



INFORMATION PROSPECTUS AND BUS TERMINAL REGULATIONS

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TIBURTINA BUS TERMINAL REGULATIONS

INDEX

A. Information on the Infrastructure

B. General Provisions

- Art. 1 – Use of the Tiburtina Bus Station in Rome
- Art. 2 – Disputes
- Art. 3 – Tolls and Tariffs
- Art. 4 – Obligations and penalties
- Art. 5 – Public Information

C. Regulation of Vehicle Traffic

- Art. 6 – Traffic Regulations
- Art. 7 – Access to the bus terminal and assignment of stalls
- Art. 8 – Access and Parking Times
- Art. 9 – Departure times
- Art. 10 – Long-Term Parking and Maintenance

D. Public Regulations

- Art. 11 – Access to the bus terminal
- Art. 12 – Access for people with reduced mobility
- Art. 13 – Security
- Art. 14 – Pedestrian Pathways
- Art. 15 – Behavior
- Art. 16 – Damages
- Art. 17 – Other Activities and Services
- Art. 18 – Exhibition
- Art. 19 – Luggage

E. Ticketing and Information Services

- Art. 20 – Purchase of Travel Tickets
- Art. 21 – Fundamental Principles

Art. 22 – Security

Art. 23 – Timetables

Art. 24 – Information

F. Registers of departures – Supplementary documents

Art. 25 – Registration of departures

Art. 26 – Supplementary documents

Regulations for Tiburtina Bus Station

A) Information on the Infrastructure

Information on the Infrastructure

This document has been drafted in compliance with the provisions set forth in Resolution No. 56/2018 of the Transport Regulatory Authority.

The Tiburtina Bus Station is located in the Municipality of Rome at Largo Guido Mazzoni. The station is currently managed by Tiburtina Bus S.r.l. (commonly referred to as Tibus), which oversaw its construction under a concession granted by the Municipality of Rome. The facility covers an area of approximately 8,000 square meters and consists of an office building, waiting shelters, and a maneuvering area with 19 stalls designated for departures and 3 stalls designated for bus arrivals.

Within the bus station area, there are 6 ticket offices (see Annex 7) for the sale of travel tickets: one located beneath the office building (Ticket Office A) and 5 located in commercial booths corresponding to the bus bays (Ticket Offices A1, B1, B2, B3, C1).

In particular, Ticket Office A has 6 counters:

- Counter 1
- Counter 2
- Counters 3, 4, and 5
- Counter 6

Inside the maneuvering area, the following ticket offices are located:

- **Ticket Office A1**
- **Ticket Office B1**
- **Ticket Office B2**

- **Ticket Office B3**
- **Ticket Office C1**

To find out the ticket office hours you can consult the Service Charter (see annex n° 1)

The sales conditions, as well as the management of the activity, are established exclusively between the carrier and the ticket office operator; Tibus has no authority to impose and/or request any specific contractual conditions and is not responsible for the sale of travel tickets.

Also located in the bus station area are:

- There are 4 commercial spaces located near the bus bays to serve the public (Bar, Newsstand, Tobacco Shop, Food Services);
- Restrooms;
- Passenger waiting area;
- Crew waiting area.

The bus station is located in an area that serves as a nerve center and an intermodal exchange hub for public mobility; approximately 100 meters away are the "Tiburtina" metro station (Line B) and the Tiburtina railway station, which serves not only regional trains and the line connecting to Fiumicino Airport but also high-speed services.

Adjacent to the bus station is an area that serves several termini for the extra-urban public transport operated by Cotral, as well as some termini/stops for the urban public transport managed by ATAC.

Lastly, near the pedestrian entrance to the bus station, there is a taxi station.

The Tiburtina bus station is equipped with a 24-hour active video surveillance system, in addition to the regular presence of management at the station itself. The ample availability of bus bays has so far excluded any questioning of the functionality and accessibility conditions in relation to the demand from carriers.

Tibus conducts periodic checks, at least once a year, to ensure the continued functionality and accessibility of the bus station. Special attention is given to Persons with Reduced Mobility (PRM), and checks are carried out whenever the opportunity arises (for example, when requests for the activation of dedicated services are made).

To assist PRM, the bus station has implemented measures regarding signage (including the presence of tactile pathways and a PRM meeting point) and logistics, providing direct assistance even to those who do not request it (allowing private vehicles with PRM on board to enter the bus station, and providing assistance to PRM, even if accompanied, directly from Tibus staff).

The checks aim to maintain optimal conditions of functionality and accessibility, including prospective aspects.

- The Service Charter (Annex 1) provides supplementary information, particularly regarding:
- Protection of passenger rights, pursuant to Regulation (EU) No. 181/2011 (§ 2 sub. b);
- Conditions for commercial accessibility and management of ticket offices (§ 3 sub. b);
- Assistance services for Persons with Reduced Mobility (PRM) (§ 4);
- Methods of providing information to the public (§ 5 sub. c) – h);
- Offering of complementary/accessory services within the bus station (§ 6 sub. c) – g).

B) GENERAL TERMS

Art. 1 – Use of the Tiburtina Bus Station in Rome

All companies operating international, national, and interregional bus services with terminals or transit points in Rome can request access to the bus station for the establishment of a stop or terminal.

With the request for access to the Terminal - formulated according to the procedures outlined in the following Article 7 - the user-carrier declares that they are aware of this Information Prospectus and Regulation and accept its conditions. In the event of acceptance of the request, the carrier will enter into a usage contract with Tibus (annex n° 2) concerning the allocation and, consequently, the use and occupation of a bus stall according to the applicable rates and the general conditions of this regulation.

Carriers wishing to use the services of the bus station must complete the forms related to company registration and the requested service sheets and submit them according to the instructions in Article 7 of this regulation.

It is also permitted to request access to the bus station, under the same conditions outlined in this Information Prospectus, for companies providing line transport services that do not fall under international, national, and interregional bus services.

Access may also be granted by the Management of the bus station to buses not in line service that make a request, provided that there are available stalls and that this does not lead to saturation of the infrastructure.

All carriers are required to comply with, and ensure that their customers comply with, this regulation.

Art. 2 – Disputes

For any disputes between the operator and the carrier, the competent court is the Court of Rome.

Art. 3 – Tolls and Tariff System

All buses arriving at and departing from the bus station during service hours are required to pay a toll, regardless of whether the service is actually carried out. This includes buses used for additional, periodic, or occasional authorized routes.

The toll represents the fee for the right to use the arrivals and departures area of the bus station, for the reservation of stalls, and for the related access for travelers, excluding the use of the area for bus parking and any other ancillary services.

The tariff system (Annex No. 5) and its application methods, both for the purposes mentioned in the previous paragraphs and for the use of ancillary services, as well as the penalties to be imposed on carriers for violations of this regulation, are published by Tibus on the company's website.

Tibus reserves the right to modify the tariff system and the conditions of tariff application at any time, with a notice to all carriers of at least 30 days before the new tariffs come into effect.

Carriers are obligated to apply the changes made to the tariff system. Tibus also reserves the right to apply more favorable tariff conditions for the access of carriers providing transport services subject to public service obligations, in accordance with the economic balance of management and the availability of stalls.

Art. 4 – Obligations and penalties

Carriers and all customers of the bus station are required to strictly observe this Regulation and adhere to the directives issued by the Management.

The Management is responsible for ensuring compliance with the prescribed rules, utilizing its own staff for control and supervision of the bus station, as well as the systems installed for this purpose, in accordance with current regulations. Irregularities will be sanctioned directly if they fall within the Management's jurisdiction. In all other cases, they will be reported to the responsible authorities.

For the identification of violations and the issuance of related reports, the provisions of DPR 753/80 and subsequent amendments and additions apply, as well as the laws and regulations issued by the Lazio Region and the Municipality of Rome concerning administrative penalties.

For the regulation of urgent situations not covered by this Regulation, the Management will issue specific "Service Provisions" to be promptly communicated to the interested parties and to be kept on file in a designated collection, progressively dated and numbered.

Any communication by carriers made within the bus station (e.g., display of schedules, route changes, communications to users, etc.)—except for spaces expressly designated and granted for use through a specific agreement and/or contract with the bus station operator—must be authorized in advance. The same obligation applies to operators or managers of any other authorized economic activities within the bus station.

Carriers are responsible for any damage caused to the furnishings, movable and immovable property, and/or systems of the bus station. Tibus is not liable for damages caused by third parties to vehicles parked or in motion within the bus station.

Drivers and carriers, in accordance with current regulations, are responsible for any damage that may be caused to persons and property during the arrival and departure

maneuvers, unless proven otherwise.

The Terminal Management has the authority to monitor compliance with the rules contained in this Regulation and, when necessary, establishes the penalties to be imposed on those who violate the general rules defined in this Regulation.

Art. 5 – Public Information

Tibus will display the arrival and departure schedules for the bus lines operating from the bus station to the public through appropriate monitors, tables, or other suitable information systems.

The information will include the destination, the name of the carrier (also viewable in a compressed format), the assigned stall number, and all other useful information for users. Additional public information from the carrier can be agreed upon with the Management.

Ticket offices must ensure an adequate public information service regarding their specific responsibilities (schedules, status of trips, seat availability, special services, departure stalls, etc.).

Arrivals and departures must occur in full compliance with the scheduled times. Any early arrivals or delays exceeding 10 minutes must be communicated in advance to the Management. Any violation or infringement of passenger rights attributable to the carrier, according to current regulations, remains the carrier's responsibility.

C) Regulation of Vehicle Traffic

Art. 6 – Traffic Regulations

Internal circulation within the bus station is permitted only and exclusively for authorized buses. Service vehicles, private cars, and taxis may be allowed, provided they comply fully with safety regulations and are authorized in advance by the Management.

All authorized buses within the bus station must adhere to the general and specific traffic rules, including the indications provided by the existing signage.

Entry, exit, circulation, and parking within the bus station are governed by provisions issued by the Management, which may also utilize electronic tools and other technologies for enforcement.

Authorized carriers entering the bus station are required to comply with the instructions provided by the Management in the event of congestion and saturation procedures, as outlined in Annex 9.

Any behavior that deviates from the provisions of this article may result in the removal of vehicles that pose a danger or obstruction to circulation. In any case, long-term parking is prohibited for all vehicles.

The maximum speed for vehicles entering the bus station must not exceed 10 km/h, which will then be reduced to 5 km/h for the entire internal area (even where not explicitly signposted). The use of acoustic signals is strictly prohibited and subject to penalties, except in emergency situations.

Vehicles that are parked, whether arriving or departing, must turn off their engines and only restart them when it is time to leave. According to Article 157, paragraphs 3 and 7 bis of the Highway Code (CdS), vehicles at rest must have their engines turned off; in particular, it is prohibited to keep the engine running during the vehicle's stop in order to maintain the air conditioning system.

Art. 7 – Access to the bus terminal and assignment of stalls

Access to the bus station is granted to entitled parties on equal terms and according to criteria of fairness and non-discrimination, within the limits of the infrastructure's capacity.

Access can only occur after the submission of a specific request by the carrier as outlined in Annex 4, the completion of the customer registration form (Annex 3), and acceptance by the Management, along with the signing of the usage contract specified in Annex 2.

Tibus may refuse access requests from carriers who have accrued a payment delay exceeding 30 days. If this condition applies to a carrier who has already been granted access authorization, Tibus may revoke that authorization.

It is the carrier's responsibility to request a reservation at least 20 days prior to the start date of the service.

Along with the completed forms, it is a necessary condition for obtaining access authorization to provide a copy of the title issued by the competent administrative authority that authorizes the operation of the line.

After verifying the documentation, the Management will assign the stalls based on availability and will send the carrier a notification of the successful reservation.

Drivers must strictly adhere to the instructions received regarding the assigned stalls and the authorized entry/exit times.

The Management must also be informed in writing, using the designated forms, of the list of license plates of the buses used for the service, as well as any news and changes related to operations (routes, schedules, regulations, suspensions, authorizations, etc.) at least 20 days prior to their implementation and, in any case, with sufficient notice to avoid causing difficulties for users.

Operational changes must be authorized in advance by the competent administrative authority through the issuance of an authorization, which must be submitted along with the completed forms.

During operations, the Management will verify the correspondence between the authorized schedules and the actual operating times contained in the authorizations issued by the competent authorities (Ministry of Transport, Regions, Provinces).

In the event that discrepancies are found, the matter will be reported to the relevant authorities, and penalties will be applied.

Art. 8 – Access and Parking Times

Authorized buses may access the bus station for passenger loading and unloading operations. For loading operations, buses may arrive at the entrance no earlier than fifteen minutes before the declared departure time. Once positioned in the assigned stall, they will have five minutes to exit the bus station after the declared departure time. Any early arrival or delay beyond the authorized times may not be permitted (within the limits of service needs) and will be at the carrier's expense.

For passenger unloading operations, the maximum allowed stopping time is strictly limited to what is necessary for the unloading of passengers and luggage, and this time may not exceed ten minutes.

Under special conditions and upon request from the carrier, longer stopping times may be authorized (subject to the availability of already reserved spaces). Such extensions will always be at the carrier's expense.

Buses that are unable to move due to mechanical failures or other malfunctions must be relocated by their owners outside the bus station. Any period of stay in the station will be subject to charges.

In the event of malfunctioning signaling and access systems, drivers must exercise particular caution and strictly adhere to the instructions provided by the Management of the bus station.

Accesses that deviate from the established norms (such as delays, cancellations, etc.) must be communicated promptly and will be managed directly by the operational control room of the station. As a result, the Management does not guarantee the possibility of access to the station due to unavailability of available spaces.

Art. 9 – Departure times

Departures must be made according to the scheduled times. The official time is determined by the clocks installed in the bus station.

Any early departures or delays must be communicated to the operational control room of the bus station in order to provide appropriate information and assistance to users, while maintaining the obligations and responsibilities of the carriers, in accordance with current regulations.

Failure to communicate delays exempts Tibus from any liability.

Art. 10 – Long-Term Parking and Maintenance

In the areas managed by Tibus, long-term parking is not permitted.

Any agreements that Tibus may enter into with suitable parties to provide long-term parking for vehicles, minor maintenance, and other facilities will be communicated to the carriers, along with the applicable economic conditions.

Any intervention on buses within the bus station is expressly prohibited, except for emergency repairs.

D) Public Regulations

Art. 11 – Access to the bus terminal

Access to the bus station is permitted for travelers holding a valid ticket. Accompanying persons may enter only for the time strictly necessary for arrival or departure. Access is allowed for the public interested in the commercial establishments within the bus station and for authorized personnel in the office building.

It is strictly prohibited for users and their companions, as well as for staff of commercial establishments and carriers, to cross the station's square. All aforementioned users must leave the sidewalks using the designated pedestrian crossings and avoid crossing areas reserved for vehicle circulation.

Any violation exempts the management company from any type of liability. For special needs, before carrying out any potentially dangerous operation, one must contact the station's Operations Room or the staff present in the square, who can provide all necessary assistance.

Only transport company personnel are allowed access to the squares and vehicle lanes, limited to the space and time strictly necessary for operations around their respective vehicles and in compliance with the regulations set by the Management. Within the bus station, begging of any kind is prohibited. Activities such as the distribution of advertising material or notices of any kind, even if related to transportation activities, as well as the sale of goods in locations other than those expressly authorized or designated, are

prohibited unless previously authorized.

Everyone within the bus station must maintain respectful behavior that does not harm their own dignity or that of others. Public speeches, demonstrations, meetings, disturbances of the peace, and any form of exhibition (including artistic) or performance are not permitted unless authorized by the Management.

Individuals who violate these obligations may be removed from the station and/or reported, even if in possession of a valid ticket, which, in more serious cases, may be canceled and declared non-refundable by the Management of the bus station.

The offering and negotiation of bus rental services by anyone is prohibited, as is advertising and propaganda in any form (unless previously authorized). Any exceptions regarding advertising forms are authorized by the Board of Directors of Tibus, and always under conditions of equality and non-discrimination.

Art. 12 – Access for people with reduced mobility (PRM)

Tibus guarantees access to the bus station for persons with reduced mobility.

The areas of the bus station, access to the platforms, and commercial premises are free of architectural barriers and equipped with appropriate ramps to allow access for persons with reduced mobility (PRM).

In accordance with EU Regulation 181/2011, in order to facilitate the use of buses accessing the bus station, a free assistance service for passengers with disabilities and reduced mobility (PRM) is available upon reservation, to be carried out according to the methods indicated on the Tibus company website. This service is offered by Tibus with a view to continuous improvement, to increasingly effectively meet the needs of the travelers it is aimed at:

- persons with walking difficulties;
- persons using wheelchairs;
- pregnant women;
- blind and deaf persons;
- elderly persons.

For information on how to book the service, please refer to the Service Charter (§ 4, sub. b), Annex 1 to this Regulation.

Art. 13 – Security

Designated and well-lit waiting areas are provided for users/travelers for boarding and alighting from buses, which are easily accessible and appropriately marked.

The terminal (maneuvering area, platform area, waiting area, and access area) is under 24-hour video surveillance through CCTV cameras owned by Tibus, with continuous recording. The video surveillance ensures coverage of the station areas and the external areas of the terminal, as well as the provision of images that may be requested by law enforcement authorities.

The Tiburtina Bus Station features 24-hour video surveillance through CCTV cameras, ensuring comprehensive coverage of both the terminal and surrounding areas. However, specific details regarding armed guard presence and operational control services were not found in the available information.

At the bus station, the staff is responsible for monitoring abandoned luggage and ensuring its security. They also manage lost luggage, recording the details and destination of the items after a reasonable period of time without a claim; the conditions applicable to the luggage storage service are published on the bus station's website.

Anyone who notices an emergency situation or any danger that could result in harm to people, facilities, or the environment is encouraged to immediately report it by following the emergency procedure displayed at the bus station on specific signs.

In cases of emergency, it is mandatory to comply with the instructions given by the Emergency Activator and/or other authorities that take over the management of the emergency.

Art. 14 – Pedestrian Pathways

The bus station is equipped with appropriate horizontal and vertical signage for pedestrian pathways. It is mandatory to adhere to these signs.

Crossing the bus maneuvering area is strictly prohibited.

Art. 15 – Behaviour

Users are required to maintain appropriate and decent behavior, in accordance with civil and hygiene rules.

Users must make use of waste bins, utilize the restrooms, and refrain from littering, while respecting the smoking ban where applicable. The management ensures the cleanliness of the area and facilities on a daily basis.

Art. 16 – Damages

Anyone who vandalizes or damages the bus station and its furnishings and facilities will be liable for compensation for the damages incurred, without prejudice to any criminal implications.

Art. 17 – Other Activities and Services

Within the bus station, there are commercial establishments and services aimed at enhancing the reception of travelers, managed by entities other than Tibus.

To ensure the proper functioning of these services, all activities (commercial and otherwise) must be conducted exclusively in the designated areas, unless otherwise authorized by the Management with a valid justification.

It is prohibited to display or distribute unauthorized notices, signs, advertisements, propaganda, or similar materials within the bus station. Any such materials, if placed, may be removed by the Management at the expense of the violator. Illuminated signs to be placed near commercial establishments will be created by the Management Company, at the expense of the users.

Lost and found items within the bus station will be held for 20 days. After this period, in the absence of claims, they may be handed over to the lost and found office of the Municipality of Rome, to non-profit organizations that request them, or destroyed.

Exceptions include personal documents, hazardous materials, and any items that require special handling and care (such as medical products, items harmful to health, or those containing personal data subject to EU Regulation 679/2016, etc.).

In any case, the management company of the bus station is not responsible for the custody of luggage and personal belongings of users and cannot be held liable for any damages incurred by them.

Art. 18 – Exhibition

This regulation is published on the website of the Tibus company and will be sent to all carriers entitled to access the bus station. The publication of this document on the website ensures that all carriers and users accessing the station are fully aware of its contents. Carriers expressly accept the provisions of this document, along with its attachments and updates, at the time of their access request.

Art. 19 – Luggage

Travelers' luggage must be brought to the designated areas no earlier than 20 minutes and no later than 5 minutes before the scheduled departure time. Arriving luggage must be removed within 10 minutes thereafter.

Travelers and their companions are prohibited from leaving luggage unattended (even for short periods).

It is strictly forbidden to bring dangerous goods, weapons (except in cases permitted by law), and dangerous animals into the bus station area. The Management may take precautionary measures to retain such items pending instructions from the relevant authorities.

E) Ticketing and Information Services

Art. 20 – Purchase of Travel Tickets

Travel tickets can be purchased within the bus station, where permitted and allowed by the relevant carriers, at the specific booths/counters designated for ticket sales.

Interested carriers have the option, upon obtaining authorization from Tibus and following the defined procedures, to sell their travel tickets within the bus station, in the specifically designated areas and according to availability, under conditions of equality and non-discrimination.

Tibus has the full authority to delegate the management of ticketing services to entities other than the bus station management company; these entities are nonetheless required to adhere to the principles of non-discrimination and impartiality and are directly responsible for any violations committed against carriers or users.

Art. 21 – Fundamental Principles

The ticketing service, information services, and the use of commercial spaces for carriers—regardless of how they are managed—are based on the principles of equality and impartiality, transparency and fairness, continuity, efficiency, courtesy and availability, and the protection of competition.

These services are provided indiscriminately to all carriers and users, under conditions of equitable and non-discriminatory access, within the limits of infrastructure availability.

All travelers have the right to be informed about the services offered within the bus station. Carriers and those responsible for ticketing services commit to ensuring clear and understandable communication regarding the services provided, including publishing the opening hours of ticket offices and the applicable fares.

In the event of violations of the fundamental principles outlined in this article, when entrusted to third parties, Tibus shall have the right to impose a monetary penalty of €500 (five hundred) for each violation on those responsible. Furthermore, Tibus shall have the right to charge the violators for any amounts paid as fines, penalties, or sanctions imposed by the competent authorities, as well as to demand reimbursement of any sums paid as compensation and/or any other economic damages incurred.

Art. 22 – Security

The ticket offices operating within the bus station must be equipped with all necessary protection systems (both active and passive) to minimize risks for themselves and for everyone present in the station.

The ticket offices are required to promptly notify the Management of any incidents or specific needs related to their service. The Management will maintain appropriate levels of confidentiality regarding the information received.

Art. 23 – Timetables

Tibus has ample spaces designated for public information and the methods of service delivery offered.

It is the responsibility of each ticket office to create and display—within the dedicated spaces provided by the Management—timetables that include the updated departure times for individual routes, the name of the carrier, the destination, the ticket office selling the travel tickets, the general transport conditions, the commissions applied for ticket sales, contact channels and methods for complaints, and any other information relevant for public understanding and compliance with competition conditions.

For carriers that do not have a ticket office in the bus station, the Management will designate specific areas for the carriers to post their general transport conditions, contact channels and methods for complaints, sales channels, and the necessary travel tickets to utilize the transport services.

Art. 24 – Information

The ticket offices must ensure a public information service regarding their specific areas of responsibility, including (but not limited to) schedules, status of departures, seat availability, special services, departure bays, travel tickets, applicable commissions, and ticket office service hours.

F) REGISTERS OF DEPARTURES – SUPPLEMENTARY DOCUMENTS

Art. 25 – Registration of Departures

Tibus maintains a daily register of scheduled and completed arrivals and departures, which includes a list of all routes subject to tolls.

Art. 25 – Supplementary Documents

This information prospectus is completed by the documents listed below and attached which are a constituent and integral part of it for all legal purposes:

1. Service Charter
2. Contractual Use Agreement Template
3. Customer Profile Sheet
4. Booking/Modification Form
5. Tariff System
- 5 bis. Tariff System in Effect from November 1, 2020
- 5 ter. Tariff System in effect from December 14. 2024
6. Complaint Form
7. General Layout of the Bus Station
8. Layout of the Bus Station with Pedestrian Paths, Vehicle Traffic, and Placement of Information Monitors
9. Procedures for Managing Congestion and Saturation Conditions
10. Lease Agreement Template

TIBURTINA BUS SRL

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