

PARKING TERMS & CONDITIONS

Franjo Tuđman Airport Terms and Conditions of Car Parks Use

Please read these Terms and Conditions carefully, they relate to your use of the Airport Car Parks and are applicable as of 01 May 2019.

1. Definitions

In these Terms and Conditions:

- a. "Airport" means Franjo Tuđman Airport located at Ulica Rudolfa Fizira 21 and operated by MZLZ;
- b. "MZLZ", "us", "we" and "our" means Međunarodna zračna luka Zagreb d.d., Ulica Rudolfa Fizira 1, Velika Gorica, MBS: 080805299, OIB: 79446233150;
- c. "Car Park" means the following parking facilities and zones for parking of Vehicles operated by the Airport:
 - 1) Public Car Park (all parking locations in front of the new terminal building of the Airport, except the ones that are designated as Kiss & Fly Zone or car park referenced as "Tourist Coaches & Shuttles")
 - 2) Kiss & Fly Zone (location designated as such on the level 2 curbside in front of the new terminal building of the Airport)
 - 3) Car park "Tourist Coaches & Shuttles (parking location designated as such next to main road with view on terminal building)

These Terms are applicable to all of the listed Car Park facilities and zones, unless some specific items of these Terms are applicable only to specific Car Park facilities as designated in such specific items.

The vehicles longer than 6 meters, vehicles with a trailer or with more than 9 seats (including the driver) and campers are only allowed to use the car park referenced as "Tourists Coaches & Shuttles" and Kiss & Fly Zone, and are not allowed to enter and park on the Public Car Park or. For the avoidance of any doubt, this Car Park regulations are applicable to all above listed Car Parks and zones, including the vehicles longer than 6 meters, vehicles with a trailer or with more than 9 seats (including the driver's);

- d. "Terms" means these terms and conditions;

- e. "You", "your" and "Customer" means a person who has entered into an agreement for parking of a Vehicle at the Car Park by entering the Car Park. All customers entering into an agreement with us for the parking of a Vehicle at the Car Park, whether by entering the Car Park or otherwise, will be considered to do so on behalf of themselves and all other persons with whom they hold themselves out as representing;
- f. "Vehicle" means the vehicle which enters the Car Park and includes any mechanical device on wheels or tracks, its equipment and accessories; vehicles longer than 6 meters, vehicles with a trailer or with more than 9 seats (including the driver) and campers are special kind of Vehicles that, for the purpose of these Terms are only allowed to use Car Park as defined under c) above.
- g. "Website" means www.zagreb-airport.hr.

2. General Info

By entering into our Car Park you agree to be bound by these Terms. The Terms are governed by Croatian Law and in case of any dispute Croatian courts have jurisdiction. These Terms constitute the entire agreement between you and us in respect of the usage of our Car Park.

We reserve the right to change, from time to time, the Terms (including the prices contained in the Terms), without notice, by displaying the amended Terms (including the prices contained in the Terms) on our website, and the date of applicability of such Terms (including applicability of possible changed prices contained in the Terms) shall be indicated in the Terms. For the avoidance of any doubt once you have entered the Car Park, the Terms (including the prices contained in the Terms) which apply are those valid on the date of your entrance at the Car Park. We recommend that you always read the Terms before proceeding to the Car park.

3. Our Responsibilities and Liabilities Applicable to all Car Parks

3.1 We will act with reasonable skill and care in providing Car Park services at the Airport.

3.2 We will not in any case be liable to you for any indirect or consequential loss such as, but not limited to; any loss of profit, loss of enjoyment, loss of revenue, loss of data, or loss of earnings.

3.3 We will not in any case be liable for damage or loss of your Vehicle or any of its accessories or any of its content and/or theft of, or from, your Vehicle, while the Vehicle is in the Car Park, unless such damage, loss or theft is caused by the intent or gross negligence of the Airport or its agents or employees, and then only to the extent that the Airport's intent or gross negligence has caused or contributed to the relevant damage, loss or theft.

3.4 We will not be liable for any force majeure event i.e. event beyond our reasonable control. Such events include but are not limited to war or threat of war, riots, civil strife, terrorist threats or activity, industrial disputes, natural or nuclear disaster, fire, adverse weather conditions, earthquake, volcanic eruption or ash cloud, technical problems, government regulations, closure or congestion of airports, and / or cancellation or changes of schedules by airlines and all similar events beyond our control. Further, we cannot accept responsibility where the performance or prompt performance of the Car Park service is prevented or affected as a result of such events beyond our or your control.

3.5 Please note that although we have the above stated responsibility, you should bear in mind that Car Parks are open to everyone. We cannot guarantee that people will not enter into the Car Park and cause

damage to property or engage in criminal behavior. Accordingly, you park in our Car Park at your own risk. We do not guarantee for the security of your Vehicle and/or its contents.

4. Car Park Regulations Applicable to all Car Parks

4.1 On the entrance to the Car Park, you will be issued a car parking ticket. Please retain the car parking ticket in a safe place (avoid placing the car parking ticket next to the keys or mobile devices and on the sun and similar) since you will need the same in order to exit the Car Park, after you have made the payment for usage of the Car Park, which payment shall be made in accordance with item 7 of these Terms.

Once you have entered the Car park, we do not guarantee that there will be any vacant parking space at any particular time.

4.3. Verifying the parking ticket at automatic car park payment cashiers, regardless of duration of parking, is subject to payment of parking service according to the Pricelist.

4.4 In case you have lost your car parking ticket, we reserve the right to check our security cameras in order to determine when your vehicle entered our Car Park and to consequently charge you the price corresponding to your usage of the Car Park.

4.5 When you have parked your vehicle, it is your responsibility to:

- (i) Lock your vehicle securely;
- (ii) Fully close all windows of your vehicle;
- (iii) Apply your handbrake properly;
- (iv) Engage any steering lock, alarm or immobilizer you have;
- (v) Not to leave any animal or person within your vehicle;
- (vi) Ensure that your possessions are placed in a locked boot and are not on display.

The Airport cannot be held responsible for any loss or damage whatsoever occurring to your Vehicle or possessions within as it is defined in item 3 of these Terms, and especially when resulting from your failure to do the things listed above.

4.6 The Airport does not accept any valuables or other articles for safe custody.

4.7 You are liable to us fully for all damage arising out of your usage of the Car Park in accordance with the Croatian Law.

4.8 You must drive carefully and responsibly in the Car Park by observing and respecting traffic rules and regulations, as well as traffic signage. You must comply with all directional signage and other instructions when in the Car Park. You must ensure that any children and animals are properly supervised and are at all times accompanied while in the Car Park. All pedestrians should follow the designated walking routes.

4.9 We reserve the right to remove any Vehicle within or outside the Car Park in cases of security and/or safety reasons, emergency issues and operational needs of the Airport, or when so requested by authorized authority.

4.10 If your Vehicle is parked in a manner which (in our reasonable opinion) is unsafe, is outside of a designated parking space, impedes the free flow of traffic in and around the Car Park or is in breach of any restriction marked on signage or on the ground (markings) in the Car Park (or otherwise brought to

your attention), we may cause your Vehicle to be removed without notice, and you will be responsible for the costs of such removal and recovery.

4.11 The following actions are not permitted in the Car Park, and we reserve the right to refuse to allow you to use and/or further use of the Car Park, if you carry out any of these activities in the Car Park:

- (i) Conducting any service work, e.g. cleaning or repairs to your vehicle;
- (ii) Carrying out any business activity;
- (iii) Filling or emptying of fuel tanks;
- (iv) Misusing or damaging any part of the Car Park;
- (v) Parking outside of a designated parking bays (appropriate to your vehicle) or otherwise as instructed by Car Park staff;
- (vi) Driving dangerously or above the speed limits;
- (vii) Making unnecessary noise or nuisance, including playing music in a way that annoys other users of the Car Park or people working nearby;
- (viii) Filming or taking photographs for commercial or promotional purposes which is not allowed and/or approved by the Airport;
- (ix) Using the full facilities of a camper van, including, but not limited to the toilet, bathroom and kitchen;
- (x) Sleeping in your vehicle.

4.12 After paying for the usage of the Public Car Park, you have 15 minutes to exit the Public Car Park.

5. Specific Regulations Applicable only to Kiss & Fly Zone

5.1 Kiss & Fly Zone is located at the level 2 curbside, in front of the Airport Departures, allowing Customers to temporarily stop of their vehicles (up to 10 min free of charge with no need to verify the parking card at the automatic car park payment cashiers) until friends, family members or business associates disembark, collect their baggage, and proceed to Departures. After exceeding the aforementioned 10 min free time, stay time at the Kiss & Fly Zone will be calculated from time of the entrance of the vehicle in the Kiss & Fly Zone, including first 10 min stay, and such Customer shall be obliged to pay the price for such usage of the Kiss & Fly Zone in accordance with item 7 of this Terms.

5.2 In order to qualify for 10 minutes of free stay, you are obligated to verify the parking ticket exclusively at the exit ramps. Verifying the parking ticket at automatic car park payment cashiers does not grant you 10 minutes of free stay and will be subject to payment of parking service according to the Pricelist from time of the entrance of the vehicle in the Kiss & Fly Zone.

5.3 Vehicles in the Kiss & Fly Zone must be attended at all times. Usage of the Kiss & Fly Zone for more than 60 minutes is prohibited. In case of exceeding 60 minutes of allowed stay time, the Customer will be obliged to pay the penalty in the amount of 150 HRK plus the rate for the usage of Kiss & Fly Zone up to 59 minutes in accordance with item 7 of these Terms. Violators, any unattended vehicles, will be ticketed and towed at the owner's expense.

For this reason, when waiting for an arriving passenger we encourage you to utilize the Public Car Park.

5.4 After the payment for the usage of Kiss & Fly Zone, you have 10 minutes to exit Kiss & Fly Zone.

6. Car Park Prices and Methods of Payment

6.1 Rates

Public Car Park Rates

Categories (stay time)	Rates HRK Incl. VAT
Up to 1 hour	27 HRK
2 hours	47 HRK
3 hours	70 HRK
From 3 to 6 hours	78 HRK
From 6 to 12 hours	110 HRK
From 12 to 24 hours	150 HRK
From 24 to 48 hours	210 HRK
From 3rd to 5th day each additional day*	72 HRK
From 6th day each additional day*	68 HRK

Stated rates are actual parking prices, without promotional prices. No Day tickets available.

* Day in the sense of these Car Park regulations represents the period of 24 hours from the exact time of entrance in the Car Park indicated on parking ticket. Every following day represents the next following period of 24 hours which began after the expiry of the previous 24 hours.

Kiss & Fly Zone Rates

Categories (stay time)	Rates HRK Incl. VAT
Up to 10 minutes ⁽¹⁾	Free
Up to 29 minutes ⁽¹⁾	27 HRK
Up to 59 minutes	54 HRK
After 60 minutes	Not available (fine of 150 HRK) vehicle shall be removed at owner's expense.

⁽¹⁾For Buses and Shuttles solely, the allowance is 30 minutes, then rate falls is relevant published rates.

After 30 minutes the price will be calculated according to the official Kiss & Fly Zone Rates, from the time of entrance into the Kiss & Fly zone. In other words, 31st minute (all the way up to 60 min) of bus stay in the zone will be charged for an hour stay, 54 HRK.

Stated rates are actual stay prices, without promotional prices. Day tickets available.

Car park "Tourist Coaches & Shuttles"

Categories (stay time)	Rates HRK including VAT
Stay time up to 29 minutes	Gratis
Stay time from 30 minutes up to 3 hours	70 HRK
Stay time from 3 hours up to 24 hours (Daily parking ticket)*	150 HRK

* Daily parking ticket is chargeable for every next following period after the expiry of previous period of 24 hours (the first period of 24 hours is calculated from the time of entrance into the Car park)

6.2 Method of Payment:

The following payment options are available: designated automatic Car park payment cashiers ("Pay-on-Foot Cashiers"), Car Park Service front desk located on the Ground Floor / Meet & Greet Arrivals area or the car park exit ramps credit card payment options.

The Pay-on-Foot Car park Cashiers accept cash (banknotes of 10, 20, 50, 100 or 200 HRK and coins of 50 Lipa, 1,2 and 5 HRK) or credit cards (Diners, JCB, Maestro, MasterCard, VISA). Pay-on-Foot car park cashiers are located at the Public Car Park, Arrival Meet & Greet Area, by the elevator of the Kiss & Fly Zone and next to the exit ramps from the Public Car Park.

When paying parking at the Car Park Service front desk located on the passenger terminal Ground Floor level, you can pay by cash or credit cards (Diners, JCB, Maestro, MasterCard, and VISA).

Cashless alternatives are available at the car park exit ramp devices allowing you an easy and secure credit card car park payment option thus eliminating time-consuming cash management. Diners, JCB, Maestro, MasterCard or Visa credit cards are welcome.

Please note that in case of payment for usage of the Car Park by credit card, depending on the authorization requirements of the card issuer, sometimes, you may be asked for your PIN authorization.

Invoice R-1 is issued ONLY by identifying yourself and showing your car parking ticket upon payment at the Car Park Services front desk located on the Ground Floor Level and by stating it in advance. Retroactive issuance of Invoice R1 is NOT POSSIBLE.

In case the Car Park parking ticket is lost, a charge of 800 HRK, non-reimbursable, will be applied.

7. Complaints

7.1 In accordance with Article 10 of the Consumers Protection Act, we hereby inform the Customers they may file complaints on the quality of our Car Park services, in written form, via the following means of communication:

- a) By filling out one of the Feedback Forms, provided throughout the Airport, and placing it in the designated Feedback box;
- b) Online via <http://www.zagreb-airport.hr/en/passengers/need-help/b2c-online-feedback-form/119>
- c) Or by sending us an e-mail to: feedback@mzlj-zagreb-airport.hr

You will receive the response to your complaint in the course of 15 days as from the date your complaint was received by MZLZ.