

SERVICE CHARTER FOR PASSENGER TRANSPORT THROUGH COACH AND DRIVER HIRE

SECTION I – Principles

1) Preamble

This document – approved by the Veneto Region, in conjunction with the major regional trade associations – aims to define the qualitative and quantitative characteristics of passenger transport through coach and driver hire (hereinafter referred to as ‘coach hire’), and improve the user-company relationship by formalising the rights of the former regarding transport and the obligations of the latter, while also defining procedures for monitoring quality and safeguarding the user in case of disservices.

The companies sign the Service Charter and agree to observe the principles and obligations formalised therein.

This Service Charter – which may be updated subsequently at least every three years – shall be disclosed to users by means of free leaflets available at the competent Town Hall and at coach depots, as well as on board the coaches themselves.

2) Principles

The coach hire activity is carried out in accordance with the general principles of freedom of movement, and with the following additional principles:

- **Equality and impartiality:** the company undertakes to guarantee access to transport services regardless of a person’s nationality, sex, race, language, religion and opinions, and to gradually implement adequate measures to safeguard disabled persons;
- **Continuity:** the company shall guarantee the continuity and regularity of the coach hire service (except in case of interruptions due to force majeure); in this regard, the services described in the Service Charter fall under the ‘essential services’ set forth in (Italian) Law no. 146 of 12 June 1990, as transposed into the National Sector Agreement in force;
- **Participation:** the company undertakes to consult at least once a year the user-consumer associations on the major issues concerning the service;
- **Efficiency and efficacy:** in its commitment to on-going improvement, the company shall conduct regular surveys with users to verify the level of efficiency and efficacy of the coach hire services.

Throughout this Service Charter, ‘coach hire’ is used in its broadest meaning: it starts from the time the transport request is expressed and ends upon arrival at the final destination, together with the goods accompanying the passenger (luggage); the service is governed and provided under the assumption that users are aware of their active role in determining the successful outcome of the journey.

Pasqualini è parte del gruppo:



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3) Rights and obligations of the passenger

The passenger using the coach hire service is entitled to the following:

- Safety and tranquillity of the journey;
- Continuity and certainty of the service; - hygiene and cleanliness of vehicles;
- Identifiability of staff or the company, by means of: presentation (or declaration) of the reply authorisation number (during telephone communications); card affixed to the outside of the vehicle containing the authorisation number;
- Compliance between the services purchased and those actually provided; - conformity to the provisions that prohibit smoking on board hired coaches with driver and other prohibitions set forth in (Italian) Presidential Decree no. 753 of 11.07.1980.

The user must fulfil the following obligations:

- Avoid dirtying and damaging the coach on which he/she is travelling;
- Observe the 'no smoking' prohibition; - avoid disturbing behaviour;
- Avoid carrying objects classified as hazardous or dangerous, without observing the restrictions/indications defined by the company;
- Arrive punctual at appointments agreed with the company;
- Observe the return time agreed in advance in order to guarantee strict compliance with the rules governing driving and rest times of drivers.

4) Bookings

The coach hire service, when available, shall take place through booking at the company's offices, at the following address:
VIA DELLA VALVERDE, 57 - 37122 VERONA (Italy) Tel.: +39 0458036110 - +39 3460477151 - Fax: +39 0458036109 - E-mail:
noleggio@pasqualinibus.it

SECTION II - Monitoring

1) Preamble

A priority aim of this Service Charter is to define the relevant aspects to help users perceive the quality of the coach hire service. Consequently, the service is split up into various components (quality factors), each associated with a performance level indicator. This allows for implementing an on-going monitoring process of the 'perceived' quality of the coach hire: the 'promised quality' itself constitutes a 'dynamic' target subject to continuous improvement and geared towards achieving the most ambitious results, compatibly with the potential results realistically attributable to the coach hire itself. The attached 'mode sheet' contains the 'promised' quality standards: several of these are expressed by quantitative indicators, others by qualitative indicators, that is, according to values that are objectively non-measurable but which can be defined conceptually based on common sense.

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2) Relational aspects

In its effort to promote a fruitful relationship with users, the company regards easily identifiable coaches and staff as indispensable quality factors. The former is guaranteed by the regional card affixed to the front of each vehicle and containing the authorisation number, while operators are identified through their personal badge (company, name and identification number). The company has issued appropriate documents governing the coach hire service with regard to tidiness of operators while they conduct their tasks and, in particular, the appropriateness of their manners and language, which must be respectful and courteous, so as to develop trust and collaboration between the passengers and operators themselves.

3) Monitoring procedures

The company adopts two procedures for monitoring coach hire performance:

a) via monthly surveys based on documentary data; in this approach, the collected data does not take into account passenger perception:

QUALITY FACTORS	DATA TO BE MONITORED
Safety of the journey	Accident rate of vehicles
	Age of vehicles
	Additional safety devices
Personal safety and security of passenger property	Number of thefts per passenger
Coach: daily routine cleaning and/or before each journey and weekly extraordinary cleaning	Intactness of bodywork and tidiness of interiors
Comfort of the journey	Average space available per passenger
	Climate control (air conditioning)
Level of service	Possibility of payments through credit card and/or debit card
Additional on-board services	Telephone, fax, computer and connection to databases on board
Relational/communication aspects associated with the driver	Knowledge of foreign language

b) measurement of the perception of the remaining quality factors (including the efficacy of claims procedures) by users, through the distribution, collection and processing of questionnaires, also over the telephone, to/from no less than 20% of the users, selected through rational criteria from the coach hire invoices. To this aim, the following sites are deemed the most accessible on the part of users:

- Town Hall (collection and depositing);
- The company's depots (collection and depositing).

The overview of the results concerning the above-mentioned quality factors is disclosed and delivered to the municipal authorities by the end of the first quarter of each year.

SECTION III – Claims and refunds

1) Claims procedures

The claims procedures are designed to be enacted in a straightforward and rapid manner. The claim – even notified via the telephone or verbally – must be submitted to the company in writing, via fax or e-mail, promptly and no later than seven days after the event being disputed. Within fifteen days from receiving the claim, the company shall inform the user on the state of progress of the claims procedure; within thirty days from submission of the claim, the company shall inform the user of the checks conducted and, where relevant, on the decision adopted concerning the reasons for the delay. If the user's claim is accepted, the company shall undertake – where the relevant assumptions are fulfilled – to restore the damage; in case of an unfavourable decision, the company shall notify the relative reasons to the user.

2. Refunding and damage restoration procedures.

The occurrences that – once acknowledged – entitle the user to a refund and/or compensation for financial damages include, for example:

- unjustified refusal to provide the service;
- wrongful increase in the service fee, with respect to the agreed quotation;
- damage to luggage and to clothing worn by the passenger (not depending on third-party responsibility).

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