

Use and Terminal Regulations

for the Frankfurt (Main) Bus Terminal

valid from April 9, 2019

As an operator, FlixBus DACH GmbH adopts the following Use and Terminal Rules for the facilities of the Frankfurt (Main) Bus Terminal (Stuttgarter Strasse 26, 60329 Frankfurt am Main).

1. SCOPE OF APPLICABILITY

These Use and Terminal Rules apply to the entire premises of the bus terminal as well as to all installations and facilities belonging to the premises.

2. GENERAL INFORMATION

- By using or confirming a submitted target timetable, the user acknowledges these Use and Terminal Rules and must ensure that the same is complied with by the personnel employed by him.
- In principle, the entire bus terminal is regulated and supervised from Monday to Sunday from 6 a.m. until 10 p.m. by the traffic management personnel on site. The instructions of the traffic management personnel, which are clearly marked and can be recognized as such, must be followed. In addition, all traffic signs and signs on site must be observed. Otherwise, the provisions of the Road Traffic Regulations shall apply mutatis mutandis.
- Only buses are permitted on the premises. Parking is prohibited. If you park without the express permission of the traffic management of the bus terminal or at a location not intended for this purpose, the traffic management may make use of all possible removal rights and have the vehicle towed at the expense of the holder to ensure smooth bus traffic for the operator. If the vehicle is not towed, the owner will in any case bear the entry and exit costs of the towing company.

These restrictions do not apply to police, fire departments, emergency physicians and other auxiliary organizations with prior notice in the context of their work at the bus terminal.

3. TRAFFIC MANAGEMENT OFFICE INFORMATION

- **The traffic management office of the bus terminal will regulate traffic at the bus terminal on site from Monday to Sunday in the peak-frequency times from 6 a.m. to 10 p.m. starting from April 9, 2019. For bus trips at other times, the entrance and departure to and from the bus terminal is left open, subject to the other provisions in clauses 3 and 4.**
- For the planning of operation and station occupancy and to ensure timely information for passengers, the use of the bus terminal must be reported to traffic management in good time, but no later than five working days before planned use. If this is not done, it cannot be ensured that planned uses will be taken into account in their entirety. If bus trips are not registered at all, the special regulations of the tariff regulations apply.
- Regular bus companies must provide traffic management with a scheduled timetable, approved for scheduled arrival and departure times (for more information, see "Special provisions: Scheduled services").
- There is no entitlement to dispatch short-term additional vehicles (supplementary vehicles) or other non-derived bus trips, which are not indicated in published timetables available to traffic management.

Special provisions: Scheduled services

Registration of bus trips at the bus terminal must be made immediately upon receipt of permission from the respective bus company in text form by email to fernbusterminal.frankfurt@flixbus.com. Registration must contain the following information:

- Route number
 - Certificate of approval and associated timetable of the respective route
 - Start of the route (Timetable validity from/to)
 - Arrival and departure times of the route, broken down by weekday
 - Possible exemptions from the schedule
 - Departure location and destination as well as list of stops after departure at the bus terminal
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- **The timetable itself is to be prepared and transmitted in the template provided for this purpose by traffic management** (here: [<https://global.flixbus.com/bus-terminal-frankfurt>]) **and in compliance with its structure.**
 - In principle, the transmission of the approved scheduled timetable replaces any other registration of use. Unless otherwise stated in the timetable, the arrival and departure times apply, respectively, to a single vehicle.
 - Changes to the scheduled timetable must be notified to the traffic management immediately upon receipt of authorization, but no later than five working days the entry into force of the change(s). In the event of changes, the timetables of all routes (including those not subject to change) must be re-compiled in the template provided by traffic management and transmitted with the information shown above. There is no right to use time a different from that of the approved scheduled timetable.
 - Traffic management offers the service of displaying the regular schedules of scheduled services—if provided—at designated points. The operator of this displayed schedule is responsible for the content of these timetables and their timeliness.
 - In principle, all bus companies with proper registration of a scheduled timetable undertake to inform traffic management in a timely manner of developments and/or events such as delays, early arrivals, bus failures or similar matters occurring that deviate from the target timetable. In case of failure to do so, there is no right of use under the original agreement.

Special provisions: Occasional transport services

- There is no right of use by occasional transport services and must be checked with traffic management for slot and capacity availability.
- Changes to registered uses must be communicated to traffic management in good time, but no later than five working days before the planned use.

4. ADDITIONAL INFORMATION FOR BUS COMPANIES AND TOUR OPERATORS AS WELL AS BUS DRIVERS

- **The traffic management office of the bus terminal will regulate traffic at the bus terminal on site from Monday to Sunday in the peak-frequency times from 6 a.m. to 10 p.m. starting from April 9, 2019. For bus trips in the off-hours, the entrance and departure to and from the bus terminal is left open, subject to the other provisions in clause 3. During these periods, there is no allocation of stops by traffic management.**
- Every bus company and tour operator can use the facilities of the bus terminal; in this context, it is up to traffic management to refuse entry and use of individual buses for capacity reasons or due to violations of the regulations of these Use and Terminal Rules.
- In principle, regular long-distance bus services and those bus services that have registered their timetables with traffic management or have coordinated them with the latter will have take precedence over occasional services and/or non-registered entry requirements.
- Trailers of any kind are not permitted on the premises of the bus terminal for safety and capacity reasons. A further prerequisite for the right to use is always that the parked vehicle is insured against liability, has an official license plate and has a valid official inspection sticker (e.g., Technical Inspection Association [TÜV]).

- The German Road Traffic Ordinance (StVO) applies to the entire site, and only driving at a walking speed of 5 km/h is permitted; speed checks are carried out.
- Buses moving backward always take precedence, and this must be explicitly observed. In this context, a bus should always be stopped and driving not continued until the bus moving backward has completed its maneuver.
- Vehicles may only be parked within the marked parking spaces. Unauthorized parking of vehicles outside the parking space markings, such as at two stops at the same time, in the road area, in front of emergency exits, on hatched-marked areas or at stops marked as reserved, is not permitted. In addition, backing into a parking space is not permitted.
- Repair and maintenance work, external cleaning of vehicles, replenishment of fuels, lubricants and supplies, drainage of water and emptying of toilets are prohibited.

These restrictions do not apply to police, fire departments, emergency physicians and other auxiliary organizations with prior notice in the context of their work at the bus terminal.

In principle, the user is liable for all damages culpably caused by himself, his employees or his agents to the operator of the bus terminal and its traffic management or third parties. In addition, he is culpably liable for all further damage and soiling caused on the premises of the bus terminal.

5. ALLOCATION AND USE OF STOPS

The stops will be allocated **from Monday to Sunday in the peak-frequency times from 6 a.m. to 10 p.m. starting from April 9, 2019 in each case by** the traffic management staff of the bus terminal and will be communicated and/or made available as information by the latter at the latest upon entrance – which is equivalent to the start of use – in an adequate and universally understandable manner.

For bus trips at other times, the entrance and departure to and from the bus terminal is left open, subject to the other provisions of these Use and Terminal Rules. During these periods, there is no allocation of stops by traffic management. All other regulations are not affected during these times and apply equally, including the slot time of 15 minutes; checks of this are carried out.

- There is no right to use a specific stop.
- The use of the bus terminal in the sense of a registered bus slot is limited to 15 minutes per use. Exceeding this stopping time is not permitted. Accordingly, the stop must be left immediately after boarding and disembarking of passengers, but no later than 15 minutes after arrival. Even in the case of planned stops that exceed the available 15 minutes, the bus terminal must be left on time and arrival and departure must be repeated by making a second entry.
- In principle, passengers may only board and disembark at the assigned stops.
- Loading and unloading may only take place from the passenger boarding side of the vehicles. Provided that traffic (including boarding and disembarking of passengers) is not obstructed or endangered, loading and unloading may be carried out by the bus driver or by service personnel commissioned by the relevant tour operator from the side of the vehicles that does not serve for boarding passengers.
- It is the responsibility of the company using the terminal to ensure that no passengers or persons belonging to that category get into the driving lane.

Special notes: Arrival and departure

- Access is **from Monday to Sunday from 6 a.m. to 10 p.m.** via explicit communication by bus terminal traffic management and/or by signage. For bus trips at other times, the entrance and departure to and from the bus terminal is left open, subject to the other provisions of these Use and Terminal Rules.
- Access to the bus terminal is only possible by northern access via Stuttgarter Strasse (50 °06'15.5 "N 8 °39' 43.7" E) and can also only be ensured via this route.
- Departure must take place within the allocated slot time and only via the exit at the bus terminal to Karlsruher Strasse (50 °06'17.3 "N 8 °39' 48.8" E).

In principle, the routes of arrival and departure can be found on the map available on the website (<https://global.flixbus.com/bus-terminal-frankfurt>).

Special notes: Finding and using a stop

The current layout of stops can be found in the map available on the website [<https://global.flixbus.com/bus-terminal-frankfurt>].

- During the peak-frequency times (see above), stops are assigned out by the operating staff of the bus terminal and are communicated to the bus company or its operating staff at the latest at the start of use either by personal communication and/or by a notice board attached to the entrance. For bus trips at other times, the entrance and departure to and from the bus terminal is left open, subject to the other provisions of these Use and Terminal Rules, and the user can select a stop at his discretion.
- Buses not registered in advance must always use the stop bays explicitly provided for this purpose. The use of the bus terminal by non-registered buses depends on the assessment of traffic management regarding capacity availability and safety on site and cannot be guaranteed (also refer to clause 3).
- The use of the bus stop is only permitted for the period of boarding and disembarking of passengers and the performance of booked services. The stop times can be adapted and limited at any time by traffic management and the operating staff of the bus terminal in accordance with the respective bus volume.

Special notes: Entrance to and exit from a stop

- There is a sign at the front end of each bus stop, which clearly shows the number of the bus stop. Once the correct stop is reached, the bus must be brought forward to the end of the stop. Backing into a parking space at a stop is not permitted.
- The hazard warning system must be switched on upon leaving the stop, and the bus must be set back carefully.
- As a general rule, extreme caution should be exercised when leaving a stop.

Special notes: Delays

- As soon as a delay is expected, it must be reported directly to the control center of the bus terminal.
- In case of late arrival, there is in principle no right to use.

6. BREAKS AND PARKING

- Stopping and parking beyond the uses described in sections 4 and 5 (e.g., taking breaks) is not permitted on the entire site; bus companies have no right to this.
- Breaks and parking times are possible in designated break areas.

These restrictions do not apply to police, fire departments, emergency physicians and other auxiliary organizations with prior notice in the context of their work at the bus terminal.

7. REFERENCE TO TARIFF REGULATIONS

- A fee is charged for the use of the bus terminal based on rate schedule.
- The fees and payment conditions published by posting the rate regulations and/or via the website of the bus terminal (<https://global.flixbus.com/bus-terminal-frankfurt>) apply in each case.

8. SPECIAL INFORMATION FOR PASSENGERS

- Stopping, stationary and flowing traffic are regulated and monitored by traffic management and operating staff of the bus terminal.
- The instructions of traffic management and the safety personnel of the bus terminal commissioned by them must be followed at all times.

9. SALES AND MARKETING

The sale of tickets and other goods of any kind (e.g., convenience products) as well as the independent affixing of notices or advertising signs must be requested in writing and requires the written permission of the operator of the bus terminal.

10. CHECKROOM AND LOST PROPERTY

- In principle, it is not permitted to store baggage of any kind on the surfaces of the bus terminal or to leave baggage unattended.
- Baggage owners are themselves responsible for this, and traffic management assumes no liability for damage or loss of baggage, regardless of who is at fault.
- Apparently unattended baggage can be removed for at the expense of the owner for security reasons by traffic management or the security personnel commissioned by the latter.
- Other items of baggage and/or objects left or found on the premises of the bus terminal are registered by traffic management as lost and kept in accordance with statutory regulations until personal collection by the owner or the expiry of statutory deadlines. Reference is made to the lost-and-found regulations in accordance with Subsection 965 ff. of the German Civil Code (BGB).

11. DISPOSAL OF TRASH AND GARBAGE

- The trash cans in the stopping areas or in other areas of the bus terminal are intended for the disposal of small quantities of trash by passengers and visitors.
- Trash from vehicles may only be disposed of in the designated containers; this requires consultation with the station staff

12. DAMAGE, SOILING AND ENVIRONMENTAL PROTECTION

In principle, any damage and/or soiling on the premises or the installations of the bus terminal, in particular if caused by own fault, must be reported immediately to traffic management. Apart from this, the following regulations apply:

- The installations of the bus terminal must not be damaged or contaminated by fuels, lubricants or auxiliary agents, drainage of the toilet on the premises or comparable soiling.
- Performing repair and maintenance work, external cleaning of the vehicles as well as the filling and pouring into other containers of fuels, lubricants and auxiliary agents are not permitted.
- In principle, users are liable for all damage and/or soiling caused on the premises of the bus terminal by their vehicles, their staff or other persons or companies commissioned by them.
- Likewise, all other persons on the premises are equally liable for their own actions.
- To reduce the CO₂ level and noise, switch off the engine at the stops. Engines in stationary vehicles may generally only be operated to initiate readiness to drive. The use of heating, air conditioning and DPF regeneration does not constitute an exception to this regulation.

13. OTHER REGULATIONS: TERMINAL RULES

In addition to all other aspects mentioned in this document, the items in the following list are generally not permitted on the premises of the bus terminal.

- Drinking alcoholic beverages
- Carrying or trafficking of arms or drugs of any kind
- Begging and/or importuning people; peddling goods
- Relieving oneself outside of officially marked toilets
- Disposal of waste outside of the designated trash cans provided by traffic management
- Spreading violence advocating, racist, xenophobic or antisemitic slogans
- Lighting of open fire, fireworks or the like
- Using inline skates, roller skates, skateboards, etc.
- Labeling, painting or other damage to structures, facilities, trees or paths
- Cycling (bicycles are generally prohibited at the bus terminal for safety reasons)
- Unleashed, free running dogs or other pets
- Spending the night
- Causing noise using radios, loudspeakers, sound reproducers, musical instruments or other mechanical or electro-acoustic equipment
- Unnecessary running of engines
- Parking of vehicles with leaking tanks and/or engines
- Misuse of emergency call, operating or safety equipment
- Disposal of hazardous goods
- Blocking of escape or rescue routes
- Sitting or lying on the floor, stairs or in entrances
- Searching through trash cans
- Feeding birds
- Use of explosive substances or malodorous materials
- Ball games

The following is only permitted with the permission of traffic management or the operator of the bus terminal.

- Carrying out advertising measures, distributing flyers, brochures, handouts, leaflets, posters or similar items
- Holding political events
- Commercial sale of goods; the same is prohibited without the necessary public and private law permits
- Commercial photography, film or television recordings
- Conducting surveys, collections and signature campaigns
- Gambling
- Other events

In the event of an intentional or grossly negligent infringement, we reserve the right to charge for the costs of necessary security measures taken and any consequential damages.

14. VIOLATIONS OF USE AND TERMINAL RULES; UNDISTURBED POSSESSION OF THE PREMISES BY THE OWNER

FlixBus DACH GmbH and the persons and companies authorized by it exercise the right of owner of the premises to undisturbed possession on the entire site.

- Detected violations of these Use and Terminal Rules can lead to expulsion from the terminal, a ban on entering the terminal, criminal prosecution and/or claims for damages.
- The operator of the bus terminal as well as the security personnel commissioned by the same are also entitled to issue a ban to enter the terminal to persons and/or companies if they endanger safety and order, significantly harass other persons/visitors or third parties or violate these Use and Terminal Rules to a significant extent.
- In the event of violations of the Use and Terminal Rules, the operator of the bus terminal may take or have action taken at the expense of the user if the user lets a reasonable period of time for elimination of the violation elapse to no avail. No deadline need be set in the event of danger due to a delay or operational necessity (e.g., oil loss).
- The operator reserves the right to charge the person causing soiling for cleaning and/or administrative costs or the like incurred in the event of detected violations and/or deliberately caused soiling.
- Unauthorized persons who do not move away at the request of traffic management or security personnel commissioned by the same shall be liable to prosecution for trespassing in accordance with Section 123 of the Criminal Code (StGB).
- In the event of repeated violations of the Use and Terminal Rules, the operator of the bus terminal may demand the replacement of the staff violating the rules or of the persons and/or companies commissioned by the user and, if necessary, may exclude the user from using the bus terminal.
- In addition, the operator of the bus terminal may charge a handling fee of EUR 20.00 for the factual handling of any penalties or administrative offenses or violations of the terminal rules for violations for which the user or his vicarious agents are responsible. The assertion of claims for damages remains unaffected by this.

15. LIABILITY

Unless otherwise stated in these terms, FlixBus DACH GmbH shall be liable in the event of any breach of contractual and non-contractual obligations in accordance with statutory provisions. FlixBus DACH GmbH is liable for damages – for whatever legal reason – within the scope of liability for intent and gross negligence. In the event of simple negligence, FlixBus DACH GmbH is only liable, subject to a milder liability criterion in accordance with statutory regulations (for example for care in its own affairs):

- For damages resulting from injury to life, limb or health
- For damages resulting from the not insignificant breach of a material contractual obligation (obligation, the fulfillment of which makes the proper execution of the booking possible in the first place and on the observance of which the customer regularly relies and may rely); in this case, however, the liability of FlixBus DACH GmbH is limited to compensation for the foreseeable, typically occurring damage.

Furthermore, FlixBus DACH GmbH is not liable for the loss of objects of all kinds, in particular due to theft. The limitations of liability resulting from the above also apply to breaches of duty by or in favor of persons for whose fault FlixBus DACH GmbH is responsible according to statutory provisions.

The customer is obliged to report such damage without undue delay and obvious damage in any case before leaving the premises.

16. DATE OF ENTERING INTO FORCE

These Use and Terminal Rules enter into force on April 9, 2019.

17. SEVERABILITY CLAUSE

Should individual provisions prove to be invalid, this does not affect the other Use and Terminal Rules as a whole or in part.

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