

## TERMS OF USE FOR SELF-SERVICE HAND LUGGAGE STORAGE TERMINAL

1. Only hand luggage no larger than 40x50x70cm or 80x50x70cm is accepted for storage. **The maximum storage time is 30 days (for foodstuff or other perishable goods no longer than 12 hours).**
2. The storage is open every day from 05:00 – 24:00.
3. **It is prohibited to store the following items:**
  - Sharp and fragile items (without proper packaging);
  - Explosive, inflammable, radioactive, toxic and fetid items;
  - guns;
  - documents;
  - valuables;
  - animals.
4. In case of suspicion, in presence of a security guard, the employee at the storage terminal is entitled to invite the person dropping-off luggage to show its content.
5. **Luggage drop-off for storage:**
  1. Choose the interface language,
  2. Choose the service: drop off or insert luggage;
  3. See the instructions and terms of use.
6. **Inserting the luggage in the locker:**
  1. Choose vacant locker of the corresponding size;
  2. Choose the storage period;
  3. Pay for the selected storage period by bank card. You can pay at the POS card reader by inserting your card in it or wave your contactless payment card over the POS contactless card reader;
  4. After the transaction is complete, the respective locker door will be opened.  
**You must close the locker door after the luggage has been stored in the locker!**
  5. After the luggage is inserted and the door is closed, the terminal will print a receipt. You will need this receipt containing the barcode and the decoded digits (five digits) to collect the luggage.  
**Keep the receipt or the collection code until the luggage is successfully collected!**
7. The fee for luggage storage is set according to the price list. The fee for the storage period is charged at drop off of the luggage in advance, while in case of prolonged storage period the additional fee will be charged at the collection.
8. **Collection of luggage from the locker:**
  1. To collect your luggage, scan the receipt or enter the five-digit code manually;
  2. If you have entered a wrong code or the storage terminal shows that the code or the receipt is invalid, consult the coach terminal administrator (phone: +371 67226658);
9. **If you have lost your receipt or the code:**
  1. Consult the coach terminal administrator, if you have lost your luggage storage receipt or the code;
  2. You will be charged **EUR 5.00** for the lost receipt or the code;
  3. No claims for lost storage receipt or code shall be accepted from persons under the influence of alcohol or other intoxicants.
10. **About the storage period:**
  1. If the luggage is not collected within 30 days after the storage period has ended, it will be destroyed;
  2. If the luggage is not collected within 24 hours and the employees at the storage terminal establish it contains any faulty goods (bad smell, leaking, or other signs), the luggage is opened and the faulty goods are removed and destroyed.
11. In case of operation failure of the self-service storage terminal, please consult the coach terminal administrator (1<sup>st</sup> floor, phone: +371 67226658).
12. Complaints and suggestions regarding the use of the self-service storage terminal can be submitted in writing to the coach terminal administrator.