

PIA

Information Leaflet for the Bus Station
of NAPOLI CENTRALE BUS TERMINAL

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1. INTRODUCTION

This Information Leaflet for the Napoli Centrale Bus Terminal, managed by FS Park S.p.A. on land owned by FS Sistemi Urbani S.p.A. (*Prospetto Informativo dell'Autostazione*, hereinafter the "PIA"), has been drawn up in accordance with Attachment A to Resolution no. 56 of 30 May 2018 issued by the Transport Regulatory Authority – ART, and contains a comprehensive description of the bus station's infrastructure, facilities, spaces and the technical and fee conditions for their use by transport providers, as well as the access conditions for persons with reduced mobility (PRM).

The following are permitted to use the bus station:

- a) Transport providers providing inter-city and inter-regional bus services
- b) Transport providers providing non-scheduled transport services (tourist and occasional services)

2. DEFINITIONS

Bus station: a bus station operated by FS Park S.p.A., located at 156 Corso Lucci, Naples, hereinafter also referred to as "Bus Terminal".

ART: Transport Regulation Authority.

Congestion: a temporary capacity shortage at the bus station that can be resolved through the optimal coordination of access requests.

PIA: Information Leaflet for the Bus Station pursuant to ART Resolution no. 56/2018 of 30 May 2018.

PMR: "a person whose mobility is reduced when using transport due to a physical, sensory or locomotor disability, whether permanent or temporary, a mental disability or impairment, or any other cause of disability, or due to age, and whose condition requires appropriate attention and adaptation of the service provided to all passengers to their specific needs" (see EU Regulation 181/2011 – article 3, para. 1, letter j).

Capacity limit: a situation in which it is not possible to adequately meet transport providers' requests for access to the bus station, and which cannot be resolved through the optimal coordination of access requests.

Agreement template: a document template designed to establish a standardised contractual framework through a clear reference structure, suitable for setting out the rules, procedures, obligations and related responsibilities to which the parties must conform or submit in order to access the bus station and/or the relevant services.

Idle parking: the bus remaining within the station, occupying designated areas, usually for extended periods, for reasons not directly related to the provision of the service, outside operating hours and without passenger movement.

Transport provider: "a natural or legal person, other than a tour operator, travel agent or ticket vendor, who offers transport services (...) to the public" (see Regulation (EU) no 181/2011, article 3, para. 1, letter e).

3. INFRASTRUCTURAL FEATURES OF THE BUS STATION

3.1 Location

The bus station managed by FS Park S.p.A. is situated within the Naples railway gateway, Corso Lucci 156 – 80100, on land owned by FS Sistemi Urbani S.p.A., and is located adjacent to Napoli Centrale Railway station and the Napoli P.za Garibaldi stations on metro lines 1 and 2, as well as two car parks with a total capacity of 263 parking spaces.

3.2 Spaces available

With reference to the site plan attached to this PIA (Attachment 1), the bus station occupies a total area of approximately 9,120 m², within which the following spaces are available for the exclusive use of buses:

- 32 bays allocated for idle parking,
- 6 bays for passenger alighting and
- 6 bays for passenger boarding.

The bays allocated for passenger boarding and alighting (short-stay bays) are located adjacent to a platform, sheltered by a bus shelter. Bus parking in these bays is permitted for 15 minutes.

Transport providers use the bus bays for boarding and alighting on a rotational basis, according to the actual time the bus arrives at the platform.

Some vehicle circulation areas within the Bus Terminal are shared with traffic within the railway station.

An integral part of the bus station is a 152 m² room, of which 33 m² are used as ticket offices, 61 m² house pay-to-use toilets, and the remaining 58 m² serve as communal areas for customers of the ticket office and toilets (Attachment 1.1. - Ancillary services site plan). Accessibility to the ticket office and toilets is guaranteed for passengers with reduced mobility via a sloping ramp connecting the floor of this area to the external area of the Terminal.

There is also an automated luggage storage facility within the communal lobby; this service is provided by another company acting as a commercial partner of FS Park.

3.3 Bus Terminal manning

The entrance to the Bus Terminal is staffed 24 hours a day, 7 days a week, including public holidays. Staff use a computerised system to manage the automatic access control system.

The passenger boarding and alighting area is staffed by dedicated personnel from Monday to Friday from 08:00 to 20:00, on Saturdays from 07:00 to 18:00, and on Sundays and public holidays from 12:00 to 18:00. The building housing the ticket offices and toilets is staffed by personnel from a third-party cleaning service provider from 06:30 to 21:30.

Staff manning the passenger boarding/alighting area and staff on duty at the access gate carry out customer assistance, access control, parking enforcement, etc.

3.4 Access control system

Entry to and exit from the bus station are via three gates, two for entry and one for exit, each fitted with barriers. These barriers can be operated either automatically, following the detection of a vehicle in their vicinity and verification of authorisation for entry or exit, or manually by operators stationed at the access point.

Near the entry/exit barriers, there are columns fitted with devices for recognising keycards and/or number plates. These columns are also equipped with an intercom button that allows drivers to contact the operators if necessary.

The automatic access control system involves the following steps:

1. Detection of vehicles in the entry/exit lane and recognition of the vehicle's weight via electromagnetic loops installed within the road surface;
2. Verification of entry/exit authorisation via number plate recognition, or by reading the keycard presented by the driver near the entry barrier.

The automatic operation of the access control system is normally used for regular customers who have entered into contracts with the operator and have been issued with keycards, or who have provided FS Park with the registration number plates of the vehicles used.

The barriers are operated remotely by staff manning the entrance gate to allow occasional transport providers to pass through, or in the event of faults or malfunctions in the automatic systems.

4. CONDITIONS OF ACCESS AND USE BY TRANSPORT PROVIDERS

4.1 Capacity allocation

In compliance with current regulations and the provisions of ART Resolution no. 56/2018, the following capacity management system has been established in relation to available capacity and according to the type of transport service concerned.

Transport providers wishing to use the Bus Terminal may choose between two types of commercial agreement with FS Park:

1. Signing an agreement in accordance with the attached template (Attachment 2) and acknowledging the privacy policy (Attachment 2.1);
2. Occasional access upon payment of hourly parking charges in accordance with current rates.

In order to access the Bus Terminal and use its services, transport providers must submit their application in accordance with the procedures set out in paragraphs 4.2 and 4.3.

4.2 Conclusion of agreements

Carriers interested in signing an agreement for the use of the Bus Terminal may send an expression of interest to the email address clientibusiness@fspark.it, specifying the number of expected journeys, the scheduled times and the requested duration of the agreement, using the attached template (Attachment 3).

The request must be accompanied by the following documentation:

- operating schedule, including details of each commercial journey (origin, destination, timetables, frequency) and details of the vehicles' scheduled stops at the Terminal (arrival and departure times);
- a PDF copy of the legal representative's valid identity document;
- a PDF copy of the valid Chamber of Commerce registration certificate;
- a PDF copy of the operating licences for medium- to long-distance routes (only for medium- to long-distance service transport providers);
- a PDF copy of the authorisations to operate Local Public Transport services issued by the licensing authority (only for LPT transport providers);
- a PDF copy of the rental licences (only for hire companies).
- a PDF copy of this PIA, signed on every page by the legal representative;
- company logo in JPEG format.

In response to this request, FS Park will send, within 15 working days, a draft agreement which, if accepted, must be duly completed, signed by the transport provider's representative and sent to FS Park.

Following the signing of the agreement, FS Park will provide the transport provider with Keycards, in the quantity and type requested, at the price specified in the agreement, or will upload the list of registration number plates of vehicles authorised for access, as indicated by the transport provider.

4.3 Occasional access

Transport services not covered by an agreement may access the Bus Terminal subject to prior booking, which must be sent to clientibusiness@fspark.it at least two working days before the intended date of use, using the attached form (Attachment 4).

The request must be accompanied by the following documentation:

- a PDF copy of the legal representative's valid identity document;
- a PDF copy of the operating licences for medium- to long-distance routes (only for medium- to long-distance service transport providers);
- a PDF copy of the authorisations to operate Local Public Transport services issued by the licensing authority (only for LPT transport providers);
- a PDF copy of the rental licences (only for hire companies).
- a PDF copy of this PIA, signed on every page by the legal representative.

In the event that access requests are not submitted within the specified time frame, FS Park reserves the right to assess whether or not to accept them, depending on the Terminal's capacity utilisation.

A transport provider wishing to access as an occasional transport provider must present themselves at the Bus Terminal access point at least two working days in advance of their chosen access date. The transport provider will be issued with a prepaid card that can be topped up at an automatic machine, with pre-set top-up amounts of € 30 – € 60 – € 100 – € 200, which can be used to enter and exit the Bus Terminal by tapping the card on the respective entry and exit gates; on exit, the correct amount will be deducted from the card for the duration of the stop, based on the current rates.

The criteria for allocating spaces to transport providers are based on proper planning of transport providers' needs, whether contracted or occasional, provided they have notified their requirements at least two working days in advance. Equal access for transport provider is therefore guaranteed by planning and allocating the available bays in such a way as to maximise the use of the bust station's capacity through the flexible management of the available bays, which are not pre-allocated and are distributed according to requests.

In particular, with the aim of improving the service for occasional transport providers, access has been made easier through the introduction of prepaid cards which, once purchased, transport providers can top up themselves at the on-site self-service machines, in accordance with the top-up amounts mentioned above. Please note that transport providers are still required to give at least two working days' notice of their requirements.

4.4 Cases of rejection of applications for access to the Terminal

Applications for access from transport providers with outstanding debts to the operator for payments overdue by more than 30 days will be rejected.

4.5 Management of congestion situations or capacity limit

Any situations of congestion or capacity limit will be managed by FS Park in accordance with the provisions of Measure 3 (points 3, 4 and 5) of ART Resolution no. 56/2018.

5. ACCESS FEE CONDITIONS

In order to ensure the same conditions of use for all transport providers concerned, in accordance with the provisions of Measure 4.2 letter d of ART Resolution no. 56/2018, access fee conditions are defined on the basis of operating costs, investments made for the activation of the services provided and to ensure their current quality and efficiency.

Rates are subject to review in line with changes in the operating costs of managing the Terminal, the rate of inflation, any other charges that may be defined under regional legislation, or where necessary in relation to extraordinary investments not covered by other funding, aimed at ensuring and improving the quality and efficiency of the services provided.

Access fee conditions to the Terminal differ between contracted and occasional transport providers.

5.1 Access fee conditions for contracted transport providers

From 05:00 to 23:59 – for parking, passenger boarding and alighting operations:

- ✓ Maximum stay up to 20 minutes: € 6.00 plus VAT;
- ✓ Stay from 21 minutes up to 60 minutes: € 11.00 plus VAT;
- ✓ Stay exceeding 1 hour: € 5.00 per hour or fraction of hour, plus VAT, up to a maximum amount of € 60.00 plus VAT

From 00:00 to 04:59 – for parking, passenger boarding and alighting operations:

- ✓ € 3.00 per hour or per fraction of hour plus VAT, up to a maximum amount of € 15.00.

The payment of the amount due is calculated on a quarterly basis, based on actual transits. Upon reaching specific thresholds, a discount applies according to the bands listed below, still calculated on a quarterly basis: ANNUAL AMOUNT		DISCOUNT
FROM € 10,001.00	TO € 20,000.00	5%
FROM € 20,001.00	TO € 30,000.00	10%
FROM € 30,001.00	TO € 40,000.00	15%
FROM € 40,001.00	TO € 50,000.00	20%
FROM € 50,001.00	TO € 100,000.00	30%
FROM € 100,001.00	TO € 150,000.00	40%

The payment of the amount due is calculated on a quarterly basis, based on actual transits. Upon reaching specific thresholds, a discount applies according to the bands listed below, still calculated on a quarterly basis: ANNUAL AMOUNT		DISCOUNT
FROM € 150,001.00	TO € 200,000.00	65%
OVER € 200,001.00		85%

The amount of the fees due shall be determined on a quarterly basis, calculated according to the actual traffic recorded during the relevant quarter.

Payment shall be made in arrears, in quarterly instalments, by bank transfer, within 30 days from the date of the invoice issued by FS Park.

5.2 Access fee conditions for occasional transport providers

From 05:00 to 23:59 – for parking, passenger boarding and alighting operations:

- ✓ Maximum stay up to 1 hour: € 13.50 VAT included;
- ✓ For hours/fraction of hours following the first one: € 6.50, VAT included, up to a maximum amount of € 80.00 including VAT.

From 00:00 to 04:59 – for parking, passenger boarding and alighting operations:

- ✓ Maximum stay up to 1 hour: € 13.50 VAT included;
- ✓ For hours/fraction of hours following the first one: € 3.50 VAT included.

Payment of the amount due must be made before leaving the Bus Terminal at the ticket office manned by staff on duty at the entrance, who will issue a valid receipt.

5.3 Fee conditions for the use of the premises operating as ticket office

The five rooms used as ticket offices cover a total area of 33 m² within a 152 m² space, which also houses pay-to-use toilets (61 m²); the remaining 58 m² serve as communal areas for customers using the ticket offices and toilets.

This area is open to the public and staffed by personnel from a service provider from 06:30 to 21:30.

Lease agreements are currently in force for the five rooms used as ticket offices. These agreements were entered into following a call for expressions of interest issued by FS Park to the contracted transport providers. Based on the responses received, the premises were allocated to the transport providers using the criterion of proportionality in relation to traffic volumes. Lease rates per square metre vary according to the size of the premises and were determined on the basis of a property market analysis.

With adequate notice, FS Park will send all companies a new call for expressions of interest, applying, for the purpose of setting rental rates, the economic criterion of average property market values in the area for similar types of property.

Where companies charge service fees to the user in addition to the face value of the ticket, the amount of the service fee and the criteria used to determine it shall be disclosed by the reselling company via a specific notice displayed at its front-office counter. The company is required to notify FS Park of the existence and amount of any service fees and to agree with FS Park on the infographic provided to customers.

FS Park reserves the right, however, to consider in the future the possibility of expanding the areas available for the ticketing service.

There are further sales points affiliated with the transport providers within the Napoli Centrale Railway Station (commercial concourse) as well as outside the railway station complex, specifically at Corso Arnaldo Lucci nos. 165 and 181.

5.4 Fee conditions for additional/ancillary services

Pay-to-use toilets are available at the Napoli Centrale Bus Terminal ground facilities, costing €1.00 per use, from 6:30 to 21:30. This service includes regular monitoring and cleaning.

Upon request, specific agreements may be activated to allow transport company personnel to access the toilet facilities under preferential conditions, tailored to their needs.

In order to facilitate intermodal travel and connections with car parks and LPT services in the City of Naples, FS Park reserves the right to explore the possibility of liaising with LPT operators to make use of an integrated ticketing service and to offer tickets for these services as well.

6. PHYSICAL ACCESSIBILITY CONDITIONS AT THE BUS STATION

The presence of two pay-and-display car parks with 263 car spaces, 61 motorbike spaces and 8 free spaces reserved for disabled people, directly connected to the bus station, as well as the proximity to Napoli Centrale Railway station, the metro lines and the Circumvesuviana railway, promote intermodal connectivity. In these car parks, parking is free for the first 10 minutes after entry to facilitate the boarding and alighting of passengers and loading and unloading of luggage.

Inside the bus station, there are road markings and signage to separate vehicle and pedestrian flows and minimise interference between them.

Passengers must cross the vehicle lanes only at areas marked with pedestrian crossings; therefore, it is strictly forbidden to cross at any other points.

Please refer to the attached site plan (Attachment 1) for a view of the routes.

Access to the platform, the passenger boarding/alighting area and the building housing the ticket offices and toilets is ensured by the absence of architectural barriers, as any level differences are eliminated by ramps suitable for wheelchairs and pushchairs.

Passengers requiring specific assistance are responsible for notifying the transport provider of their needs upon purchasing the ticket.

In the Bus Terminal, the PRM Meeting Point is located at the start of the departures/arrivals shelter and is indicated by relevant signage.

Transport provider staff, based on requests received at the time of ticket purchase, are required to provide the necessary assistance to ensure that passengers with reduced mobility (PRM) can locate and then access

the bus departure bay, making use of the bus station's facilities and premises where necessary.

The "Sala Blu" service provided by Rete Ferroviaria Italiana S.p.A. (R.F.I.) is available at Napoli Centrale Railway station, designed to assist passengers with reduced mobility (PRM) in organising their journeys; upon specific request, staff will accompany them from the train to the arrivals/departures platform at the terminal and vice versa, via the aforementioned PRM Meeting Point. This escort service is also available even if PRM passengers do not require assistance for their train journey, but need support solely to move within the Central Station premises or to reach other transport interchanges (e.g. underground, city bus stops, etc.). Details on how to book the Sala Blu service are provided by R.F.I. at the following link: [Information on Sala Blu assistance at a click.](#)

In general, there are directional signs at the bus station indicating the services available in the area, including connections to other transport services.

Plans are currently underway to equip the Bus Terminal with additional signage featuring maps of pedestrian routes, with particular reference to the needs of people with reduced mobility (e.g. optimal routes, specific directional signage, tactile maps for disabled users).

European Union Regulation no. 181/2011 on passenger rights can be consulted on the website via this link: <https://eur-lex.europa.eu/eli/reg/2011/181/oj?locale=en>. Furthermore, a summary of passenger rights is displayed on two noticeboards in the ticket hall of the bus station, and is also available on the FS Park website via this link: [Passenger rights of transport by bus.](#)

This summary also sets out FS Park's complaints handling procedure, which is also published in the dedicated "Complaints" section of the FS Park website and can be accessed via the following link <https://www.fspark.it/it/info/segnalazioni-e-reclami/segnalazioni-e-reclami-terminal-bus.html>.

For details on the services offered, quality standards, passenger rights and procedures for redress in the event of service disruptions, please refer to the Service Charter, available at the following link <https://www.fspark.it/it/chi-siamo/servizi/a-r-t-terminal-bus-corso-lucci.html>. Noticeboards are available at the bus station for the display of timetables and information provided by all transport providers. FS Park intends to implement a dynamic automated public information system, involving the installation of information screens displaying details of buses arriving at and departing from the bus station according to each transport provider's timetable, and/or other audio-visual systems to support public information services.

Links to the websites of contracted transport providers are available on the FS Park website, where customers can find the relevant information.

7. RULES OF CONDUCT WITHIN THE BUS STATION

7.1 Rules of conduct for transport providers

All transport providers accessing the Bus Terminal (contracted and occasional) must comply with the regulations attached to this PIA and displayed within the Terminal itself (Attachment 6).

Penalty fees

In the event that a failure to comply with the provisions set out in the agreement and in the Bus Terminal regulations is detected, in particular regarding the use of passenger boarding/alighting areas, FS Park will impose a penalty of € 100.00 on the transport provider.

Violations and the consequent imposition of penalties will be communicated by FS Park via certified e-mail (PEC). The penalty fee must be paid by the transport provider within 20 days.

In the event of non-payment of the penalty fee, FS Park hereby reserves the right to claim the amount directly from the security deposit, a right to which the carrier agrees from the moment the agreement is

signed.

Should more than three breaches be found, in addition to the application of a penalty of €100.00 for each breach, FS Park may terminate the agreement with the transport provider.

7.2 Rules of conduct for users

The pavements of the Terminal are reserved for passengers and any accompanying persons, who, whilst within the area, are required to move exclusively within the designated spaces, to use the appropriate pedestrian crossings and to strictly observe all signage (road markings, signs and, where applicable, manual instructions).

It is expressly stipulated that:

1. FS Park shall not be liable for damage (including in the event of accidents involving transport providers) or theft caused by third parties to persons, property and/or vehicles parked or in transit within the Terminal;
2. it is forbidden to leave luggage unattended; therefore, under no circumstances shall FS Park be liable for any theft or damage;
3. it is forbidden to cross bus lanes except via pedestrian crossings;
4. within the Terminal, it is prohibited to hold meetings or assemblies, or to promote or carry out commercial, religious or recreational activities, unless prior written authorisation has been obtained from FS Park and communicated to the Police;
5. any form of street vending of any kind is expressly prohibited, unless prior written authorisation has been obtained from FS Park and communicated to the Police and the Municipality of Naples;
6. it is prohibited to display, install or distribute notices, signs, advertising billboards, propaganda and the like, of any style or size, unless prior written authorisation has been obtained from FS Park, which reserves the right to order the removal of unauthorised advertising materials at the expense of the offenders;
7. it is prohibited to cause a nuisance to other users of the Terminal;
8. It is prohibited to behave in a manner or wear clothing that undermines the public decorum of the bus station.

8. PUBLICATION AND UPDATE OF PIA

The PIA is now available by FS Park on its own website www.fspark.it.

FS Park ensures that the conditions governing access to and the operation of the bus station, as set out in the PIA, are reviewed on a regular basis.

The conditions of use of the bus station set out in the PIA are subject to annual review by FS Park, in order to ascertain whether the provision meets the capacity requirements of transport providers, including future requirements, and to identify any changes necessary to achieve the objectives that guarantee fair access conditions and respect for passengers' rights.

FS Park will make this PIA available, translated into English, German, Spanish and French, on its website.

The PIA, an essential reference document for regulating access to the bus station and defining the relevant technical and fee conditions of use by transport providers, has been submitted in this Revision E to the Transport Regulatory Authority.

9. ATTACHMENTS

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|-----------------------|----------------------------------|
| Attachment 1 | Bus Station floor plan |
| Attachment 1.1 | Floor plan - Additional services |
| Attachment 2 | Bus Station agreement template |

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| Attachment 2.1 | Privacy Policy |
| Attachment 3 | Expression of interest to enter into an agreement |
| Attachment 4 | Access request - occasional transport provider |
| Attachment 5 | Regulations |