



SERVICE CHARTER

Updated on february 23rd 2026

WHAT IS THE SERVICE CHARTER?

The Service Charter is an information and transparency tool designed to protect travelers that:

- Illustrates the commitments undertaken in relation to the supply of bus station services;
- Illustrates the rights of travelers with a view to always responding to the needs and expectations of the bus station in the best possible way.

The service charter is divided into 8 sections:

1. PREMISE

- a. Fundamental principles of behavior towards users
- b. Presentation of the Terminal
- c. Terminal location and map
- d. How to reach the Terminal

2. PASSENGER RIGHTS

- a. The norms
- b. Complaints, reports, suggestions
- c. Protection of passenger rights

3. DIRECT SERVICES

- a. Bus Station timetables

- b. Ticket office
- c. Information
- d. Luggage storage
- e. Refreshments
- f. Newsstand/Tobacconist
- g. Reserved parking spaces
- h. Sanitary facilities
- i. Free Wi-Fi
- j. Lost and found
- k. Privacy

4. ASSISTANCE TO PEOPLE WITH REDUCED MOBILITY (PRM)

- a. Description
- b. How to book/information
- c. How to request the service
- d. What to specify in the request sent by e-mail

5. INFORMATION SERVICE (IN DETAIL)

- a. Description
- b. Ticket offices
- c. User/carrier interaction
- d. Monitors
- e. Website
- f. Facebook page
- g. Instant messaging (email/chat)

6. INDIRECT SERVICES

- a. Traffic control
- b. Security
- c. Video surveillance
- d. Cleaning services
- e. Fire fighting
- f. First aid
- g. Urban decor

7. BUSINESSES NOT OPERATED BY TIBUS

- a. Refreshments
- b. Newsstand/Tobacconist

8. CONTACTS

9. EMERGENCY CONTACTS, PUBLIC UTILITY AND SOCIAL VALUE

SERVICE CHARTER

1. PREMISE

a. Fundamental principles of conduct towards travelers

The enterprise is inspired by the principles of:

Equality and impartiality: the services are provided without distinction to all users, and are aimed at guaranteeing equal access, without discrimination and in compliance with the criteria of objectivity, justice and impartiality.

TIBUS guarantees the equality of customer treatment by providing its services impartially, without discrimination regarding sex, race, language, religion, political opinions, geographical areas and income categories of users.

Transparency: in adopting and verifying compliance with the rules, TIBUS promotes their knowledge in a simple and transparent way for all travelers. All travelers have the right to be informed about the services offered directly and indirectly by the Tibus bus station. To this end, TIBUS undertakes to guarantee users clear and understandable communication on the services offered.

Partecipation: TIBUS undertakes to meet the needs of travelers and users by collecting the suggestions and proposals expressed by them in order to improve the services and the Charter of Services itself.

Continuity: TIBUS provides uninterrupted services, in mutual respect of the rules. In case of necessary ordinary and / or extraordinary maintenance, the service will still be ensured in a manner that will be promptly communicated to users.

Efficiency: one of the main objectives of TIBUS is to guarantee an immediate, qualified and competent response to the needs of travelers / users.

Courtesy and helpfulness: TIBUS staff pays the utmost attention to meet the needs of travelers / users by constantly listening to their needs.

b. Presentation of the Terminal

The TIBUS bus station was founded in 1995, in agreement with the Municipality of Rome, as a space used for the management of national and international bus lines that depart or transit through the city of Rome. TIBUS is one of the first bus stations in Italy!

The initial bus station project, started mainly with private capital, had the main objective of solving the age-old problem of bus parking in Piazza della Repubblica. The terminal was fully operational in May 2002.

Today TIBUS represents a very important hub for the city. Close to the Roma Tiburtina train station, the subway, the urban bus station, the taxi station. The metropolitan train also departs from there to the international airport "Leonardo Da Vinci" Rome-Fiumicino which represents a strategic point for those arriving and / or leaving the city.

Tibus is the most important bus station in Italy in terms of passenger volume: 3 million in 2002, over 8 million in 2018; a number that is destined to grow thanks to the intermodality of the hub and the increasingly competitive rates of bus fares.

All investments aimed at improving the structure and services offered over the years have been made exclusively with private capital from TIBUS.

To date, the bus station has a workforce of over 70 people who guarantee passengers and users all the necessary services for every travel need.

c. Terminal location and map

The Terminal is located in Largo Guido Mazzoni, in the immediate vicinity of the Roma Tiburtina railway station.

d. How to reach the Terminal by public transport

Considering the location of the Terminal and the intermodality of the hub, it results in easy and convenient access.

Available means of transportation:

- ATAC BUS: ATAC lines 62, 163, 309, C3, N2 pass by the bus station; ATAC lines 71, 111, 211, 135, 409, 490, 495, 649 have their terminus.
- COTRAL BUS: buses from Rieti, Monterotondo and Palombara Sabina have their terminus.
- METRO: metro stop of line B "TIBURTINA".
- FS METROPOLITAN SERVICE:
FL1 (Fiumicino Airport - Orte) which directly connects Fiumicino airport in 40 minutes, the "S. Camillo" and "Forlanini" hospitals. FL3 (Roma Tiburtina - Viterbo) which allows you to reach Northern Rome, the "Agostino Gemelli" and "San Filippo Neri" hospitals.
- TAXI

For more detailed information see the link:

[Reach the bus station by public transport](#)

Info on the costs of transport:

2. PASSENGER RIGHTS

a. The norms

Since March 1st 2013, the rights of bus travellers are stated in the Regulation (EU) no. 181/2011, which establishes the rights of the passengers in bus transport, providing, even for those traveling within the European Union by bus and coach, rights similar to those already recognized for air, train and maritime travel.

The regulation can be consulted and downloaded from the Tibus portal at: <https://www.tibusroma.it/carta-dei-diritti-del-passeggero/>

b. Complaints, reports, suggestions

With specific reference to the services managed (see points 3, 4, 5, and 6), TIBUS adopts the measures set out in Annex A of ART Resolution 28/2021 regarding the rights of users of rail and bus transport services. The user is defined by measure 2.1 g) of the resolution as the individual who utilizes the bus transport service.

Complaints can be submitted:

- by registered mail to the address: TIBUS SRL – L.go G.Mazzoni, snc – 00162 Roma;
- by e-mail to the address: reclami@tibusroma.it (which ensures the issuance of a delivery receipt);
- by Certified Electronic Mail (PEC) to the address: tibussrl@legalmail.it;
- Online submission with completion of the form available on the website (<https://www.tibusroma.it/reclami-inglese/>), with issuance of a delivery receipt.

The form to be used is Annex 6 (“Complaint Form”) of the PIA-RA. The corresponding form is available in the complaints section in English; it must be completed in block letters and accompanied by the identity documents of the complainant or their authorized representative, along with a copy of the authorization, as well as any other documents useful to verify the presence and/or use of the bus station services. All documents must be in .pdf or .jpg format.

On the website, in the complaints section, pre-filled forms are available in Italian, English, French, and Spanish. Complaints submitted in English, French, or Spanish will receive a response in the same language used for the complaint. Complaints will be considered if they include the following information:

- user identification references (name, surname, contact details), with an attached identification document; in the case of a complaint presented by a representative, a delegation and the representative's identification document, in addition to the identification document of the interested party.
- precise indication of the identification details of the trip made or planned;

- description of the inconsistency of the service regarding one or more requirements under European or national regulations, the general conditions of transport, or the Service Charter adopted by the Bus Station.

Complaints submitted without using the designated form will also be accepted, provided they are clearly and legibly written and contain the data and information indicated above.

TIBUS will respond to the complaint within 30 days, communicating acceptance, rejection, or the continuation of the investigation. In the latter case, the maximum response time will be 90 days, always counted from the receipt of the complaint.

If no response is provided within the aforementioned 30-day period (whether acceptance, rejection, or notification of ongoing investigation) or if the response is unsatisfactory, the complainant may submit a second-level complaint to the Transport Regulation Authority as indicated in the following paragraph c. "Passenger Rights Protection."

If the operator's response is provided after the 30-day deadline and the complaint is accepted, the user is entitled to receive automatic compensation equal to 10% (ten percent) of the ticket price; such compensation shall in no case exceed the maximum amount of €8 (eight euros).

The compensation is not due in cases where:

- The amount of the compensation is less than €4.
- The complaint was not transmitted by the user with the required methods, elements, and timelines.
- The user has already received compensation for a complaint related to the same trip.

c. Protection of passenger rights

The Transport Regulatory Authority approved the "Regulations" and the "Complaint form" for the assessment and imposition of the sanctions provided for by the [Legislative Decree no.169 \(November 4th 2014\)](#), in implementation of the regulations on the rights of passengers transported by bus contained in [Regulation \(EU\) no.181/2011](#).

The agency responsible for the application of Regulation 181/2011 is the Transport Regulatory Authority (www.autorita-trasporti.it) and secondly manages complaints submitted by customers.

The form for complaints to the Authority can be downloaded at the link:

<https://www.autorita-trasporti.it/wp-content/uploads/2015/04/ReclamoAutobusV3.pdf>

According to the "Regulations", passengers who have already submitted a complaint form, may apply in second instance - also through associations representing their interests, where expressly delegated - to the Transport Regulatory Authority, to report violations by the transport company to the obligations set out in Regulation (EU) 181/2011.

Specifically, passengers may submit a **second-instance complaint to the Authority** either directly or through a representative, including representative associations, but only after having filed a complaint with Tiburtina Bus using the methods outlined in section b). This can be done in the following cases:

- If the response is deemed unsatisfactory;
- In the event of no response.

The maximum time limit for submitting second-instance complaints to the ART is 90 days from the date the initial complaint was filed with Tiburtina Bus.

For the resolution of compensation disputes, users may resort to ADR (Alternative Dispute Resolution) procedures, which are out-of-court settlement methods.

With Resolution 21/2023, the ART (Transport Regulation Authority) established rules for out-of-court dispute resolution procedures between infrastructure and service operators and consumers, in accordance with Article 10 of Law 118/2022.

Users may submit a **conciliation request** only if they have already filed a complaint, refund request, or compensation claim with the economic operator. The request must be submitted within one year from the date of the initial complaint in the following cases:

- If no response has been received;
- If the response provided is deemed unsatisfactory.

Users wishing to initiate a conciliation procedure through the Transport Regulation Authority must access the **ConciliaWeb** platform using SPID or CIE credentials. Non-residents in Italy may register directly on the platform. (Further information and access to the platform can be found at the following link: <https://www.autorita-trasporti.it/conciliaweb/>).

Additionally, users may seek non-judicial dispute resolution through:

- a) Conciliation chambers established at Chambers of Commerce, Industry, Crafts, and Agriculture, subject to a protocol agreement between the Authority and Unioncamere;
- b) ADR bodies, including joint negotiation bodies, listed under Article 141-decies, paragraph 1, of the Consumer Code.

The request for conciliation through the ConciliaWeb platform is not admissible if the dispute can be resolved before another Conciliation Body that meets the

requirements of the Consumer Code and does not impose any costs on the user. The list of such Conciliation Bodies is available on the Authority's website.

The Authority is not empowered to resolve disputes between consumers and companies, nor to sanction regulated entities in cases of compensation and assistance related to accidents.

3. DIRECT SERVICES

a. Bus station timetable

The bus station has the following schedule: 00:00 - 24:00.
Service is guaranteed every day of the year.

b. Ticket office

The ticket offices located at the Bus Station operate according to the following schedule.

Ticket office A

Counter 1

DAYS	Opening hour	Closing hour
Monday/ Saturday	09:00	19:00
Sunday	12:00	18:00

Counters 3/4/5

DAYS	Opening hour	Closing hour
Monday/Friday	07:00	21:00
Saturday/Sunday	08:00	18:00

Counter 6

DAYS	Opening hour	Closing hour
Monday/Saturday	07:00	19:00
Sunday	07:30	13:00

Counter 7

DAYS	Opening hour	Closing hour
Monday/Saturday	07:00	19:00
Sunday	07:30	13:00

TICKET OFFICES WITHIN THE STATION AREA**Ticket office A1**

DAYS	Opening hour	Closing hour
Monday/Saturday	07:00	23:00
Sunday	07:30	23:00

Ticket office B1

DAYS	Opening hour	Closing hour
Monday/Sunday	09:00	21:00

Ticket office B2

DAYS	Opening hour	Closing hour
Monday/Friday	08:00	20:00
Saturday/Sunday	10:00	20:00

Ticket office B3

DAYS	Opening hour	Closing hour
Monday/Sunday	07:00	21:00

Ticket office C

DAYS	Opening hour	Closing hour
Monday/Friday	06:00	21:00
Saturday	07:45	21:00
Sunday	10:00	21:00

Commissions on ticket sales may be applied, with varying amounts determined by individual ticket offices. The applicable amounts will be displayed at each ticket office.

c. Information

The bus station guarantees a widespread information service as better described in point 5 below;

d. Luggage storage

The luggage storage facility is situated adjacent to box number 9 and is clearly indicated. Operating hours are from 06:30 to 22:00. This service is not operated by Tibus; the general terms and conditions governing the service are accessible on the Tibus website.

e. Reserved parking spaces

In the bus station there are parking areas reserved for whoever may need it (people with reduced mobility, pregnant women, ecc.).

f. Sanitary facilities

The sanitary facilities are supervised 18 hours a day, from 06:00 to 24:00, 7 days a week with repeated shifts of cleaning and maintenance of the facilities. The cost to access the service is 70 cents. The service is not managed by Tibus.

g. Free Wi-fi

It is possible to use the service by connecting to the network called **"Tibus Free WI-FI"**. Just follow the instructions given when connecting and, after about a minute, you are connected. The time allowed for each session is one hour (there is the possibility of reconnection for an additional hour). There are two authentication methods:

- via social Facebook: click on the social icon and authentication takes place;
- via self-service: you must enter your personal email to access and briefly respond to a questionnaire (country of origin, reason for travel, etc.). To access, you must accept the terms of use and privacy by reviewing them.

h. Lost and found

The service is dedicated solely to items lost or forgotten in the bus station and not on board the buses. In case of unattended objects / luggage, TIBUS will take care to check the contents for safety reasons. If the personnel in charge deems a safety hazard, the authorities will be alerted for verification.

For information contact the Operations Room at 06.442595 or write an email to: oggettismarriti@tibusroma.it

Important: Personal identification documents (Identity Card, Passport, etc.) are handed over to the police authorities.

For storage space issues, we keep the objects for a maximum of 20 days from the date of discovery. Perishable items are destroyed the next day.

i. Privacy

For TIBUS S.R.L. the privacy and security of personal data are very important, which is why they are collected and treated with the utmost attention, while adopting specific technical and structural measures to guarantee full security of treatment.

Pursuant to art. 13 of the European Regulation 2016/679 ("GDPR") that the processing of personal data takes place according to methods suitable to guarantee

security and confidentiality, and is carried out using paper, computer and / or telematic support. For more information, consult the information on the website <https://www.tibusroma.it/> in the dedicated section:

[Informativa privacy](#)

[Informativa cookies](#)

[Informativa wi-fi](#)

4. ASSISTANCE TO PEOPLE WITH REDUCED MOBILITY (PRM)

a. Description

Pursuant to Regulation 181/2011, the managing institutions of the stations cooperate with the carriers in order to provide assistance to people with disabilities or reduced mobility in compliance with certain conditions.

The free assistance service for passengers with disabilities and reduced mobility (PRM) is available at the bus station, upon reservation. This service is provided at the request of the traveler in agreement with the carrier who will have to carry out the transport. It should be noted that TIBUS PRM assistance is limited to the definition of the bus pick-up and drop-off point. The travel conditions reserved for accompanying persons and for PRMs themselves are regulated by the individual carriers. The service is offered by TIBUS with a view to continuous improvement, to meet the needs of the travelers to whom it is addressed more and more effectively:

- people with walking problems
- people who move in wheelchairs
- pregnant women
- blind and deaf people
- Elder people

NOTE: In case of non-self-sufficiency of the traveler requesting the service, this could be subject to the presence of a personal assistant at the bus station or a companion during the trip.

b. How to Book/Information

For booking and/or more information on the service:

- **06.442595** –ordinary rate numbering from fixed and mobile networks, active **from 05:00 to 24:00 (including holidays)**;
- By sending a message to the mailbox dedicated to the service:
infoprms@tibusroma.it

How to request the service

- The PRM assistance service must be requested at least 48 hours before the desired day;

- If the use of a forklift is required, the request must be made at least 7 days before the service. The need for more time is due to the fact that Tibus will have to contact the company that performs the chosen transport service in advance.

What to specify in the request sent by email:

- The dates of the trip, round trip;
- the transport company to be used;
- the type of assistance (with or without forklift, with wheelchair provided by Tibus, other useful information);
- a telephone number where, if necessary, the customer can be contacted for travel arrangements within twelve hours prior to departure.

NOTE: if you intend to cancel or change the assistance service booked, you must inform Tibus at least 2 hours before the agreed time.

5. INFORMATION SERVICE (IN DETAIL)**a. Description**

The information service is ensured by the presence of operators in the bus station to contact directly as well as by the possibility of consulting the online tools made available by TIBUS and by the operators.

b. Ticket offices

The ticket offices must ensure an information service to the public as far as specific competence is concerned (timetables, departure stall, status of the races, availability of seats, specific services, etc.).

c. User / carrier interaction

Information is also guaranteed through the authorized presence in the bus station of staff of the operators who have the function of providing users with all the necessary information and assistance.

d. Monitors

Information is further guaranteed through the presence at the bus station of 6 monitors with indication of departure and arrival times. The monitors provide updated information on the status of the races being connected directly to the station server managed by the Operations Room in real time.

e. Website

The bus station website - www.tibusroma.it - can be used in two languages, Italian and English, to obtain all the necessary information and in order to interact directly with the company through dedicated staff.

The site has an information section of departures and arrivals which is updated in real time for arriving and departing races.

(The French and Spanish-language sections are currently under development.)

f. Facebook page

The facebook page is dedicated to social activity with the main function of direct interaction with followers and with anyone who needs it for information and updates.

g. Instant messaging(email/chat)

Anyone who needs information can use the email info@tibusroma.it, and the facebook chat messenger.

6. INDIRECT SERVICES**a. Traffic services**

The service deals with:

- verifying the authorizations issued by the competent authorities (Ministry of Transport, Regions, Provinces) and in particular the correspondence of the authorized hours with the actual operating hours.
- report any anomalies found to the competent authorities.

There is a Station Operations Room, active 24 hours a day, 7 days a week, which deals with the control of road traffic in the station areas and the correct application of the operating program. The service is equipped with a customized ®Tibus software that regulates access to the bus station (via the Operations Room) and makes it possible to provide information in real time, even to passengers, through the channels described in point 7 below (information services).

The timetable of the bus service is issued quarterly and may vary according to the communications of the carriers (always in compliance with the contents of the authorizations). Programming is the responsibility of the control office which, after verifying the authorizations, enters the data into the database. The daily management is delegated to the Operations Room.

The service also deals with the registration on the LOG of the actual terminal access times and data storage, as well as reporting to the competent bodies for unauthorized stops in the areas adjacent to the terminal, carried out by carriers not registered at the bus station.

The service manages the access gates through the control of barriers, the registration of accesses, and the limitation of access (in case of lack of authorization).

The bus station has the presence of a "departure square" operator with duties of supervising the area, maintaining safety levels, assisting in reversing the buses; during peak hours, this activity is carried out by a dedicated operator, while during off-peak hours, these verification activities are performed by personnel from the surveillance and control services.

b. Security

The bus station guarantees the presence, and availability 24 hours a day, of a Security Manager, who prepares the surveillance and control services, in collaboration with the security institution. The service varies depending on the period of the year and any extraordinary events that may occur.

There is at least one armed security guard 24 hours a day, 7 days a week, with an increase of up to 5 GPG units at the same time, on particular days of the week and of the year.

The bus station guarantees the management of the Security and Values Transport Service, in collaboration with an authorized Supervisory Institution, in order to reduce the presence of cash in the tills of shops and, therefore, the risk of criminal events. In the same way, the bus station checks abandoned baggage and ensures its safety; as well as provides for the management of lost baggage, with registration of the baggage and their destination, when a reasonable period of time has passed without request.

The terminal collaborates with the Social Operations Room of the Municipality of Rome for the management of minors, mentally disadvantaged individuals, etc. with alerts to the service and assistance to their institutional activities.

c. Videosurveillance

The management of the bus station is characterized by the presence of a high-resolution digital video surveillance system owned by the Tibus company, consisting of about 35 cameras (with daytime and nighttime optics) and 24-hour continuous recording on digital media. Surveillance guarantees coverage of the station areas and areas outside the terminal as well as the supply of any images requested by law enforcement.

The service provides for the storage and supply of images in the event of non-compliant behavior of the bus service and / or in the event of road accidents in the areas covered by video surveillance. Likewise, it provides maintenance services for the facilities and ensures the efficiency of all systems.

The Operations Room service with control personnel for security activities is active 24 hours a day, 365 days a year.

There is a Data Processing Manager specifically appointed for the protection of privacy.

d. Cleaning service

The bus station guarantees a cleaning service for the main square, divided into several shifts of daily cleaning, waste collection (the recycling service is active) and collection of waste produced by arriving buses.

e. Fire fighting

The service of personnel qualified for fire-fighting services is provided at the bus station, equipped with portable and wheeled 50 kg fire extinguishers; the presence of an emergency activator available 24 hours a day.

An emergency responder is available 24/7.

In several points of the bus station there are signs posted showing the procedure to follow in an emergency.

f. First Aid

An emergency response system is operational in the station areas for first aid activities, with a connection to the 118 service for defining interventions to be

performed (triage) and with assistance to Emergency Services for access to the bus station. The bus station is equipped, in an easily accessible location, with an Automated External Defibrillator (AED) for cardiac first aid.

g. Urban decor

TIBUS ensures the maintenance of urban decor and safety by adopting a series of initiatives:

- Scheduled interventions for cleaning the green areas inside and outside the bus station at the total expense of TIBUS. The service is carried out by a certified company, in maximum safety for travelers and resident citizens;
- Lighting of station areas, peripheral areas and external areas
- Seasonal pest control carried out in agreement with the Municipality of Rome and at the total expense of Tibus. This service is also carried out by a certified company in the sector.

7. BUSINESSES NOT OPERATED BY TIBUS

a. Refreshments

Inside the bus station there are two refreshment activities:

- A bar/pizzeria located near stall 12 with service hours 05:30 - 21:30
- A snack Kiosk located near stall 18 with service hour 07:00 – 21:00

b. Newsstand/Tabacconist

The business is located at the entrance to the bus station, in front of stall 1. The service hours are from 05:30 to 22:00

8. CONTACTS

Bus station operating room active 24h	06.442595
Email	info@tibusroma.it
PEC	tibussrl@legalmail.it
Website	https://www.tibusroma.it
Facebook page	https://www.facebook.com/AutostazioneTibus /
PRM Assistance (people with reduced mobility)	infoprms@tibusroma.it
Privacy	gdpr.privacy@tibusroma.it

Complaints, reports, suggestions	segnalazioni@tibusroma.it
Lost and found	oggettismarriti@tibusroma.it

9. EMERGENCY CONTACTS, PUBLIC UTILITY AND SOCIAL VALUE

EMERGENCY CONTACTS

First Aid (single number for all types of Emergencies in all countries of the European Community)	112
Public Emergency Aid	113
Child Abuse Emergency	114
Fire Fighting Emergency first response	115
Sanitary Emergency	118

NUMBERS OF PUBLIC UTILITY AND SOCIAL VALUE

Municipality of Rome	060606
Guardia di Finanza	117
Public Health emergency communications	1500
Forest Fire Service of the Forestry Corps of State	1515
Information Service CC.I.SS (Viaggiare informati)	1518
Service in support of women victims of violence	1522
Environmental emergency service	1525
Port Authority Assistance at sea - Numero Blu	1530
Booking of sanitary services	1533
Direct line for reporting missing minors (same in all European Community countries)	116000