

# Connection "Pugliairbus" - Summary of the General Conditions of Carriage

Effective from 1 April 2026

These "General Conditions of Carriage" apply exclusively to the local public transport service called "Pugliairbus" operated by Consorzio Trasporti Aziende Pugliese, hereinafter referred to simply as Co.Tr.A.P. The Customer is required to comply with the General Conditions of Carriage, which can be consulted at all ticket offices, on the website [www.cotrap.it](http://www.cotrap.it), or on the website [www.marozzivi.it](http://www.marozzivi.it) (in the dedicated section).

**OBLIGATION TO CARRY** - Co.Tr.A.P. transports passengers and baggage under the conditions in force on the "Pugliairbus" public transport service it operates, using the means prescribed in the concession or assignment deed, and unless prevented by extraordinary circumstances or force majeure. The Customer must be at the departure point at least 10 minutes before the official departure time. In providing public transport services granted or entrusted to it, Co.Tr.A.P. reserves the right to give priority to customers with online tickets and, subject to all other valid ticket holders, according to the order of priority determined by the number of passengers at the stops, within the capacity limits of the buses used for this purpose. Failure to provide individual services due to excess demand does not oblige Co.Tr.A.P. to refund the price of purchased and unused tickets.

**TICKETS AND FARES** - The fares charged by Co.Tr.A.P. are those resulting from the application of the applicable legal provisions regarding both the amounts and types of tickets. Tickets are sold at authorized sales points, via the websites [www.marozzivi.it](http://www.marozzivi.it), [www.aeroportidipuglia.it](http://www.aeroportidipuglia.it), and other authorized online portals. Tickets can also be purchased on board the bus, subject to seat availability and for a €1.50 surcharge. Tickets issued online can be revalidated up to 30 minutes before departure exclusively through authorized channels (excluding on board) and subject to a €1.00 penalty. Pursuant to current legislation, purchasing tickets on board incurs a surcharge. Tickets are non-refundable and non-exchangeable, but only revalidable (only those purchased on certain online platforms that allow this option) within the specified timeframes. Lost, stolen, or damaged tickets are non-refundable and non-exchangeable. Tickets must be validated according to the prescribed procedures and communicated to customers with specific notices. Any customer found without a valid ticket or otherwise invalid during a check by security personnel will be subject to the administrative fine established by current legislation, in addition to the payment of the standard one-way ticket used. Customers found in possession of a counterfeit travel document (cut, defaced, tampered with, or otherwise rendered illegible) will be reported to the Judicial Authorities in accordance with the Criminal Code. Children under ten years of age accompanied by an adult are transported free of charge.

**RULES OF CONDUCT** - Customers are required to comply with the vehicle regulations. In addition to onboard buses, the rules of conduct also apply at ticket offices and on company premises in general. Compliance with the rules of conduct and any violations are monitored either by specifically appointed company personnel or by external bodies with legitimate responsibility for such monitoring. Failure to comply with the rules contained in the company regulations will result in the application of the administrative fines established by current regional legislation. Co.Tr.A.P. reserves the right to take legal action against anyone who causes damage to its employees, buses, and facilities. The use of cell phones, radio recorders with headphones or earphones, or any other electronic device is permitted on buses, provided they do not disturb other passengers or, in particular, service personnel, who have the right to prohibit their use.

**LUGGAGE** - Passengers holding a valid travel ticket are entitled to carry, free of charge, one piece of personal luggage (bag, purse, or briefcase), and one piece of luggage with a maximum size of 95 cm (sum of length, height, and depth) not exceeding 10 kg. This luggage may be stored, under their sole responsibility, in the compartments provided on the bus, without obstructing or disturbing other passengers. Subject to the capacity and load capacity of the luggage compartment, passengers may carry a second piece of luggage with the same maximum dimensions as the baggage allowance, which will be subject to the current one-way fare for the 1st class. Children under ten years of age, if carried free of charge, do not benefit from the baggage allowance. In the event of lost luggage, passengers must immediately notify the on-board staff or the personnel responsible for checks or inspections, or by telephone or in writing to the administrative offices in Bari. Co.Tr.A.P. will store all items lost on board its buses or in its premises at its facilities in Bari for 30 days, and will return them to anyone who can adequately demonstrate their rightful ownership. Items will be stored with the utmost diligence. In any case, Co.Tr.A.P. is not liable for any damage to lost items caused by inadequate storage.

**PET TRANSPORT** - Animals are not permitted for transport, except small animals, provided they are kept in a special cage with maximum dimensions of 95 cm (length, height, and depth) and packaged so as not to cause harm or disturbance to customers or service personnel. The owner is responsible for the transportation fee. The fare is the same as the one paid by the customer, with no right to occupy a seat. Guide dogs for the blind travel free of charge.

**TRANSPORTATION OF HARMFUL AND DANGEROUS SUBSTANCES** - For safety reasons, it is strictly forbidden to transport compressed, dissolved, or liquefied gas cylinders, explosive, flammable, corrosive, dangerous, harmful, or contaminating materials (the transportation of which is regulated by specific regulations), fragile materials (vases, cameras, etc.), valuables, or wine and oil containers. Otherwise, Co.Tr.A.P. is not responsible for theft or damage such items may cause to other baggage. In any case, baggage accepted for transport must be hermetically sealed. Otherwise, Co.Tr.A.P. is not responsible for its contents.

**TIMES, STOPS, AND CONNECTIONS** - With the exception of the departure and arrival terminus, all other stops along the route are optional and will be made by the driver only upon clear, explicit, and timely request from customers on board or waiting near the designated company sign. No stops for boarding or alighting are permitted for customers other than those indicated on the appropriate signs or otherwise authorized by Co.Tr.A.P. Timetables, stops, and/or routes may be subject to sudden and unpredictable changes. It is the customer's responsibility to check for any changes to timetables and routes communicated by Co.Tr.A.P. through its information channels. Co.Tr.A.P. assumes no responsibility for delays due to strikes, acts of war, adverse weather conditions, road closures or impassability, vehicle breakdowns, missed connections, or any other cause not attributable to it. Furthermore, Co.Tr.A.P. assumes no responsibility for damages resulting from printing errors, omissions, or inaccuracies in information displayed to the public or contained in pocket brochures or publications, or provided verbally by employees or points of sale.

**CARRIER LIABILITY** - Co.Tr.A.P., unless it proves it has taken all appropriate measures to avoid damage, is liable for accidents that affect passengers from the moment they board the bus until they disembark, except for those caused by the traveler's negligence. Furthermore, Co.Tr.A.P. assumes no liability for transported baggage, except for baggage registered upon departure with the payment of the applicable fare, for which legal provisions apply. Complaints for lost baggage must be reported by the traveler immediately to the on-board staff or to the personnel responsible for inspections or checks, or by telephone to the Bari offices, and confirmed in writing within 8 days of the end of the trip. In any case, the compensation for loss or damage caused to checked baggage, when the traveler has not declared the value, cannot exceed €100.00 (one hundred/00) per bag, with a limit of €200.00 (two hundred/00) for each traveler.

**COMPLAINTS** - The home page of the website [www.cotrap.it](http://www.cotrap.it) features a section called "COMPLAINTS," with instructions in two languages. Multiple methods of submitting complaints are available: by email to [reclami@cotrap.it](mailto:reclami@cotrap.it) using the editable and printable form, or by simply writing a text describing the issue, including the essential identifying information as required by measure 3 of ART Resolution 28/2021; or by mail, sending the form to Via Bruno Buozzi, 36 - 70132 Bari. For complaints submitted to the service provider, the user is entitled to receive automatic compensation commensurate with the price of the travel ticket, attributable to the transport service, in an amount of no less than: 10% if a response is provided between the ninety-first and one hundred and twentieth days from receipt of the complaint; 20% if a response is not provided within the one hundred and twentieth day from receipt of the complaint. Compensation is not due in cases where the amount is less than €4.00, or the complaint is not submitted by the user in the manner, with the minimum elements and within the timeframes required (i.e. more than three months from the date on which the regular service was provided or should have been provided). Furthermore, the complaints section specifies all the rights protecting the traveler for the out-of-court resolution of disputes through the active ART conciliation service, reachable at the following link: <https://www.autorita-trasporti.it/servizio-conciliazioni-art/>