

Passenger rights

Last modified 22 February 2022

The following regulations only cover assistance to persons with reduced mobility within the Bologna bus station. Passengers must notify the carrier or travel agency of their needs when purchasing tickets.

Regulations for disabled access at the Bologna bus station.

Request for assistance	To be presented at the Autostazione di Bologna srl at least 36 hours before the departure of the bus by e-mail: capistazione@autostazionebo.it attaching the certificate showing the condition of the applicant which will be treated in time strictly necessary for the assistant and in any case kept according to the provisions. regarding the processing of personal data.
The passenger requesting assistance	The passenger requesting assistance Must show up at the meeting point which coincides with the movement / station master office located at the beginning of the bus departure terminals at least 30 minutes before the bus departure time
Assistance for passengers with reduced mobility	The staff of the movement office / station master will provide the necessary assistance so that passengers with reduced mobility can locate and then access the departure gate of the coach. There is a wheelchair available at the bus station for transportation needs.
Assistance for visually impaired passengers	The telephone number 00393343408659 is available exclusively for visually impaired passengers for information and assistance available 24 hours a day. The staff of the movement office or the security / concierge service, located at the beginning of the departures terminal, will provide the necessary assistance so that the visually impaired person can identify and access the departure terminus or when leaving the bus station.
Responsible for the procedure	Paola Righetti tel. 051/4214162 – e-mail: paola@autostazionebo.it

[PMR](#) assistance procedure

Passenger collection and / or emergency point

- Movement office / station master located at the beginning of the bus departure terminals:
- Email: capistazione@autostazionebo.it
- **Regulations**
- [Regolamento Unione Europea 181/2011 sul diritto dei passeggeri](#)
- [Decreto Legge 201/2011 - Disposizioni urgenti per la crescita](#)