



APPROVED
JSC "Rīgas starptautiskā autoosta"
05.06.2024. at the Board meeting
Minutes No.14

The Rules of Assistance to Disabled Persons

1. The Joint-Stock Company „Rīgas starptautiskā autoosta” (Riga International Coach Terminal, hereinafter the Coach Terminal) provides disabled persons with the following free aid furnished by **assistants at the Coach Terminal and its territory**:
 - Mobility around the Coach Terminal and its territory (including assistance to reach the box office, the waiting hall, the boarding platform, etc.);
 - Boarding of vehicles, provided the vehicles are suitable;
 - Depositing of luggage;
 - Receipt of luggage;
 - Alighting.
2. To receive 1.p. prescribed assistance at the Coach Terminal and its territory:
 - The person who will benefit from such assistance shall notify the Coach Terminal staff **at least 36 hours in advance**;
 - Assistance shall be ordered via telephone + 371 67226658 or in online mode, by means of filling in an electronic application form and sending it to the following e-mail address: palidziba@autoosta.lv;
 - After ordering the service the applicant shall receive a confirmation from the Coach Terminal staff;
 - Having received a confirmation, the person who will benefit from assistance shall arrive at the Coach Terminal **no later than 40 minutes** prior to the scheduled coach departure time;
 - Upon arrival at the Coach Terminal the person concerned shall notify the staff at the Assistance Call Point and produce a document confirming a disabled person's status.
3. In order to book a ride for a person with reduced mobility who requires assistance in boarding/ alighting and a technically adapted coach, one shall contact the carrier serving the required route.
4. In order to use services available on the 2nd floor of the Terminal building, disabled persons and persons with reduced mobility shall use an elevator (lift). To use the elevator (lift) one shall press the Staff button.
5. There are two parking lots for disabled persons within the territory of the Coach Terminal:
 - At the entry of the Coach Terminal territory from Pragas Street;
The parking lot is only for transportation of disabled individuals, arrivals and departures.
 - At the entry of the Coach Terminal territory from Lastadijas Street;
The parking lot is for transportation of disabled individuals, arrivals, departures and parking time up to one hour, free of charge.