



Public Utility Company for Public Garages
and Car Parks "Parking Servis" Beograd,
Kneza Visaslava 27

GENERAL TERMS AND CONDITIONS

For “Parking Servis” Mobile App

- Belgrade, June 2022 -

GENERAL

Item 1

General Terms and Conditions for the use of mobile app for parking services payments on the Territory of the City of Belgrade, prescribe the requirements to be met for becoming app user for one of the following subsystems:

1. Subsystem for parking service payments at the general car parks within the zoned areas with and without time-limits, and at the car parks with an controlled entry/exit systems where parking payment is performed as for the general car parks (SMS car parks) – **Subsystem 1**;
2. Subsystem for parking services payment in Public Garages, multi-storey car parks (MSCP), and special car parks with the Scheidt Bachmann automated entry/exit control and payment system – **Subsystem 2**.
3. Payment Subsystem for issued electronic order for purchasing the electronic daily parking ticket – eDPT – **Subsystem 3**;
4. Subsystem for User guidance to available parking space within the parking zone where parking sensors are installed and in garages - MSCP, as well as car parks with an entry/exit control system (this service does not require any additional cost to purchased parking time) – **Subsystem 4**.

These General Terms and Conditions apply at the following car parks subject to charge:

- General car parks, subject to charge, in parking zones where parking is time limited;
- General car parks, subject to charge, outside of the parking zones, without time limitation;
- Car parks without controlled entry/exit that operate under same regime as general car parks without time limitation (SMS car parks);
- Garages, multi-storey car parks (MSCP) and special-purpose car parks with controlled entry/exit.

Item 2

Terms and conditions for use of parking services within the Subsystems referred to Item 1, par. 1) are prescribed by the Decision on Public Car Parks on the territory of the city of Belgrade and by the Resolution on Public Car Parks, which are binding for the App User.

The App User may utilise any other method to purchase a parking ticket and pay for the services, as prescribed by the Decision on Public Car Parks.

Item 3

Access and use of Mobile App for Parking Services Payment is defined by the User Guide.

General Terms and Conditions and User Guide are available to the general public at the website: www.parking-servis.co.rs and at the Company's Customer Service, at the following locations: 51 Mileševska Str., 31 Takovska Str. and 134 Bulevard Milutina Milankovića

All necessary information on how to become an App User and on utilisation of Mobile App for Parking Service Payments may be obtained from the Customer Service, Tel: 30-35-400, and via e-mail: info@parking-servis.co.rs, on business days from 7 a.m. to 9 p.m. and on Saturday from 7 a.m. to 2 p.m.

Item 4

Mobile App Users may be natural persons and legal entities.

USE OF MOBILE APP FOR PARKING SERVICE PAYMENTS

Item 5

Parking services of general car parks in the zoned with or without time limitations, as well as of SMS car parks, the User may pay via SMS or by purchasing an hourly electronic parking ticket; issued electronic parking order for payment of eDPT in the zoned area with or without time-limitations, or SMS car park, at the counters of the Company's Customer Service or at the bank or the Post Office, while services in garages, multi-storey car parks (MSCP) and car parks where automatic payment systems manufactured by Scheidt Bachmann are installed for payment by payment cards, payment by cash at the pay tolls or automatic payment machines or by using Prepaid parking card or Parking PasS - a time period parking card;

Mobile App for Parking Service Payments allows the App User an alternative form of payment for such services, besides the payment methods stated in paragraph 1. as prescribed by the following General terms.

This App also enables a more functional utilisation of the parking guidance system in the parking zones where parking spot sensors are installed and in garages, MSCP and in special-purpose car parks, by guiding the user to the available parking spot in the zoned areas, facilities or locations based on its query – a free service that is available to App User via Subsystem 4.

Item 6

The method in which this app may be used is prescribed in detail by the User Manual, and the basic information regarding its use is the following:

- The App User must register by entering requested data (username and password);
- The App User must enter a license plate number of a single or multiple vehicles;
- The App User then selects one of 4 available Subsystems, depending on the type of service needed.

By selecting Subsystem 1, 2 or 3, the App User also selects the method of payment for the services:

- Deposit - Subsystem 1, 2 and 3;
- Payment card (Dina card, Master card, Maestro, American Express, Visa, and Visa Electron) - Subsystem 1, 2 and 3;
- SMS – only for payment of parking services in advance - Subsystem 1

Payment from the Deposit for parking services is carried out as follows:

- Deposits are purchased solely and directly in the App, where the App User enters the payment card number and predefined deposit value to be selected by the user, after which the deposit becomes a valid means of payment;
- App sends the data to bank which approves or declines the deposit purchase request and informs the user through the app;
- Payment card data entered in the app has only the bank. Records of payments made and Deposit purchased shall be monitored through the app or via current Company's information system;
- Funds flowing in from deposit purchases shall be deposited at the special purpose bank account held by the PUC Parking Servis.
- User shall get reports on Deposit spending via the App.
- App User shall be informed through the App, after each completed transaction, of the consumption of Deposit funds in respect of all services paid to the Company (spending history).

USE OF MOBILE APP FOR PARKING SERVICE PAYMENTS IN SUBSYSTEM 1

Item 7

In Subsystem 1, Mobile App for Parking Service Payments allows the user to select:

- Parking service payment for the general car parks, subject to charge, in the zoned areas with time limitation, purchasing an electronic hourly parking ticket or an electronic half an hour parking ticket, for a specific period of time selected in advance up to the maximum allowed period of stay on the public car parks within the parking zone (limited and extended parking time);
- Parking service payment for the general car parks, subject to charge, outside of the parking zones without time limitation by purchasing an electronic hourly parking ticket or an electronic multi-hour parking ticket (at the car parks intended for multi-hour electronic parking ticket) for a specific period of time selected in advance;
- Parking service payment for the special SMS Car Parks by purchasing an electronic hourly parking ticket or an electronic multi-hour parking ticket for a specific period of time selected in advance.

By selecting the use of the App for Subsystem 1, the App User selects adequate option: zone (A, Zone 1 - red, Zone 2 – yellow, Zone 3 - green), Blue zone outside of the zone with time limitation or SMS Car Park, as well as the method of payment (deposit, payment card, SMS). The app shall allow the user who has just started using the parking (by parking at the parking spot), to pay parking for a specific period selected by the user in advance, according to Company's valid pricelist.

Parking service payment for the general car parks, subject to charge, in parking zones where parking is time limited

Time period for using the general car parks in the zoned areas is covered by time limited parking and extended time parking under specific conditions referring to price and stated parking time.

By purchasing an electronic parking ticket in Subsystem 1 by using this app, the specific time (hour, minute) of purchase is recorded and from that point in time, all transactions of such App User within the same car park may last only until the expiry of the specified

time-limit (extended limit) for such car park: in ZONE A - not more than 30 minutes (time-limited parking); ZONE 1 - RED ZONE – 60 minutes (time-limited parking) + 30 minutes (extended parking time) - up to a maximum 90 minutes; ZONE 2 - YELLOW ZONE – 120 minutes (time-limited parking) + 60 minutes (extended parking time) – up to a maximum of 180 minutes; in ZONE 3 -GREEN ZONE – 180 minutes (time-limited parking) + 60 minutes (extended parking time) – up to a maximum of 240 minutes.

The App User, who paid parking service via electronic purchase in advance, upon expiration time for paid parking, receives an in-App notification of the expiry of the parking time period with a possibility to pay the parking service up to a maximum allowed time from previous paragraph. The App User shall be notified of the expiry of the time period for which the parking services have been paid, via the App only if he is connected to the Internet and if there are technical possibilities for that. If the App User does not receive a notification on parking time expiration for paid parking, the User shall not be released from its liability to pay for parking service according to the Decision on Public Car Parks.

The User of car park who made the payment in advance via electronic purchase, upon expiration time for paid parking, uses a parking service under conditions that apply to daily time period and to whom shall be issued an electronic order for payment eDPT in accordance with the Decision on Public Car Parks.

Parking service payment for the general car parks subject to charge out-of-zoned areas and special-purpose SMS car parks without time limitation

The App User who paid parking service via electronic purchase in advance, upon expiration time for paid parking, receives an in-App notification that a parking session has end, with a possibility to pay parking service until the working hours of that car park (parking charge time). The App User shall be notified of the expiry of the time period for which the parking services have been paid, via the App only if he is connected to the Internet and if there are technical possibilities for that. If the App User does not receive a notification on parking time expiration for paid parking, the User shall not be released from its liability to pay for parking service according to the Decision on Public Car Parks.

The User of car park who made the payment in advance via electronic purchase, upon expiration time for paid parking, uses a parking service under conditions that apply to daily time period and to whom shall be issued an electronic order for payment eDPT in accordance with the Decision on Public Car Parks.

USE OF MOBILE APP FOR PARKING SERVICE PAYMENTS IN SUBSYSTEM 2

Item 8

By selecting the use of the App in Subsystem 2, in garages, multi-storey car parks (MSCP) and special-purpose car parks, with an entry/exit control systems, where automatic payment systems manufactured by Schiedt Bachmann are installed, the user shall pay for parking services when leaving the car park by entering the parking ticket data (a single ticket number) or by taking a picture of the parking ticket, issued by the Scheidt Bachmann machine, by using the mobile app.

By selecting the payment method (from the deposit, payment card), the User pays for the parking services and receives notification of successful transaction.

Upon parking service payment, the User is obliged to act in accordance with the rules of the garages, multi-story car parks (MSCP) and special-purpose car parks with an entry/exit control systems.

USE OF MOBILE APP FOR PARKING SERVICE PAYMENTS VIA ISSUED ELECTRONIC ORDER FOR eDPT PAYMENT IN SUBSYSTEM 3

Item 9

By selecting the use of the App in Subsystem 3, the User may pay the parking service for the vehicle of specific license plates upon issued electronic order for payment of eDPT as follows:

- From the Deposit or
- By Payment card

USE OF MOBILE APP FOR PARKING SERVICE PAYMENTS IN SUBSYSTEM 4

Item 10

By selecting the use of the App in Subsystem 4 (guidance to available parking spots), the User shall get information about available parking spaces in the parking zones where parking spot sensors are installed (available on the Company's website) or data of location to needed facility (garages, MSCP and car parks with an entry/exit control systems) if there are available parking spaces.

Guidance to available parking spaces shall be done by selecting a relevant address by the user inside the app. After that, the navigation tool implemented in the app shall guide the user to the first available parking spot.

Use of the app for Subsystem 4 does not include payment for the parking services.

DEPOSIT PURCHASE METHOD AND CARD PAYMENTS

Item 11

Deposit purchase method

Upon accessing the app and after registration, the User may use the app to purchase a Deposit by entering the number of its payment card and selecting the value of the Deposit to be purchased. Deposit available for purchase: 200 RSD, 500 RSD, 1,000 RSD, 2,000 RSD or 5,000 RSD deposits.

The expenses of fee deposit are covered by the Company.

The purchase of Deposits is possible only in dinars.

The Deposits can be purchased by natural persons or legal entities.

The following payment cards are eligible for the Deposit purchase in App: DINA CARD, MASTER CARD, MAESTRO, AMERICAN EXPRESS, VISA and VISA ELECTRON issued by domestic or foreign banks.

After selecting the value of the Deposit to be purchased, the User enters required data into the app i.e. enter their payment card numbers and such data are forwarded to bank.

If the transaction is successfully completed, the app user's account balance shall be increased for the amount equal to the value of the Deposit purchased and the user shall receive an in-app notification.

In case when User is legal entity, after submitting a Deposit purchase request via mobile app, the Company shall issue a bill for the total amount of Deposit.

The Deposit may be refilled in the same manner in which they are purchased.

Other conditions for payment via payment cards, prescribed by item 12 of these General Terms and Conditions, shall also apply to the Deposit purchase via payment cards via the Mobile App.

Item 12 **Card Payments**

Payment for services via payment cards via Mobile app enables the User Deposit purchase referred to in item 11, as well as payment of other services from Subsystems 1, 2 and 3.

This method of payment is available to all app users who have either DINA CARD, MASTER CARD, MAESTRO, AMERICAN EXPRESS, VISA and/or VISA ELECTRON payment cards issued by their bank for online payments.

On the bank's website, the User enters data from the payment card and makes the payment. After each payment transaction, the User receives information on the success of the transaction.

For all transactions that are made via payment cards, the provision costs are covered by the Company, except for provision costs during transactions that are less than 200 RSD.

For security reasons, the User's payment card data are visible only to the commercial bank of the Company, as a card processor. The bank's website is protected and secure for this method of payment.

When entering payment card data, confidential information is transferred via public network in a protected (encrypted) form by using SSL protocol and PKI system as state-of-the-art encryption technologies. The security of data during payment is guaranteed by the payment card processor, commercial bank of the Company, so the complete billing process is performed on the bank's website.

Data about User's payment card are not available to the Company, therefore, the Company is not the Operator of data in accordance to Law on Personal Data Protection - it does not process (collect or store) data, by the Mobile App for parking service payments or any other way.

In the event of a possible refund to the User (who previously has made payments by payment cards), in part or in full, regardless of the reason for refund, the Company is obliged to refund exclusively through DINA CARD, MASTER CARD, MAESTRO, AMERICAN EXPRESS, VISA and VISA ELECTRON payment method, which means that the bank will, at the request of the Company, make the refund to the User's account from which the payment was made.

Company's operations are in compliance with the requirements of the PCI DSS PAYMENT CARD INDUSTRY DATA SECURITY STANDARDS.

FINAL PROVISIONS

General terms and conditions are provided in accordance with the Law on Consumer Protection whereby the Company has performed its obligation of informing the Users before the contract is concluded.

If the App User believes that the Company fails to comply with the General Terms and Conditions, the App User is entitled to submit its complaint to the Company's Customer Services, Tel: 30-35-400. via an email to the following address: info@parking-servis.co.rs or at the counters at 31 Takovska Str., 51 Mileševska Str. and 134 Bulevard Milutina Milankovića on business days from 7 a.m. to 9 p.m. and on Saturday from 7 a.m. to 2 p.m.

These General Conditions of Terms and Use are effective and apply starting from June 1st 2022.

The Company reserves the right to change these General Terms and Conditions in accordance with its business policy, ie change the legal regulations, whereby it will notify the User in a timely and in the usual manner.

In case of dispute arising from the implementation of General Terms and Conditions, the Company shall endeavour to achieve a peaceful resolution of such dispute in the spirit of good business customs and failing that, the actual and local jurisdiction of the competent court in Belgrade is hereby agreed with the consent of the App User.