



TERMS OF USE

FOR SELF-SERVICE HAND LUGGAGE STORAGE TERMINAL



1. Only hand luggage no larger than 40x45x60cm (medium size) and 50x90x60cm (large size) is accepted for storage. The maximum storage time is 10 days (for foodstuff or other perishable goods no longer than 24 hours).
2. The storage is open every day from 00.00 – 24.00 (except night-time - closed from 3.00-4.30, on Sundays from 03.00 – 04.00.);
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 coach terminal administrator is entitled to invite the person dropping-off luggage to show its content.
5. Luggage drop-off for storage:
 - Choose the interface language,
 - Choose the services: insert luggage, collect luggage, extend storage time or add luggage.
6. Inserting the luggage in the locker:
 - Choose compartment of the corresponding size;
 - Choose the storage period (minimum storage duration 1 hour);
 - Pay for the selected storage period by bank card. You can pay at the POS card reader by inserting your card or by bringing a contactless payment card or smart device to the POS contactless card reader;
 - After the transaction is complete, the terminal will print a receipt. You will need this receipt containing the QR code and the decoded digits (six digits) to collect the luggage. **Keep the receipt or the collection code until the luggage is successfully collected!**
 - The respective compartment door will be opened. **You must close the compartment door after the luggage has been stored in the locker!**
 - **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.**
7. Collection of luggage from the compartment:
 - To collect your luggage, scan the receipt or enter the six-digit code manually;
 - 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);
8. Extending baggage storage time or adding additional baggage:
 - **To extend the baggage storage time**, scan the QR code of the receipt or enter the code (six digits) by hand;
 - Choose the necessary additional time of luggage storage;
 - Make payment for the selected additional time of luggage storage;
 - After making the payment, the terminal will print a receipt confirming the payment including the reprinted initial QR code and the decoded digits (six digits), which will be required at luggage collection;
 - **To add additional luggage**, scan the QR code of the receipt or enter the code (six digits) by hand;
 - In the terminal, the door of the customer's pre-selected compartment will open;
 - Add additional luggage to the already inserted luggage and close the compartment door.
9. If you have lost your receipt or the code:
 - Consult the coach terminal administrator, if you have lost your luggage storage receipt or the QR code;
 - You will be charged **EUR 5.00** for the lost receipt or the code;
 - 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:
 - If the luggage is not collected within 10 days after the storage period has ended, it will be destroyed;
 - 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 (1st 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.



You must close the compartment door after the luggage has been stored in the locker or collect from the locker!



Keep the receipt or the collection code until the luggage is successfully collected!

