departure (only if lasting more than 3 hours)
 - ☐ Failure to provide assistance (food, drinks) for cancellation or delay at departure exceeding 90 minutes
 - ☐ Failure to provide assistance (overnight accommodation) in the event of cancellation or delay at departure exceeding 90 minutes (only if lasting more than 3 hours)
 - ☐ Lack of alternative transport under similar conditions in the event of cancellation or delay in departure exceeding 120 minutes
 - ☐ Lack of ticket refund in the event of cancellation or delay in departure exceeding 120 minutes
 - ☐ Lack of alternative transport under similar conditions or ticket refund in the event of overbooking
 - ☐ Failure to continue the service in the event of a bus becoming unusable during the journey
 - ☐ Lack of adequate information throughout the journey.
 - ☐ Lack of information on passenger rights.
 - ☐ Lack of a system for handling complaints.
 - ☐ Lack of a definitive response to the complaint within 3 months.
 - ☐ Difficulty in submitting the complaint.
 - ☐ Incorrect behavior by the driver or other MarinoBus staff.
 - ☐ Inadequate hygiene conditions on board
 - ☐ Apparent damage to items transported, duly reported to the driver upon delivery
 - ☐ Failure to provide assistance following an event that rendered the bus unusable during the journey
 - ☐ Loss of luggage duly loaded into the bus hold
 - ☐ Issues relating to the issuance of a ticket
 - ☐ Issues relating to the payment of a ticket (errors during purchase by credit card, PayPal, or other payment methods accepted by the carrier)
 - ☐ Other _____
- ▶ for regular scheduled services with a planned distance of less than 250 km:
 - ☐ Discrimination in booking/ticket issuance based on nationality
 - ☐ Refusal to allow persons with disabilities or reduced mobility to book/issue tickets/board or request additional costs
 - ☐ Problems accessing the bus station or bus for disabled persons or persons with reduced mobility
 - ☐ Failure to provide assistance to disabled persons or persons with reduced mobility
 - ☐ Loss or damage to equipment for disabled persons or persons with reduced mobility
 - ☐ Compensation in the event of an accident (death, injury, damage to luggage)
 - ☐ Lack of assistance for immediate practical needs in the event of an accident
 - ☐ Lack of adequate information throughout the journey

- ☐ Lack of information on passenger rights
- ☐ Lack of a system for handling complaints
- ☐ Lack of a definitive response to the complaint within 3 months
- ☐ Difficulty in submitting the complaint
- ☐ Incorrect behavior by the driver or other MarinoBus staff
- ☐ Inadequate hygiene conditions on board
- ☐ Apparent damage to items transported, duly reported to the driver upon delivery
- ☐ Lack of assistance following an event that rendered the bus unusable during the journey
- ☐ Loss of luggage duly loaded into the bus hold
- ☐ Issues relating to the issuance of a ticket
- ☐ Issues relating to the payment of a ticket (errors during purchase by credit card, PayPal, or other payment methods accepted by the carrier)
- ☐ Other _____

Passengers may submit a complaint to the carrier within three months of the date on which the regular service was provided or should have been provided. Within one month of receiving the complaint, the carrier shall notify the passenger that the complaint has been accepted, rejected, or is still under review. The carrier shall provide a final response within three months of receiving the complaint.

The above terms do not apply to matters relating to compensation in the event of death, personal injury, or damage and loss of luggage in the event of accidents.

The complaint, in the manner and with the elements indicated above, may be submitted to the Company exclusively by the passenger in possession of a valid ticket and/or any representative and sent to the Company in accordance with the terms set out in Article 27 of Regulation (EU) No. 181/2011. In particular, the complaint must be submitted within three months of the date on which the regular scheduled service was provided or should have been provided.

Within one month of receiving the complaint, the Company will notify the passenger of its reasoned and final response as to whether the complaint has been accepted, rejected, or is still under consideration. Within a maximum of three months of receiving the complaint, the Company will provide the passenger with a final response.

For the purposes of the above terms:

- a) if the complaint is submitted by email or via the website, the complaint is considered to have been sent and received on the day it was sent;
- b) if the complaint is submitted by registered mail or certified email, the complaint is considered to have been sent on the day of dispatch and received on the day of delivery to the Company;
- c.1) if the complaint is submitted by regular mail, it shall be deemed to have been sent on the day of dispatch and received on the day it is registered by the Company in its systems, which must take place promptly and in any case within five days of delivery;
- c.2) if the complaint is delivered by hand to the company's offices, the complaint is considered to have been sent and received on the day of delivery, which must be indicated on a specific receipt;
- c.3) delivery of the complaint to a ticket office, travel agent, or ticket seller, the complaint is considered to have been sent on the day of delivery, which must be indicated on the appropriate receipt, and is considered to have been received by the Company on the day it is registered in its systems, which must take place promptly and in any case within five days of receipt.
- c.4) if the complaint is submitted by telephone, it shall be deemed to have been sent at the time the telephone call was received.

This is without prejudice to the passenger's right to:

- to use out-of-court dispute resolution procedures;
- to use the ConciliaWeb platform, ART conciliation service, by consulting the link

<https://www.autorita-trasporti.it/servizio-conciliazioni-art/>

- to use the European online dispute resolution (ODR) platform, made available by the European Commission for the protection of consumers who have used e-commerce services (link <https://ec.europa.eu/consumers/odr/main/?event=main.home2.show>)
- to submit a complaint to the Transport Regulatory Authority in the manner described in point 11.4 below

If the above terms are not met, you are entitled to receive automatic compensation commensurate with the price of the ticket, amounting to no less than:

- a) 20% if a response is provided between the 91st and 120th day after receipt of the complaint;
- b) 30% if no response is provided within 120 days of receipt of the complaint.

Please note that such compensation is not due in cases where the amount is less than €4.00, the complaint is not submitted by the passenger in the manner, with the minimum information required for processing, and within the time limits specified, or the passenger has already received compensation in relation to a complaint concerning the same journey.

11.4. Second-instance complaint to the Transportation Regulatory Authority

After submitting a complaint to the Company in the first instance, and after ninety days have elapsed since the submission, the passenger may submit a complaint to the national body responsible for enforcing passenger rights regulations regarding alleged violations of the latter. For local (regional, municipal) scheduled services, complaints may also be submitted to the local offices of the Authority, which will liaise with the national office.

The national body responsible for enforcing passenger rights regulations is the Transport Regulatory Authority, which can be contacted as follows:

Transport Regulatory Authority

Via Nizza 230, 10126 Torino,

phone: +39 0111912550

to which the complaint can be submitted by filling out the appropriate form available in the Customer Area of the website www.marinobus.it, by registered mail, or to the following email addresses:

PEC: pec@pec.autorita-trasporti.it

Email: reclami.bus@autorita-trasporti.it

In addition, complaints can be submitted directly to ART online in the dedicated section.

For further information, please consult the institutional website www.autorita-trasporti.it

11.5 Procedures for registering complaints, storing related data, and publication

In compliance with the relevant regulations, the Company shall, as part of its complaint handling mechanism, record the complaints received, indicating for each complaint: the identification details of the user and the journey; the type of service; the date of receipt of the complaint; the reasons for the complaint as stated in the form provided and the reasoned response to the complaint, accompanied by the date of dispatch. In compliance with the regulations on the protection of individuals with regard to the processing of personal data, the Company shall retain the data relating to the complaint, including the records referred to in the previous paragraph, for a reasonable period of time, but in any case not less than 24 months from the date on which the service was provided or should have been provided, also in relation to any requests for information made by the Authority in the exercise of its institutional tasks regarding the protection of users' rights.