



TRAVEL REGULATIONS

Occasional passenger transportation, whether domestic or international, requires adherence to clear rules to ensure safety, comfort, and efficiency during the journey. Below are the general rules that must be observed:

- **Access Restrictions:** Persons under the influence of alcohol or drugs are not allowed on the bus.
- **Luggage:** Bags must be stored in designated areas (in the luggage compartment or overhead compartments) to keep the aisle clear for emergencies.
- **Prohibited Items:** The transport of goods or products that violate international or local laws, hazardous or flammable materials, or bulky luggage that may inconvenience other passengers is prohibited.
- **Seat and Safety Belts:** Passengers must remain seated in their assigned seats with seat belts fastened throughout the journey.
- **Consumption Restrictions:** Eating, drinking alcohol, or smoking is not permitted on the bus.
- **Cleanliness:** Passengers are required to keep the vehicle clean and use provided trash bags for waste disposal. A cleanliness deposit is charged for each trip. If no waste or disorder is found in the bus at the end of the trip, the deposit will be refunded. Otherwise, the amount retained as a cleanliness deposit will be used by Santa Tour to cover additional cleaning services.
- **Damage to Company Property:** Damaging company property will result in compensation for the damaged items.
- **Harassment Prohibition:** Verbal or physical harassment of any passenger (including the driver) is strictly prohibited.
- **Noise Control:** Using electronic devices at high volumes or any objects that produce disturbing sounds is not allowed.
- **Driver Instructions:** Passengers must follow the driver's instructions. The driver is required to inform passengers in case of delays, route changes, or other unforeseen situations.
- **Driver Rest Periods:** During long journeys, the driver must comply with mandatory rest and break times as required by current legislation.
- **International Regulations:** For international transport, the driver must adhere to the laws of the countries being transited, including customs and border regulations. Passengers must cooperate with authorities at border crossings by presenting the required documents.

Passengers who seriously violate these regulations (e.g., vandalism, consumption of substances/ alcohol during the trip, etc.) may be removed from the vehicle after prior warning, without a refund of the transportation fee. In cases of aggressive or dangerous behavior, the driver may request intervention from the competent authorities.

Transport Manager,

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