



ZAGREB HOLDING

SUBSIDIARY ZAGREBPARKING

CLASS: ZGH-01-20-248

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Zagreb, 23 September 2020

Pursuant to Article 30, paragraph 2 of the Utility Services Act (Official Gazette 68/18, 110/18 – Decision of the Constitutional Court of the Republic of Croatia, and 32/20), with prior consent of the City Assembly of the City of Zagreb, Zagreb Holding Ltd., subsidiary Zagrebparking, Zagreb, Šubićeva 40/III, adopted, on 23 September 2020, the following

GENERAL TERMS AND CONDITIONS FOR PROVISION OF MUNICIPAL SERVICE OF PARKING AT DEVELOPED PAID PUBLIC PARKING LOTS

I. GENERAL PROVISIONS

Article 1

These General Terms and Conditions for provision of municipal service of parking at developed public parking lots (hereinafter: General Terms and Conditions) regulate the terms of provision and use of municipal service of parking in developed public areas, mutual rights and obligations of the provider and user of the municipal service, and the manner of metering, charging and paying for the municipal service provided.

Zagreb Holding Ltd., subsidiary Zagrebparking, Zagreb, Šubićeva 40/III, PIN: 85584865987 (hereinafter: parking provider) is the provider of the municipal service of parking in developed public areas based on the Decision on municipal activity of providing parking services in developed public areas and in public garages in the City of Zagreb (Official Gazette of the City of Zagreb 4/19).

II. TERMS OF PROVISION AND USE OF PARKING SERVICE

Article 2

Parking provider provides the municipal service of parking in accordance with statutory regulations and secondary legislation regulating traffic and municipal order, in accordance with the principles of utility management, as well as regulations and other acts of the City of Zagreb that regulate parking in the City of Zagreb.

Article 3

Paid public parking lot (hereinafter: public parking lot) is a developed and properly marked on-street or off-street public area with parking on a for-fee basis, marked with adequate traffic markings and with information on the parking zone, parking fees depending on parking times, and the manner of payment for parking.

Parking space is a part of the public parking area intended for parking of vehicles and delineated by adequate traffic markings. A parking space in a public parking lot is delineated with white paint or other type of marking (information board) indicating the manner of parking the vehicle and the parking area subject to control and fees.

Parking zone is part of the public parking area for which parking fee has been introduced.
Parking section is part of the parking zone within which privileged parking terms apply.

Vehicle is a car or other motor vehicle used for transport of persons, which, in addition to the driver's seat, has no more than eight passenger seats, or other vehicle with maximum gross weight up to 3,500 kg and dimensions that comply with the prescribed dimensions of a parking space.

Bus is a motor vehicle used for transport of persons, which, in addition to the driver's seat, has more than eight passenger seats.

Public parking lot user (hereinafter: user) is a driver who parks a vehicle into a parking space, that is, the owner of a vehicle the registration number of which is entered in the relevant registries of the Ministry of the Interior or in other appropriate official records.

Also considered a user is a lessee allowed to use the vehicle under a vehicle lease contract, or a renter allowed to use the vehicle under a vehicle rental agreement concluded with a person performing a registered business activity of rent-a-car services.

Article 4

Public parking lots where parking provider provides parking services are divided into the following zones:

- Zone I (I.1., I.2.)
- Zone II (II.1., II.2. and II.3.)
- Zone III
- Zone IV (IV. 1., IV.2.)

These General Terms and Conditions are appropriately applicable to all new parking zones and parking sections.

III. MUTUAL RIGHTS AND OBLIGATIONS OF SERVICE PROVIDER AND SERVICE USER, AND THE MANNER OF METERING, CHARGING AND PAYING FOR THE SERVICE

Article 5

By parking a vehicle in a paid public parking lot, the user concludes with the parking provider an agreement on using one parking space for 24 hours and accepts these General Terms and Conditions.

By way of derogation from paragraph 1 of this Article, the user may conclude with the parking provider an agreement on using one parking space for a period longer or shorter than 24 hours.

Parking permit for a public parking lot purchased or issued as a daily parking permit in a specific parking zone is valid from the time of purchase/issue until the same time the next chargeable day.

The agreement on using one parking space in a public parking lot may be concluded for a period shorter than 24 hours if the user expressly requests the parking provider to issue an hourly parking permit (a 30-minute, one-hour or multi-hour parking permit).

In Zone I, it is possible to conclude an agreement on using one parking space for a period shorter than 24 hours, for parking for up to 2 hours.

In Zones II.1 and II.2, it is possible to conclude an agreement on using one parking space for a period shorter than 24 hours, for parking for up to 3 hours.

In Zones II.3, III, IV.1 and IV.2, it is possible to conclude an agreement on using one parking space for a period shorter than 24 hours.

In Zones I.1 and I.2, it is possible to conclude an agreement on using one parking space only for a 24-hour period.

The agreement on using one parking space in a public parking lot may be concluded for a period longer than 24 hours if the user expressly requests the parking provider to issue a weekly, monthly or annual parking permit.

For Zones I, II and III, issuance of a weekly, monthly or annual parking permit may be requested, and for Zone IV only a monthly parking permit may be requested.

The agreement referred to in paragraph 1 of this Article stipulates neither an obligation to supervise the vehicle nor any liability for disappearance, demolition or damage to the vehicle.

Article 6

To use public parking lots, the user must have a valid parking permit.

A valid parking permit is the permit paid for:

- the parking zone where parking service is used;
- the time period during which parking is used or the period for which an agreement for using a public parking area is concluded;
- the registration plate of the vehicle that is parked in the parking space.

Parking permit is issued as a physical or non-physical permit.

Physical parking permit is issued as a paper parking permit or permit in some other physical form and it must be visibly displayed underneath the vehicle's windshield. Purchased physical permit is considered valid if it indicates the zone for which it is purchased and the time of its validity.

Non-physical parking permit is every electronic permit purchased through a purchase channel connected via an online service to the central IT system for parking charge and control.

Non-physical parking permit is issued as a certificate in electronic form.

By way of derogation from paragraph 2 of this Article, a valid parking permit paid for the parking zone in which a higher parking rate is charged is also valid in the zone in which a lower parking rate is charged. The afore-said pertains to the same-type parking permits.

Article 7

The public parking lot user may purchase a daily parking permit at authorized points of sale and at the parking provider's cash desk, at a parking meter (which allows for such an option), through the parking provider's mobile app and web portal, as well as in any other manner made available by the parking provider, or it may be issued to the user together with a payment order at the public parking lot from a person authorized by the parking provider.

Purchasing of a daily parking permit at points of sale, parking provider's cash desk or at a parking meter means that the user pays for and collects the daily parking permit at the same time.

Purchasing of a daily parking permit through a mobile app or a web portal means that the user makes an electronic purchase of a parking permit and receives a notification that a parking permit has been paid.

When the user is issued a daily parking permit at a public parking lot by a person authorized by the parking provider, payment is to be made within eight days from the date of receipt thereof.

Article 8

The public parking lot user may purchase an hourly parking permit at a parking meter, via mobile phone (SMS and mobile app), at authorized points of sale and at the parking provider's cash desk, as well as in any other manner made available by the parking provider.

Purchasing of an hourly parking permit at a parking meter means that the user pays for and collects the hourly parking permit at the same time directly at the public parking lot where such parking meter is located.

Purchasing an hourly parking permit via mobile phone (SMS and mobile app) means that the user makes an electronic purchase of a parking permit and receives a notification on his/her mobile phone that the parking permit has been paid.

Purchasing of an hourly parking permit at authorized points of sale and at the parking provider's cash desk means that the user pays for and collects the parking permit at the same time.

Article 9

The public parking lot user may purchase a weekly, monthly or annual parking permit at authorized points of sale, at the parking provider's cash desk, at parking meters (which allow for such an option), through the parking provider's mobile app and web portal, as well as in any other manner made available by the parking provider.

Purchasing of a weekly, monthly or annual parking permit at a parking meter means that the user pays for and collects the parking permit at the same time directly at the public parking lot where such parking meter is located.

Purchasing of a weekly, monthly or annual parking permit through the mobile app or web portal means that the user makes an electronic purchase of a parking permit and receives a notification that the parking permit has been paid.

Purchasing of a weekly, monthly or annual parking permit at authorized points of sale and at the parking provider's cash desk means that the user pays for and collects the parking permit at the same time.

Article 10

Public parking lot user is required to have a valid parking permit within five (5) minutes from parking the vehicle.

Public parking lot user must place a physical parking permit on a visible position in the vehicle (underneath the windshield) within five (5) minutes from parking the vehicle, so that the parking provider may check its validity.

If the public parking lot user does not display a valid physical parking permit within the time limit referred to in paragraph 2 of this Article or displays it in such manner that its validity cannot be checked, it shall be deemed that he/she does not have a valid parking permit.

If the public parking lot user does not have a valid parking permit, it shall be deemed that he/she concluded with the parking provider an agreement on using a parking space in a public parking lot for 24 hours (daily parking permit), and the person authorized by the parking provider will leave a daily parking permit together with a payment order on the vehicle, which payment order has to be paid by the user within eight days from the date of concluding the agreement.

Daily parking permit with a payment order left in the manner as referred to in paragraph 4 of this Article is considered properly delivered, and any subsequent damage or destruction thereof do not affect the validity of its delivery and do not postpone its payment.

Article 11

If the public parking lot user does not pay for the daily parking permit by using the payment order within the set time limit, in addition to the amount due for the daily parking permit he shall also have to pay for the parking provider's actual costs.

If the public parking lot user does not settle his payment obligations referred to in paragraph 1 of this Article within the set time limits, the parking provider will initiate a relevant procedure before a competent body, in its own name and for its own account.

Article 12

Natural persons (tenants) residing within the zones where parking is charged, as well as legal persons, natural persons - craftsmen, and persons who are self-employed in other business activity, whose registered office or business premises they use are located within the parking zones where parking is charged are entitled to privileged parking in terms of price and use of public parking lots (privileged parking permit).

Privileged parking terms referred to in paragraph 1 of this Article may also be used by a natural person who owns a real property (apartment or a house) located in the area where parking is charged, provided they have a registered permanent or temporary residence in the City of Zagreb.

Privileged parking permit is issued and is valid for a parking section within a parking zone, or, in the case of a parking zone which is not divided into sections, for the zone in which the person entitled to a privileged parking permit permanently or temporarily resides, owns a real property, has a registered office or uses business premises.

By way of derogation from paragraph 3 of this Article, a person entitled to a privileged parking permit for a parking section or a zone in which a higher parking fee is charged may be issued, at his/her own request, a privileged parking permit for a parking section or a parking zone in which a lower parking fee is charged. A privileged parking permit paid for the parking section or a zone in which a higher parking fee is charged is also valid in the parking section or zone in which a lower parking fee is charged.

Privileged parking permit is valid from the moment of its issuance until the expiry of the date in the following month which corresponds to the date when the time limit started running, or until the expiry of the last day of the following month.

Article 13

Natural persons (tenant) may exercise their right to a privileged parking permit if:

- they have a permanent or temporary residence in the area where parking is charged, which is proven by their identity card or a certificate issued by the Ministry of the Interior, and if
- they own or lease a vehicle, which is proven by a valid vehicle registration certificate.

Legal persons, natural person - craftsmen, and persons who are self-employed in other business activity may exercise their right to a privileged parking permit if:

- they have a registered office or use business premises in the area where parking is charged, which is proven by a lease agreement or proof of ownership of the business premises, and by an excerpt from the register kept by the competent body which shows the business address at which the business activity is performed;
- they own or lease a vehicle, which is proven by a valid vehicle registration certificate;

- their rental of a vehicle (rent-a-car) lasts for a minimum of three months, which is proven by a rental agreement and a valid vehicle registration certificate.

Natural persons – owners of an apartment or a house may exercise their right to a privileged parking permit if:

- the real property is located in the area where parking is charged, which is proven by documents on real property ownership,
- they have a permanent or temporary residence in the City of Zagreb, which is proven by their identity card or a certificate issued by the Ministry of the Interior, and
- they own or lease a vehicle, which is proven by a valid vehicle registration certificate.

By way of derogation from paragraph 2 of this Article, a legal person, natural person - craftsman, and person who is self-employed in other business activity may apply for a privileged parking permit for the benefit of their employee (tenant) who has a permanent or temporary residence in the area where parking is charged, if such an employee uses a vehicle owned, rented (rent-a-car) or leased by them, on a 24-hour basis, which is proven by the following:

- valid vehicle registration certificate;
- certificate of employment;
- certificate of use of company vehicle and rental agreement for the vehicle (rent-a-car), and
- employee's identity card or a certificate on permanent or temporary residence issued by the Ministry of the Interior.

Privileged parking permit issued in accordance with paragraph 4 of this Article is paid at the price paid for the privileged parking permit by the person referred to in paragraph 1 of this Article and it may be issued only for one vehicle belonging to an employee (tenant).

Provisions of this Article are apply *mutatis mutandis* also to natural persons who are members of diplomatic and other missions and members of international organizations accredited to the Republic of Croatia, with submission of a special ID card issued by the Ministry of Foreign and European Affairs and a certificate of residence in the area where parking is charged issued by the embassy, consulate, mission or international organization accredited to the Republic of Croatia.

Article 14

The person entitled to a privileged parking permit shall provide to the parking provider for inspection the original documents referred to in Article 13 of these General Terms and Conditions, which prove the meeting of the requirements for issuance of a privileged parking permit.

When submitting the application for issuance of a privileged parking permit, it is mandatory to enclose the copies of the documents referred to in Article 13 of these General Terms and Conditions. Information visible on such copies should only be the information necessary to exercise the right. Unless the submitted documents suggest otherwise, it is deemed that the user meets the requirements for purchasing a privileged parking permit for the next 12 months from the date the purchase of such permit is approved, and in the case of a rented vehicle (rent-a-car), for the next 3 months from the date the user is approved the purchase of such permit.

The parking provider shall retain and safeguard the copies of the documents submitted to it by the user, and upon expiry of a 12-month period after receiving them, it shall destroy them. In the event that personal data serve as evidence in a judicial, administrative, arbitration or any other similar procedure, they will be retained longer than the foreseen retention period, up until the final completion of the procedure.

Article 15

Public parking lot user entitled to a privileged parking permit can purchase such permit at the parking provider's cash desk, via the parking provider's mobile app and web portal, at parking meters (which allow such option) and in any other manner made available by the parking provider.

To purchase a privileged parking permit via mobile app and at the parking meter, it is necessary to first obtain an authorization on the web portal or at the parking provider's cash desk. Authorization is given based on the verification of data in accordance with Article 13 of these General Terms and Conditions. Verification is done by inspecting the documents at the parking provider's cash desk or via the web portal.

Purchasing of a privileged parking permit at a parking meter means that the user pays for and collects the parking permit at the same time, directly at the public parking lot where such parking meter is located.

Purchasing a privileged parking permit through a mobile app or a web portal means that the user makes an electronic purchase of a parking permit and receives a notification that the parking permit has been paid.

Purchasing of a privileged parking permit at the parking provider's cash desk means that the user pays for and collects the parking permit at the same time.

If the user of a privileged parking permit changes the vehicle for which the permit is issued during the period of its validity, the parking provider will, at the user's request, replace the privileged parking permit with a new privileged parking permit. Such new privileged parking permit will be valid until the expiry of the period for which the replaced permit was issued.

If the parking user uses the privileged parking permit contrary to provisions of these General Terms and Conditions, it shall be deemed that he/she does not have a privileged parking permit.

Article 16

On public parking lots in chargeable parking zones (which are not specially marked as parking spaces reserved for parking of disabled persons), disabled persons and associations of disabled persons that have a valid disability parking card (Blue Badge) displayed in their vehicle, may park free of charge for maximum 2 hours a day. The 2-hour time limit starts to run from the first sighting of the vehicle by a person authorized by the parking provider and ends upon the expiry of the second hour.

Upon the expiry of the time limit referred to in paragraph 1 of this Article, a disabled person or an association of disabled persons must have a valid parking permit to further use a public parking lot.

A disabled person and an association of disabled persons may exercise the right referred to in paragraph 1 of this Article if, in addition to a valid disability parking card (displayed on the inner side of the vehicle's windshield), they also have a valid approval issued by the parking provider.

Approval is issued by the parking provider to a disabled person or an association of disabled persons if they:

- submit an application to the parking provider,
- deliver a copy of a valid disability parking card and the decision based on which such disability parking card is issued,
- indicate the registration plate of the vehicle for which the approval is sought.

Parking provider may postpone the issuance of the approval for a maximum of 15 days from the date of receiving the application in order to verify the authenticity of the documents enclosed with the application.

The approval is issued for the vehicle with the registration number indicated in the application, for a period of one year, but not for longer than the period of validity of the disability parking card.

Issued approval may be transferred to another vehicle, which is considered as the issuance of a new approval.

Approval issuance is subject to payment of a fee based on the applicable price list.

Article 17

Provisions of these General Terms and Conditions also apply to motor vehicles belonging in the L, L1, L2, L3, L4, L5, L6 and L7 categories, which are parked on paid public parking lots.

Provisions of these General Terms and Conditions apply *mutatis mutandis* to buses parked in paid public parking lots intended for bus parking.

Article 18

These General Terms and Conditions do not apply to police vehicles using the paid public parking lots, regardless whether or not they are equipped with special systems for controlling traffic violations and for audio and light signalling while performing official duties.

In the event that a daily parking permit is issued for a vehicle referred to in paragraph 1 of this Article, the user must, immediately upon receiving the daily parking permit, send a written notice to the parking provider that the vehicle was used for official duties.

If the user of the vehicle does not send a written notice referred to in paragraph 2 of this Article within eight days from receiving a daily parking ticket, it will be deemed that the vehicle was not used for official duties.

Article 19

Natural or legal person to whom the competent City office granted approval to temporarily occupy parking spaces on a paid public parking lot shall pay a fee for each parking space for which occupancy has been approved, in the amount of a daily parking permit for each day of occupancy.

For occupancy shorter than one day, the fee is paid in the amount charged for an hourly parking permit, for each hour of occupancy and for each parking space.

Article 20

Public parking lot users must park their vehicles in the parking space in the manner as delineated by traffic markings.

Users are prohibited to park their vehicles in a manner that could cause hindrance to other users of public parking lots, regardless whether the vehicle is blocking the entrance to or exit from the parking lot or whether it represents an obstacle to the normal flow of traffic.

Parking of vehicles without registration plate or vehicles whose registration plate cannot be identified with certainty (covered or worn out registration plate or alike) is forbidden, and such vehicles will be removed from the parking lot at the expense of the vehicle owner, who will be obligated to pay for all the ensuing costs.

Article 21

Prices of parking permits are indicated at the points of sale, on the parking provider's notice board and web site.

Chargeable hours and parking zones are defined by the special Ordinance on the Use of Public Parking Lots and Public Garages.

Decisions stipulating parking organization and manner of charging, as well as other legal regulations, apply to all matters not stipulated by these General Terms and Conditions.

Article 22

R1 invoices shall be issued exclusively at the parking provider's office, and upon prior request. R1 invoices cannot be issued upon subsequent request.

IV. COMPLAINTS AND INFORMATION

Article 23

All the information regarding the use of public parking areas is provided on the parking provider's official web site, www.zagrebparking.hr, and it can be requested at the parking provider's address ZAGREBAČKI HOLDING LTD. – SUBSIDIARY ZAGREBPARKING, Šubićeva 40/III, Monday to Friday, from 7.30 a.m. to 7.00 p.m. and on Saturdays from 9.00 a.m. to 1.00 p.m., or via e-mail: infozgp@zgh.hr.

Article 24

Pursuant to regulations on consumer protection, users may submit their written objections in person at the address ZAGREB HOLDING LTD. - SUBSIDIARY ZAGREBPARKING, Šubićeva 40/III, from Monday to Friday, from 7.30 a.m. to 7.00 p.m. and on Saturdays from 9.00 a.m. to 1.00 p.m., by post to the same address, or to the following e-mail: infozgp@zgh.hr.

V. FINAL PROVISIONS

Article 25

These General Terms and Conditions shall be announced in the Official Gazette of the City of Zagreb, published on the official web site of the City of Zagreb (www.zagreb.hr), as well as on the notice board and official web site of Zagreb Holding Ltd., Subsidiary Zagrebparking (www.zagrebparking.hr).

Article 26

These General Terms and Conditions shall come into force as at the eighth day from the date of their announcement in the Official Gazette of the City of Zagreb.

Subsidiary Director:
MSc Ana Preost
Handwritten signature

Stamp: ZAGREB HOLDING LTD.
SUBSIDIARY ZAGREBPARKING
ZAGREB, Šubićeva 40/III