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Rules for Carriage of Passengers by Bus (Rules)

These Rules specify the procedure, whereupon the Passenger may use the bus trip (airBaltic bus) offered by the Air Baltic Corporation AS (hereinafter - Air Baltic) for getting to/from the Riga International Airport (Riga Airport) (hereinafter - Trip).

The Trip is provided by LIEPĀJAS AUTOBUSU PARKS, the cooperation partner of airBaltic, registration No. 40003015652, registered address: Cukura Street 8/16, Liepaja, Latvia, LV-3414.

Please note! A Passenger, by using the Trip is provided an opportunity to get to/from the airBaltic flights carried out in Riga Airport (*except for charter flights and the flights organized by airBaltic partners*) from several cities in Latvia, Estonia and Lithuania free of charge, but this additional Trip offered by airBaltic is not a part of the Passenger's planned flight.

The Passenger, by agreeing to use the Trip, confirms that he/she has familiarized himself/herself and agrees with the special provisions and restrictions of its use.

1. Terms used in the Rules

- 1.1. airBaltic bus** – a specially labelled vehicle provided by the Carrier for the carriage of Passengers and luggage on a given route (hereinafter also a bus);
- 1.2. Confirmation** – a written (electronic) confirmation of airBaltic, specifying the name and last name of the passenger, route, date and time of the Trip, as well as the reservation number of the Passenger's planned flight, entitling the respective Passenger to use the Trip without any additional charge. A ticket or a part of the ticket of the Passenger's planned flight shall not be considered as Confirmation;
- 1.3. Departure Time** – initial departure time of the bus specified in the Confirmation, pursuant to the Timetable, which may change due to various circumstances out of the Carrier's control;
- 1.4. Departure Place**– please refer to Bus Stop;
- 1.5. Luggage** – Passenger's belongings, which the Passenger has handed over to the Carrier for carriage and, which are labelled with a luggage sticker indicating the luggage number;
- 1.6. Trip** – a trip provided by the Carrier, using the airBaltic bus, for getting to/from the Riga Airport prior/after the flight planned by the Passenger and provided by airBaltic at specific intervals (taking into consideration derogations due to the change of bus/transfer) along specific route;
- 1.7. Delay** – difference between the initial departure/arrival time of the bus featured in the Timetable and the actual departure/arrival time;
- 1.8. Timetable** – trip schedule, specifying the time and days of the Trip, as well as stopping and waiting time and the Bus stops;
- 1.9. Route** – previously established bus route between the Bus stops,
- 1.10. Carrier** – Liepājas Autobusu Parks AS, which upon request of airBaltic performs carriage of the passengers and luggage;

- 1.11. Passenger** – a person, who pursuant to the Confirmation uses the bus for getting to/from the Airport Riga and for carriage of luggage on a specific route prior to/after the Passenger's planned airBaltic flight;
- 1.12. Arrival Time** – planned arrival time of the bus at the specific final destination, which may change based on the traffic restrictions, road quality and other unforeseen reasons out of the carrier's control;
- 1.13. Bus Stop** – Riga Airport and bus terminals of specific cities, where stopping of the bus is planned for boarding/unboarding of the Passengers pursuant to the previously specified route and Timetable;
- 1.14. Valid Travel Documents** – documents, which the Passenger is required to have for crossing the border of the country/-ies pursuant to the effective laws and regulations, and the validity term whereof has not or will not expire during the Trip and/or specific period after the Trip.

2. Application of Rules

- 2.1.** These Rules specify the procedure for requesting, confirming, using or cancelling the Trip with airBaltic bus.
- 2.2.** airBaltic General Conditions of Carriage available on the following website are binding to the Passenger in respect of the flight: <https://www.airbaltic.com/lv/pasazieru-bagazas-parvadasanas-noteikumi>
The following Articles of the airBaltic General Conditions of Carriage: Special Assistance (clause 7.2); Children (clause 7.3); Luggage and Pets (clause 8) are applicable to the Passenger also during the Trip by airBaltic bus. Special articles of airBaltic General Conditions of Carriage are also binding to the Passenger using the Trip:
 - 2.2.1.** Travel and Health Documents <https://www.airbaltic.com/lv/ceļojuma-veselibas-dokumenti>;
 - 2.2.2.** Baggage Rules <https://www.airbaltic.com/lv/bagaza>;
 - 2.2.3.** Baggage Restrictions <https://www.airbaltic.com/lv/bagazas-ierobejojumi>;
 - 2.2.4.** Travelling with Children <https://www.airbaltic.com/lv/ceļosana-ar-berniem>;
 - 2.2.5.** Physically Challenged Passengers <https://www.airbaltic.com/lv/pasazieri-ar-ipasam-vajadzibam>;
 - 2.2.6.** Travelling with Pets: <https://www.airbaltic.com/lv/pasazieri-ar-ipasam-vajadzibam>;

If these Rules come in conflict with airBaltic General Conditions of Carriage, these Rules shall be applied to the Trip, while airBaltic General Conditions of Carriage - to the flight.

- 2.3.** Excerpt of the Rules provided on the Confirmation has informative character only. If any dispute arises between the Carrier and the Passenger regarding the use of effective Rules, the full wording of the Rules shall be used in conjunction with airBaltic General Conditions of Carriage, the current wording whereof is published on airBaltic website at: www.airbaltic.lv.
- 2.4.** If any clause of these Rules is in conflict with the laws and regulations effective in the Republic of Latvia, this clause shall be considered as invalid, while the rest of the clauses of these Regulations remain in effect.

3. Registering for the Trip and Receipt of Confirmation

- 3.1. The Passenger has an obligation to find out all the necessary information of interest prior to the Trip and receipt of the Confirmation, including, but not limited to the information regarding: Departure/Arrival Time, especially calculating the time difference between the Arrival Time of the Trip at Riga Airport and the time of the Passenger's planned flight, planning for additional time for handling formalities prior to the Passenger's planned flight; precise Route, taking into account Bus Stops and time; service available on the bus; documents necessary for crossing the border, etc.
 - 3.2. The Passenger in compliance with clause 3.1 of the Rules may register for the Trip on airBaltic website, by completing an application form, at the air Baltic ticket counters at Riga Airport , or by calling air Baltic Call Centre. The Passenger may not register for the Trip at the Carrier or bus driver.
 - 3.3. If the Passenger registers several persons for the Trip, he/she shall be liable for provision of information in relation to the Trip and the rules of its use to all the registered Passengers (also to the person accompanying a child up to 12 years of age), especially the information regarding changes to the planned Trip.
 - 3.4. The Passenger upon completion of the application shall receive a Confirmation of the Trip issued by airBaltic to its specified e-mail address. If the Passenger pursuant to clause 3.3 has registered several persons, all the registered persons shall be included in one Confirmation, and it shall be received by the Passenger registering these persons. All persons included in one Confirmation must use the Trip on the same day and time, starting it from the same Bus Stop.
 - 3.5. The Passenger is obliged to check the information provided and included in the application prior to sending it, but if, however, she/he establishes inaccuracies in the provided information, the Passenger may submit the necessary corrections only on the receipt day of the Confirmation.
 - 3.6. The Passenger must keep the received and verified Confirmation and present it prior to the Trip in printed or electronic form (using mobile phone, tablet, etc.)
 - 3.7. In the event of lost Confirmation, the Passenger must contact airBaltic to receive a new Confirmation. If the Passenger establishes loss of the Confirmation less than 24 h prior to the Trip, the Passenger must inform the Carrier thereof, and may use the Trip, if the Carrier has received a confirmation/consent of airBaltic.
 - 3.8. The Passenger may change the time of the Trip specified in the Confirmation by informing airBaltic in advance: due to change of date/time of the Passenger's flight, cancellation of the flight or due to any other reason upon agreement with airBaltic. Contact information for making changes: at the airBaltic ticket counters or by calling airBaltic Call Centre. A possibility to change the time of the Trip may be limited, taking into account the number of available seats on the Trip selected by the Passenger.
- 4. Rights and Obligations of the Passenger and Carrier prior and during the Trip**
- 4.1. The Passenger must arrive at the Departure Place of the bus specified in the Confirmation at least 10 minutes prior to the Departure Time specified in the Confirmation. If the Passenger fails to appear in time, the Carrier may not delay the Departure time of the bus.

- 4.2.** Prior to the Trip, the Passenger has an obligation to show to the Carrier (bus driver) Valid Travel Documents and the Confirmation.
- 4.3.** If the data registered in the Confirmation does not conform to the identifying information of the Trip and/or the documents provided by the Passenger (including, but not limited to discrepancies in the reservation number of the Passenger's planned flight), the Passenger may not use the Trip.
- 4.4.** If the Passenger fails to show to the Carrier the documents specified in clause 4.2 or shows invalid documents (for example, with expired validity term), the Carrier is entitled to preclude the Passenger from taking the Trip.
- 4.5.** The Passenger has an obligation to keep the Confirmation until the end of the Trip, and upon request to present it and travel documents to the Carrier or representatives authorized by airBaltic.
- 4.6.** Data regarding the allowed number of luggage units specified in the Confirmation is binding to the Passenger in respect of the carriage of luggage during the Trip. If the Passenger is planning to transport more luggage units than listed in the Confirmation, he/she has an obligation to coordinate it with airBaltic, by contacting airBaltic ticket counters or calling airBaltic Call Centre. airBaltic may refuse adding additional luggage units, taking into account the total allowed number of luggage units on airBaltic bus.
- 4.7.** The Carrier is responsible only for the Luggage accepted by it for carriage, by issuing a document to the Passenger (luggage label), which confirms acceptance of the Luggage, and the copy whereof is attached to the Passenger's Luggage.
- 4.8.** If the Carrier fully or partially loses the Luggage or it is damaged, the Carrier shall be responsible only for the restoration value thereof and only in the amount specified in the supporting document for the purchase of luggage (for example, purchase receipt), deducting the natural deterioration.
- 4.9.** The Carrier recommends to insure the Luggage, if it contains possessions with significant material value. The Carrier shall not be responsible for insignificant or surface damages to the Luggage (broken off wheels or handles, lost security straps, cuts, scratches, breakage, stains, etc., caused as the result of natural deterioration).
- 4.10.** The Passenger is fully responsible for safety of its personal belongings and luggage located in the interior of the Bus during the Trip.
- 4.11.** If the Passenger arrives for the Trip under the influence of alcohol, drugs or other psychotropic drugs, in dirty, staining clothing or any other condition endangering safety, health and/or property of other passengers, and/or acts aggressively, inadequately, affecting his/her personal dignity and honour or that of other passengers, the Carrier may preclude the Passenger from using or continuing to use the Trip, without any compensation of losses or damages.
- 4.12.** Children up to 12 years of age (inclusive) are allowed on the bus only in the company of adult of at least 16 years of age, who is entitled to use this Trip for accompanying the child, and in compliance with these Rules, advising airBaltic in advance thereof.
- 4.13.** The Carrier is responsible for carriage of the Passenger and his/her Luggage to the final destination listed in the Confirmation (Riga Airport or bus terminals of certain cities).
- 4.14.** The Carrier retains the right to change the Passenger's seat on the bus without any prior warning due to change of the bus or for the purpose of ensuring safety of the passengers and/or the crew, or to provide high quality Trip.

4.15. If safety belts are provided on the bus, the Passenger has an obligation to buckle up during the Trip.

4.16. The Passenger during the Trip is not allowed to carry on the bus any substances or objects endangering human life and health, and substances and objects, which could damage possessions of other passengers; use alcoholic beverages; smoke on the bus or in its toilet facilities; move around the bus without any particular need during the bus being in motion and stand in the exits; by his/her behaviour disturb the work of the bus crew or cause inconvenience to other passengers (for example, block the passage between the seats, place feet on the seats; consume food and beverages with distinct odour; listen to loud music, etc.)

5. Cancellation of the Trip

5.1. The Passenger may cancel the Trip at any time by giving advance notice to airBaltic. The Passenger shall advise airBaltic regarding cancellation, using the following contact information: at the airBaltic ticket counters or by calling airBaltic customer service Call Centre.

5.2. The Passenger in the event of cancellation of the Trip may not receive any compensation for the unused Trip.

6. Discontinuation, Delay or Cancellation of the Trip

6.1. airBaltic shall have the unilateral rights to change/cancel the Trip provided that the Passenger is informed of the fact 14 days in advance by telephone and/or e-mail as specified in the Passenger's application.

6.2. If the Trip is discontinued due to the Carrier's fault, and the Carrier provides transfer to another Carrier's bus, but the Passenger refuses to accept the Trip, the Passenger is not entitled to receive any indemnification or compensation of damages.

6.3. If the Passenger due to delay of the Trip arrives late at Riga Airport and misses his/her planned flight, the Passenger shall immediately go to the airBaltic ticket counters at Riga Airport, presenting the Confirmation and fully paid ticket/reservation of the Passenger's planned flight, and receive the claims form.

6.4. If the Trip is discontinued and/or the Trip is delay and/or the Passenger misses his/her planned flight due to the fault of the Passenger or any third parties, the Passenger shall not be entitled to any indemnification or compensation for damages or to make any claims.

6.5. If the Passenger's planned flight is delayed or is cancelled, resulting in the Passenger missing the Trip, the Passenger is entitled to use the next closest Trip, prior to it presenting the Confirmation of the missed Trip received from airBaltic in advance. The Passenger may receive new Confirmation only at the airBaltic ticket counters or airBaltic Call Centre.

7. The Carrier and/or airBaltic is not responsible for:

7.1. Any damages and/or unearned profit of the Passenger due to the Carrier's failure to comply with the Timetable, if the delay was caused by force majeure circumstances and/or other circumstances, which the Carrier despite the taken actions could not foresee, affect or prevent (for example, but not limited to weather conditions, traffic jams, operation of state authorities, technical problems, etc.)

7.2. Any Passenger's costs prior, after, and/or during the Trip, as well as during the time between the Trip and the Passenger's planned flight.

- 7.3. Inaccuracy of the Passenger's submitted data (for example, wrong phone number or e-mail address), as well as for any damages and inconveniences caused by these inaccuracies.
- 7.4. Any damages as a result of illegal actions of the third parties (including other passengers, traffic participants or crew).
- 7.5. Passenger's disputes with the state authorities regarding the need and validity of the travel documents or the content of the Passenger's luggage and customs documents.
- 7.6. For the belongings left on the Bus. The found belongings are handed over to the Carrier for storage. If any products with short expiration term or suspicious objects are found among the belongings, they shall be immediately destroyed. If the owner of belongings does not claim them within 30 days, they shall come in possession of the Carrier.
- 7.7. For harm, damages and inconveniences caused to the Passenger, if the Carrier during the Trip has failed to comply with these Rules and the conditions of the mutual agreement between the Carrier and airBaltic.
- 7.8. On any losses and /or damage if the Trip is changed/canceled in accordance with the Article 6.1.

8. Personal Data

- 8.1. airBaltic is a manager of the data submitted by the Passenger, and this data shall be intended for the following purpose: Registering for and carrying out of the Trip, identification of the Passenger and receipt of additional services (ensuring the Trip for physically challenged passengers, acceptance of the child up to 12 years of age for the Trip, etc.)
- 8.2. The Passengers registering for the Trip shall provide the following information: name, last name, e-mail address, phone number, flight reservation number and need for special equipment or information regarding the age or health condition of the passenger, if it may affect provision of the Trip.
- 8.3. The Passenger's e-mail address shall be used to send the Confirmation and/or receive the information regarding the Trip. Telephone number shall be used to give information regarding the Trip.
- 8.4. The Passenger, by providing to airBaltic his/her personal data specified in clause 8.2, agrees that airBaltic may process the Passenger's data only in compliance with the purposes specified in clause 8.1 of the Rules and transfer them to the Carrier and/or its authorized agents only in the volume necessary for ensuring the Trip.
- 8.5. The Passenger's data shall not be used for the marketing purposes or transferred to the third parties without a prior Passenger's consent.

9. Procedure for Reviewing Claims

- 9.1. The Passenger must submit the claims related to the Trip (together with a copy of the Confirmation and other documents characterizing and verifying the claim) to the Carrier not later than within three months from the Trip date specified in the Confirmation.

10. Other Provisions

- 10.1. airBaltic retains the right to invalidate or amend individual clauses of the Rules without a prior notice. Information regarding such changes may be included in the Confirmation.

- 10.2.** Each time registering for the Trip, the Passenger has an obligation to familiarize himself/herself with the current wording of the Rules.
- 10.3.** The laws and Regulations of the Republic of Latvia are applicable to these Rules. Disputes, which the Parties may not resolve by means of mutual negotiations, shall be resolved by the court of the Republic of Latvia based on jurisdiction.

11. Contacts:

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+37128344469

airBaltic Call Centre: 90001100 (charges per minute EUR 0.51 / LVL 0.36; for calls from the phones in Latvia only); +371 67006006 (for international calls).