

APPROVED
JSC "Rīgas starptautiskā autoosta"
29.10.2025 at the Board meeting
Minutes No. 23

Riga International Coach Terminal
Rules of Use (Internal Rules)
No. 1

1. General Rules

- 1.1. These Rules (relevant norms hereof) shall apply to all legal persons, employees of these legal persons, as well as to natural persons who use services provided by the coach terminal and services provided by other legal and natural persons within the territory of the coach terminal, as well as to persons staying or carrying out economic activities within the territory of the Coach Terminal.
- 1.2. These Rules shall also apply to the security service, employees of the Ministry of the Interior and representatives of other institutions, unless they contradict the relevant laws and regulations of higher legal force.
- 1.3. The Road Traffic Regulations shall apply within the territory of the Riga International Coach Terminal.
- 1.4. The binding regulations of the Riga City Council shall apply within the territory of and inside the building of the Riga International Coach Terminal.
- 1.5. The holder of the Riga International Coach Terminal is Joint Stock Company "Rīgas starptautiskā autoosta".
- 1.6. The working hours of the coach terminal are from 5:00 to 24:00. Outside of working hours, entrance doors A and C are closed.
- 1.7. From 24.00 - 05.00 entrance doors B and D are open, as well as the passenger waiting hall of the gallery on the 1st floor with an exit to the platforms. Passengers with bus tickets (or other travel document) for arriving or departing trips performed within the period from 24:00 to 5:00 are allowed to stay in the gallery passenger waiting hall during night hours from 24:00 to 5:00.
- 1.8. The customer service operator – administrator of the coach terminal (hereinafter referred to as the administrator) and the security service work from 00.00 - 24.00.
- 1.9. Passengers and other visitors shall be obliged to observe cleanliness and order in the building of and within the territory of the coach terminal, carefully handle the property of the coach terminal and other persons, observe the generally accepted norms of behaviour and politeness.
- 1.10. All persons staying within the territory of the coach terminal shall observe the instructions of the administrator, the dispatcher and security workers.
- 1.11. If persons staying within the territory of the coach terminal have any questions, complaints, or proposals, they shall apply to the administrator of the coach terminal.
- 1.12. It shall be deemed that all persons staying within the territory of the bus station have become acquainted with these Rules and are aware of the amounts of compensation for the expenses of the coach terminal.
- 1.13. The administrator of the coach terminal can be found on the 1st floor of the building.

2. Services Provided by the Coach Terminal

- 2.1. JSC "Rīgas starptautiskā autoosta" is registered in accordance with the requirements of laws and regulations of the Republic of Latvia and provides the following services:
 - 2.1.1. Use of platforms.
 - 2.1.2. Provision of information regarding coach schedules, actual times of coach arrivals and departures, ticket prices, number of places and level of comfort on a coach, services provided

by the coach terminal, passenger and luggage transport procedures, and other information related to servicing regular passenger transport.

Information is available:

- On bus timetables — information is provided on the 1st floor at the 2nd ticket office "INFORMATION", at the 1st ticket office "ADMINISTRATOR" and on information stands located in the building of the coach terminal;
- On bus departures and arrivals — information is provided by the dispatcher service by means of the reporting equipment (speakers);
- Other information — at the 1st ticket office "ADMINISTRATOR";
- Information is also available by payphone at 90000009 and on the website of the coach terminal www.autoosta.lv.

2.1.3. Bus tickets are sold in the ticket offices of the coach terminal and on the Internet. Tickets are sold in accordance with the requirements of laws and regulations of the Republic of Latvia.

2.1.4. Dispatcher's services. The dispatcher shall ensure operative information on the actual departure (arrival) time and place of buses at the coach terminal, carry out the accounting of actual arrival and departure times of buses, and check the conformity of buses to timetables.

2.1.5. Use of the waiting hall on the 1st floor.

2.1.6. Use of the waiting hall on the 2nd floor.

2.1.7. Use of hand luggage storage - in accordance with the "Terms of Use for Self-Service Hand Luggage Storage Terminal".

2.1.8. Storage of things lost and found at the coach terminal — in accordance with the "Instruction on the Acceptance, Registration, Storage and Transfer of Things Found at the Coach Terminal".

2.1.9. Use of toilet facilities on the 1st and 2nd floor.

2.1.10. Booking of tickets by phone and other means of communication.

2.1.11. Use of children's rest area on the 2nd floor. Visitors of the children's rest area must observe the following rules:

- Do not leave children unattended in the rest area.
- The parents or legal representatives of the children are responsible for the presence of children in the children's rest area and for the observance of these regulations.
- Use the equipment only for its intended purpose.
- Do not damage or soil the equipment.
- Do not endanger others with your actions.
- Observe cleanliness.

2.1.12. Passengers with reduced mobility and/or disabilities are provided with assistance in accordance with the "The Rules of Assistance to Disabled Persons".

2.2. Passengers shall have the following obligations:

2.2.1. Upon purchasing tickets, passengers shall state the point of destination of their trip, date and time of departure in a clear and understandable manner.

2.2.2. Passengers shall verify the tickets purchased and the correctness of change before walking away from the cash register. Thereafter, complaints shall not be accepted in this regard.

2.2.3. Passengers shall place their luggage preventing from troubling other visitors of the coach terminal.

2.2.4. Passengers shall take care of the security of their belongings (luggage, contents of pockets, etc.) in the building of the coach terminal and on platforms.

2.3. If necessary, passengers and other persons may apply to the coach terminal security and administrator.

2.4. RSA shall not be liable for belongings stolen or lost within its territory.

3. Performance of Business Activities

- 3.1. Persons carrying out business activities within the territory of the coach terminal shall place the information with the company name, legal address, registration number, manager's name, surname and contact phone in a visible place.**
- 3.2. Should tenants detect any damages to the premises, which must be eliminated by the coach terminal, they shall immediately notify the administrator thereof.**
- 3.3. To identify the damages and determine measures to be taken and the amount of necessary funds, the representative of the coach terminal and the representative of the tenant shall inspect the place of damages within the shortest period possible and draw up an inspection report.**
- 3.4. The representative of the coach terminal and the representative of the tenant shall verify whether damages have not occurred due to the tenant's fault.**
- 3.5. Unless damages have been reported in a timely manner, tenants shall have no right to request for the compensation of losses.**
- 3.6. Damages shall be eliminated at the expenses of the coach terminal, if:**
 - They have occurred as a result of natural wear of the coach terminal building.
 - They have occurred as a result of damages to water pipes, sewerage and other internal communications of the coach terminal building.
- 3.7. The coach terminal shall not participate in the elimination of damages, if:**
 - They have occurred as a result of illegal activities or negligence of third parties.
 - They have occurred as a result of activities or negligence of tenants.
 - They are accidental.
- 3.8. Should the tenant have not reported the damages and have performed repair at its own expenses without agreeing with the coach terminal, it shall have no right to request compensation.**
- 3.9. Tenants shall be liable for the observance of labour protection, fire safety, sanitary and other requirements set in laws and regulations in their premises.**
- 3.10. Deliveries for the needs of stores and other sites of tenants shall be performed from 5:00 a.m. to 8:00 a.m. and from 5.00 p.m. to 00:00.**
- 3.11. On the entry of delivery vehicles into the territory of RSA (from the direction of Lastadijas Street) between from 8:00 a.m. to 5:00 p.m., an entry fee of EUR 15.00 is charged for each vehicle. The entry fee is calculated and added to the current rental invoice issued to the tenant to whom this delivery has been made.**
- 3.12. Only the vehicles, the owners or drivers of which have received the coach terminal passes (signed an agreement), shall be allowed to enter the area next to the coach terminal facade.**
- 3.13. The number of vehicles of the relevant carrier, simultaneously located in the area, shall correspond to the number specified in the agreement.**
- 3.14. The placement and distribution of advertisements, billboards, ads and other type of information within the territory of the coach terminal shall be allowed only upon a written permission of the coach terminal administration.**
- 3.15. Requirements set forth in the previous paragraph shall not apply to the information placed and distributed inside the premises of tenants, which is related to the business activities of this tenant.**

4. Procedures for the Use of the Territory

- 4.1. The following shall be allowed to enter the territory of the coach terminal:**
 - Coach terminal transport,
 - Passenger carriage transport, if an agreement is signed with coach terminal,
 - Transport of persons who have coach terminal passes to enter the internal territory of the coach terminal with or without the use of the parking lot.
- 4.2. The driving speed allowed within the territory of the coach terminal shall be 10 km/h.**
- 4.3. The drivers of vehicles, whose entry permits do not provide for the use of parking lots, shall stay in the car or in the close proximity thereof to be able to move their vehicle, if necessary.**

4.4. Persons who have signed an agreement with the coach terminal on the use of parking places shall be entitled to place their vehicles only in the parking place specified in the agreement. Persons shall be entitled to allow other vehicles entering the territory of the coach terminal to use this place, observing the requirements set forth herein.

4.5. Should the user of the parking lot find out that other car has been arbitrarily parked in the parking lot, it shall notify the administrator on duty thereof.

5. The Following Shall Be Prohibited in the Coach Terminal Building and Territory:

5.1. To enter the territory of the coach terminal without the relevant coach terminal permission, as well as if no agreement has been signed with coach terminal.

5.2. To park vehicles on side walks, without previously agreeing with the administrator.

5.3. To place vehicles in marked places, unless an agreement has been reached with the coach terminal or the user of this parking place.

5.4. To carry out any business activities without the coach terminal permission.

5.5. To carry out any construction, reconstruction or repair works without the coach terminal permission (with regard to tenants — except cosmetic repair in the tenants' premises).

5.6. To organise public events, agitation, distribution of materials, gathering of signatures without the coach terminal permission.

5.7. For unauthorised persons to stay in the coach terminal building and territory from 24:00 to 5:00.

5.8. To enter and drive by motorcycles, mopeds, bicycles, electric scooters and other vehicles and similar means of transportation.

5.9. To enter and move on roller-skates and skateboards.

5.10. For persons in the state of alcoholic or narcotic inebriation, as well as persons who do not observe sanitary and hygienic norms to stay.

5.11. To smoke — in the coach terminal building, as well as at a distance closer than 10 metres from the entrance of the coach terminal and bus stops.

5.12. To trouble other visitors by behaving loudly and impolitely.

5.13. To leave minor children unattended.

5.14. To bring in things that can cause harm to other persons, the property of the coach terminal and other persons.

5.15. To feed wild birds and animals.

5.16. To bring in animals, except for dogs, cats, decorative birds, juvenile domestic birds or decorative animals, transported in a cage, box or in another manner suitable for the transportation of an animal. Dogs shall be on a short leash and with a muzzle.

5.17. To leave belongings unattended. Security and police will take security measures with regard to these belongings.

The coach terminal shall not compensate for any losses incurred by the owner as the result of taken security measures.

Should it be established after the performed security measures that the property poses no threat to the safety of the coach terminal visitors, it shall be transferred to the luggage storage room as found property in accordance with the "Instruction on the Acceptance, Registration, Storage and Transfer of Things Found at the Coach Terminal".

Should the property pose threat, one shall act in accordance with "Instruction No. 15 for the Coach Terminal Employees in the Event of Terrorism Risk".

5.18. To park and chain motorcycles, mopeds, bicycles, electric scooters and other vehicles and similar means of transportation in inappropriate places.

Bicycles can be parked and chained only at especially designated stands (at bicycle racks).

5.19. To film and take photos in the coach terminal building and territory without agreeing with the coach terminal administration.

5.20. Warning and prohibition signs in Annex 1.

5.21. To walk/stay on the driving part of the territory.

5.22. Unmanned aircraft (drone) flights are prohibited in the airspace above the territory of Riga International Coach Terminal. Please immediately inform the Riga International Coach Terminal administrator or security officer about any unmanned aircraft (drone) flights.

6. Consequences of Violation of These Rules

6.1. In the event of non-observance of parking rules, the coach terminal shall be entitled to mechanically block or displace vehicles parked contrary to these rules. In this case, the coach terminal shall not be liable for any losses caused as a result of displacement of vehicles; moreover, the coach terminal may recover expenses related to displacement and mechanical blocking in the amount of up to EUR 10 from the owner of the vehicle.

6.2. The person might be expelled from the coach terminal territory for the violation of these Rules.

6.3. The ticket price shall not be compensated to the violators of these Rules.

6.4. Systemic non-observance of these Rules shall be grounds for the termination of lease and other contracts and agreements.

6.5. Should a passenger carrier who has no agreement signed with the coach terminal enter the coach terminal territory and use its services, the coach terminal shall withhold a double charge for the services.

7. Final Matters

7.1. Complaints, proposals and suggestions can be submitted to the following:

- **Administrator of the Coach Terminal.**
- **In writing — addressing them to RSA.**
- **By phone — at +371 67226658, or by email – info@autoosta.lv.**

7.2. Complaints non-related to the services of the coach terminal shall be forwarded to the relevant service providers for the provision of a reply.

7.3. Should a person submit a complaint, the examination of which is not within the competence of the coach terminal, the hall administrator on duty shall explain to the person as to where and how the complaint shall be submitted.

7.4. Complaints regarding the actions of security workers shall be submitted to the coach terminal administration.

7.5. Should material or moral harm, misunderstandings, uncertainties or other inconveniences occur for persons in connection to the use of services provided by the coach terminal, these persons shall not be entitled to excuse themselves with not knowing these Rules.

7.6. The administrator shall have the right to refuse from hearing out the persons and expel them from the administrator's room and the bus station in the following cases:

- **If a person, expressing a complaint, proposal or suggestion, uses swear words or does not observe the generally accepted norms of behaviour and politeness;**
- **If a person, expressing a complaint, proposal or suggestion, is in a state of alcoholic or narcotic inebriation;**
- **If a person has submitted a complaint which is not within the competence of the coach terminal and following the receipt of exhaustive explanation regarding the correct submission of the complaint, this person refuses to leave the administrator's room.**

7.7. The observance of these Rules shall be controlled by the coach terminal employees, police and security.

7.8. These Rules are available on the 1st floor of the coach terminal at information stand, at the administrator and in the waiting room on the 2nd floor.

Annex 1

Warning signs		Prohibition signs		
				
Place upon need	Attention! Thin heels may get stuck in the grid!	In accordance with Paragraph 5.9	In accordance with Paragraph 5.1 1	In accordance with Paragraph 5.1 5
				
Fencing barriers	Fencing cones	In accordance with Paragraph 5.16	In accordance with Paragraph 5.1 8 and 5.18	
				
		In accordance with Paragraph 5.22	In accordance with Paragraph 5.1 9	