

Operating regulations for the parking lot



of the Vydricka with organised traffic in the public part.

Operating hours of the public part of the car park (time of organised operation of the public part of the car park):

Monday - Sunday, 00:00 - 24:00 (NON STOP)

- § In case of loss, damage or destruction of parking. License license fee / 35,00 € including VAT (in addition to the parking fee)
- **Price list for the services provided:** The current price list for the services provided in the public part of the car park is annexed to these operating regulations and is published on the board at the entrance to the car park. The customer of the public section is entitled to request a proof of payment for the services rendered containing, in addition to the details of a tax receipt, the details of the parking time.
- § Pay the parking fee at the automatic ticket office or when leaving the car park (cashless by credit card)
- **§ entry to the public part of the car park and exit from the public part of the car park to the Vydricka area is possible only with a valid parking ticket**
- § in case of any problems, please contact SABA staff by holding the button on the automatic cash register (hold for more than 2–3 seconds) or by phone at: [+421 232 182 501](tel:+421232182501), [+421 905 856 310](tel:+421905856310)

Basic details:

1. The parking lot consists of a public part and a non-public part.
2. Saba Parking SK s.r.o., with registered office at Grösslingova 4, 811 09 Bratislava, ID No.: 35 844 256
3. Vydricka Parking, Žižkova Bratislava – Staré Mesto.
4. Number of parking spaces in the public part: 74, while 8 public parking spaces have electric charging stations with the possibility of charging electric cars for a fee, this does not affect the obligation to pay the parking fee. Number of parking spaces in the non-public part: 183, whereby 62 non-public parking spaces can accommodate EV charging stations with the possibility of charging EVs.
5. Parking spaces for persons with severe disabilities are marked in accordance with the applicable legislation.
6. Operating hours (time of organised operation of the public part of the car park): Monday – Sunday, 00:00 – 24:00 (NON STOP)
7. Paid (in relation to the public part of the car park), unguarded, organised parking of passenger vehicles, the width and height of which allows proper entrance to the car park.
8. The maximum height of a vehicle, including items on the roof of the vehicle is **2.1 m**.
9. The car park is not intended for the parking of passenger motor vehicles with trailers, lorries and non-passenger motor vehicles.
10. The public and non-public areas of the underground car park are unguarded and the operator is not responsible for damage to or theft of vehicles and/or loss of items left in vehicles.
11. Method of payment for the services of the public part of the car park: by presenting a parking ticket from the entry terminal at the automatic ticket office or at the exit ramp (cashless via credit card)
12. The car park is monitored by a camera system at each parking ramp technology and at the automatic ticket office.
13. The camera system is used to control the property of the owner and operator of the parking lot.
14. After payment at the automatic cashier, there is 10 minutes to leave the parking lot. In the event of non-compliance with the above time limit, the customer of the public section shall be obliged to pay the parking fee in accordance with the current price list.

I. Parking conditions

1. These operating regulations govern the rules for the use of a parking space intended for the parking of passenger vehicles between:
 - A. the operator of the underground car park and the customer of the public part of the car park - the driver of a road motor vehicle
 - B. the operator of the underground car park and the owner of the non-public part of the car park - the driver of a road motor vehicle
2. The legal relationship between the operator and the customer of the public part of the car park is established by taking the parking ticket from the entry terminal immediately upon entering the car park. At this moment, the customer of the public part of the car park is obliged to comply with the provisions of these operating regulations and at the same time accepts the fact that he/she will be monitored by security cameras, thus concluding an agreement on the provision of a parking space for the purpose of parking.

The legal relationship between the operator and the owner of the non-public parking space is governed by the relevant provisions of Act No 182/1993 Coll. and the contracts concluded by the manager of the underground garage building.

3. Parking system of the public part of the car park:

Vehicle entry:

- a. the customer stops in front of the ramp, presses the button for issuing a parking ticket on the entry terminal, after reading the number plate and issuing the parking ticket the ramp opens
- b. the customer parks the vehicle in a selected free public parking space located in the public part of the car park
- c. the customer leaves the parking area, taking the parking ticket with them in order to enter the Vydricka area.

Parking termination procedure:

- d. at the automated ticket office, the customer shall pay the parking fee in the amount calculated according to the price list depending on the parking period read from the parking ticket, the fee can be paid in cash or non-cash by credit card;
- e. when exiting directly at the exit ramp, the customer shall pay the parking fee in the amount calculated according to the price list depending on the parking period, as read from the parking ticket, in cashless form by means of a payment card

Vehicle Exit:

- f. The customer stops in front of the ramp, after reading the license plate number or after attaching or inserting the parking ticket from the entry terminal to the reader, the ramp is opened and the customer exits the parking lot with the vehicle.

4. Non-public parking system:

Vehicle Entry:

- a. The owner of the parking space stops in front of the entrance ramp to the public part of the parking lot, after reading a valid registered license plate or after attaching a chip, the ramp opens
- b. the owner of the parking space stops in front of the ramp to the non-public part of the car park, after reading a valid registered number plate or after attaching a chip, the ramp is opened
- c. the parking space owner parks the vehicle in a parking space owned by the parking space owner

Vehicle Exit:

- d. The parking space owner pulls up in front of the ramp, after reading a valid registered license plate or attaching a chip, the ramp opens and the customer enters the public portion of the parking lot with the vehicle,
- e. the owner of the parking space is obliged to leave the public part of the car park within 10 minutes of leaving the non-public part of the car park
- f. the parking space owner stops in front of the exit ramp, after reading a valid registered license plate number or attaching a chip, the ramp is opened and the customer exits the parking lot with the vehicle.

5. In the parking lot, the owner of the parking space and the customer are obliged to fully comply with the provisions of Act No. 8/2009 Coll. on road traffic as amended.

6. No entry for LPG-powered cars

7. Driving speed in the car park is max. 10 km/h.

8. Occupation of an adjacent parking space by improper parking of the customer's vehicle in the public part of the car park will be treated as parking in two (or more) parking spaces and the customer shall be liable to pay a charge for all occupied parking spaces according to the current price list.

9. Vehicles parked in the car park must be in good roadworthy condition and approved for use on the road.

10. The operator shall not be liable for damage, destruction or theft of items and vehicles parked in the car park. Parked vehicles are not guarded and the operator is not liable for damage, destruction or loss of such vehicles while parked.

11. Driving of vehicles by persons without a driver's license is prohibited in the parking lot, as well as driving lessons.

12. The customer and the owner of the non-public part of the parking lot, including all persons staying in the parking lot, shall take care that no damage is caused to the property of the owner and/or operator of the parking lot, as well as to the property of the owners of the other parking lots, and such person shall be liable for all damages caused by him or his vehicle to the aforementioned property. The Operator shall be entitled to recover for any damage caused by the Customer to the owner and/or operator of the car park or to any third party on the car park premises.

13. Damage to property and/or the parking system will be dealt with in cooperation with the police.

14. The operator is obliged to ensure the operation of the car park in accordance with these operating regulations, in accordance with other applicable generally binding legislation.

15. The operator is obliged to warn the customer of the public part of the car park about the full capacity of the car park before the entrance, not to allow parking of more vehicles than the capacity of the public part of the car park.

16. The operator is obliged to allow the customer of the public part to get acquainted with the operating rules, the operating hours and the prices for the services provided by publishing them in a visible place in the parking lot.

17. The operator shall be obliged to refuse entry to other types of vehicles than passenger motor vehicles, as well as to vehicles with trailers and vehicles whose dimensions differ from the standard for which the car park traffic was designed.
18. The operator is authorised to install a vehicle immobilisation device or instruct the vehicle to be towed away at the customer's expense if the customer acts in contravention of these operating regulations, even if the customer parks the vehicle:
 - In such a way that it constitutes an obstruction to traffic and/or the operation of the car park,
 - in reserved parking spaces, in parking spaces reserved for disabled persons,
 - outside a designated parking space,
 - in more than one designated parking space.
19. The Operator shall be entitled to claim compensation for damage caused in the cases referred to in this point. The provisions of this point shall also apply mutatis mutandis to the non-public part of the car park.
20. In the event of non-compliance with the time for crossing the public part of the car park (maximum 10 minutes), the operator is entitled to recover parking fees according to the valid price list against the owners of parking spaces in the non-public part of the car park.

II. Obligations of the customer and the owner of the non-public parking space:

The customer and/or the owner of a non-public parking space shall:

1. Always properly close and lock the vehicle and secure it against unauthorized movement when parking the vehicle and park in only one parking space.
2. After parking the motor vehicle, the customer is obliged to leave the public parking lot to the Vydrlica area along the marked route. Enter the public car park through the entrance on Florianská Street or through the entrance on Žižkova Street.
3. Observe all warning signs, traffic signs and warnings, instructions of the SBS worker, the operator's worker and these operating rules.
4. When moving within the car park, follow the traffic signs, navigation and information signs.
5. Comply with safety and fire regulations.
6. Park your vehicle in only one designated parking space.
7. Park for the period of time he/she deems appropriate during the hours of operation of the parking lot.
8. To use the car park area solely for the purpose of parking personal motor vehicles.
9. To leave the car park area after parking and ensure that no person remains inside the vehicle during the parking period,
10. Use the parking space only with the vehicle in a roadworthy condition.
11. Maintain cleanliness and orderliness.
12. Keep the parking ticket for the public part of the car park carefully. The customer is responsible for loss, damage or destruction of the parking ticket. The customer must report the loss, damage or destruction of the parking ticket to a SABA staff member along with the license plate number of the parked vehicle. In case of loss, damage or destruction of the parking ticket, a fee of 35 € including VAT will be charged. In addition to the fee for loss, the customer of the public part of the car park is obliged to pay a parking fee in the amount determined in accordance with the current price list. In the event of entering the car park without registering the vehicle registration number, a fee of 35 € including VAT will be charged.
13. Payment for the parking fee in the public part of the car park must always be made in priority before entering the vehicle or at the latest when leaving the car park (cashless via credit card)
14. In the event of a malfunction of the automatic cash register and/or the ramp, notify the operator or his employee without undue delay.
15. To leave the car park area promptly in case of a declared fire by the nearest escape route and not to attempt to unpark your vehicle from the car park, following the instructions of the Fire and Rescue Service officers.
16. To pay for any damage caused by his/her actions to the owner of the car park, other users or the operator of the car park or any third parties.

III. Within the car park, in the parking space provided and in a parked vehicle is prohibited:

1. For customers of the public portion of the parking lot to enter and park in the non-public portion of the parking lot.
2. To leave children and live animals in a locked parked vehicle.
3. To leave valuables in parked vehicles in conspicuous places.
4. Walking across the entrance and/or exit ramp of the parking lot.
5. Smoking and use of open flames, also handling flammable substances.
6. Storing or depositing items of any kind, especially items made of combustible materials, in parking spaces as well as other areas of the parking lot.

7. Pumping fuel into vehicle tanks, carrying out repairs, changing oil, charging batteries and draining coolants and other fluids or washing vehicles.
8. Keeping the engine running for extended periods of time, testing the engine.
9. Parking vehicles with leaking tanks or other damage endangering the operation of the parking lot, as well as general parking of vehicles that are not in proper roadworthy condition and vehicles that do not meet roadworthy regulations.
10. Repairing vehicles except to correct a defect in order to place the vehicle in service.
11. Parking vehicles in the lanes in front of the exits of the parking lot.
12. Movement of persons on roller skates, skateboards, scooters and bicycles.
13. Parking vehicles with snow chains on wheels or studded tires, other vehicles that may damage the property of the parking lot owner or operator, or vehicles without valid license plates.
14. Parking of vehicles whose technical condition does not comply with the applicable road traffic regulations.

IV. Complaints procedure for the services of the public part of the car park

1. Right to complain about services – If a customer of a public car park discovers that the service provided is defective, he has the right to lodge a complaint with the operator of the public car park without delay. This right shall cease if the complaint is not made within 7 days of the service being provided. When submitting a complaint, the customer of the public car park is obliged to present a parking ticket and proof of payment of the parking fee for which the defect is being complained about.
2. Complaint procedure – The operator is obliged to assess the complaint and decide on its treatment. The complaint will be registered with the date of receipt, the indication of the service provided, the time of provision of the service, the description of the defect and the manner in which the complaint was handled.
3. In complex cases, such as damage to a motor vehicle by parking lot technology, it is necessary to draw up a "Record of Damage" in triplicate (for the customer, the operator and the relevant district department of the Slovak Police Service). In the case of serious damage, the operator must decide on the claim within 3 working days, and if additional time is needed for a professional assessment of the defect, the operator is entitled to extend this period, but no longer than the time limit specified in the applicable legislation.
4. Delivery of the complaint – The complaint must be delivered in writing to the address of the operator or electronically to the following e-mail address: info.sk@sabagroup.com

V. Protection of personal data

1. The protection of personal data is governed by the principles of personal data processing published on the [website](#) of the controller.

VI. Final provisions:

1. All customers of the public part of the car park as well as all owners of parking spaces in the non-public part of the car park are obliged to comply with these Operating Regulations. The owner of a parking space is obliged to make these Operating Regulations known to any person to whom he grants the right to use the respective parking space in his ownership and to oblige such person to comply with them.
2. The Operating Regulations shall enter into force on the date of their publication.
3. The operating regulations shall be published at the entrance to the car park and shall also be published on the operator's website and on the website www.vydrica.com.
4. The operator is entitled to change and modify these operating rules and the price list which is part of them. A change or modification of the operating regulations, including the price list, shall be valid and effective as soon as it is published at the entrance to the car park and on the operator's website www.vydrica.com.

In Bratislava on 15. 11. 2024

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