

SELAM BUS SHARE CO.

TRAVEL RULES AND

REGULATIONS

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1. PREFACE

Selam Bus Transport Share Company was established by the Tigray Development Association (TDA) in 1996 to alleviate the prevailing nation-wide shortage of public transportation. The company commenced operating dependable bus transport services with a fleet of 25 IVECO buses as of April 09, 1996 .

The company sold 35 of its old buses by an auction and replaced them with a new, modern and comfortable tourist bus, which are now rendering service to all regional capitals connected by an asphalt road. Again, with the new fleet, the company is steadily progressing to the new millennium with new vision and organizational arrangements.

The vision of *Selam Bus* Transport Company is “to render reliable, safest, comfortable & modern public transport service in East Africa”. To this effect and in order to raise a capital that would enable it realize its mission and vision as well as have more service coverage, the company is selling 60% of its shares to Ethiopians in the different parts of the country.

The head quarters, bus terminal and garage of *Selam Bus* is to be established in Addis Ababa with branch offices in all regional capitals. Buses departing from Addis Ababa to all the regional capitals providing all necessary information and entertainment services to the satisfaction of the passengers are expected to serve as the ambassadors of the region. *Selam Bus* is committed to maintain the ease and convenience as well as the comfort of its passengers by regularly making arrangements of efficient and standard reception and hotel services on their behalf and furthermore the aim is to raise its capital so as to give efficient and modern bus service by importing very modern buses possessing the state of the art technology including internal café and toilet services, all to the satisfaction of its clients

The objective of preparing this brochure is, therefore, to see to it that our passengers understand the rules and regulations as well as their responsibilities, which in turn would enable us to provide a fair, accountable and transparent public transport system.

To this effect, passengers in every trip will be provided with a suggestion paper that they can fill and put into a suggestion box already fixed in all the tourist buses. We invite all passengers to participate in the continuous assessment of our services by forwarding their opinions and recommendations in all matters related to our services. This feedback will help improve our services and make our vision a reality.

2. PREPARATIONS BEFORE DEPARTURE

2.1 TECHNICAL CHECKING & FOLLOW UP

- 2.1.1 The inspector must make all technical checking and make sure that the bus is technically fit and ready for travel.
- 2.1.2 The driver also has the responsibility of undertaking a technical and mechanical check of the bus and report in writing any problems encountered to the garage head.

2.2 OTHER CONDITIONS TO BE FULFILLED

All bus drivers must check the following

- 2.2.1 The presence in the bus of a spare tire, jack, tools, etc.
- 2.2.2 The availability of adequate fuel and oil.
- 2.2.3 Periodic air-pressure checkup of tire.
- 2.2.4 The availability of snack and beverages for passengers.
- 2.2.5 The availability of first-aid kit.
- 2.2.6 The overall cleanness of the bus
- 2.2.7 The availability of uniform for the Driver & Conductor

3. BUS FARE AND LUGGAGE REGULATIONS

3.1 TICKET PRICES AND PASSENGER RIGHTS

- 3.1.1 Ticket prices are set periodically by the management of the company based on the market price of all necessary expenses such as the price of the bus, fuel, Tire and spare parts, etc.
- 3.1.2 A passenger who cancels his trip before 2:00 p.m. in the afternoon a day before the departure can get a full refund of his ticket money. But cancellation of a scheduled trip after 2:00 p.m. and on the morning of the departure can only entitle the passenger to the return of half of the ticket price.
- 3.1.3 A passenger who couldn't make the trip due to reasons beyond his control can sell his ticket to another passenger with the permission of the bus attendant or the ticket officer. However, selling the ticket for profit is completely forbidden and illegal.
- 3.1.4 An unused ticket cannot be fully or partially refunded if a month has elapsed following its purchase.
- 3.1.5 Children up to 7 years of age can travel free of charge. From ages 7-11 years, the child pays half-price. Those who are above 11 years old have to pay the full price.

3.1.6 Passengers are advised to take their seats according to the seat number indicated in each and every ticket. However, exchanging of seats made by the agreement of the passengers themselves is permitted.

3.1.7 A passenger has the responsibility to show his Identity Card while purchasing the ticket. He must also present his ID card if requested by the bus attendant or by any other authorized personnel.

3.1.8 Tickets are sold on a fair and transparent manner on a first-come first-serve basis.

3.2 LUGGAGE ALLOWANCE AND PRICING

3.2.1 Each and every passenger is entitled to a luggage of up to 25 kg of weight. But it is chargeable for trade commodities even if it is less than 25 kg.

3.2.2 Passengers are required to lock their luggage properly and write their names in the inner and outer part of their luggage

3.2.3 Passengers are required to pay Br.0.1533 per kilogram per km for any luggage exceeding 25 kg loaded on the roof rack of the bus.

3.2.4 Passenger luggage can be loaded either on the luggage rack (cabin) or roof rack depending on its size, content and type.

3.2.5 A passenger is allowed to have a maximum load of 75 Kg.

3.2.6 Passengers are advised to carry with them cash and expensive items such as electronics, CD players, jewels and ornaments instead of putting them in the luggage loaded in the luggage rack or roof rack.

3.2.7 The Company is not obliged to load any material that affects the safety and comfort of its passengers such as inflammables, liquid, ointments, oils, paints, charcoal, pepper and any material which is not packed and sealed properly.

3.2.8 In case of any loss of luggage, the company indemnifies the passenger at a rate of Br. 10.00 per kilogram as per the weight indicated in the ticket. However, the company's maximum liability is up to 75 kilograms only.

3.2.9 The Company cannot be liable for any damage that occurs to any luggage due to its fragile nature and inappropriate packing, and for any luggage that exceeds the specified weight limit as indicated in 3.2.8 above.

3.2.10 The Company will not take any responsibility for goods that are lost either in the luggage rack or inside the bus.

- 3.2.11 The Company will not take any liability for any change in appearance, shape and form like unwanted mark or marks, cuts and indentation, cracks and bruises that occur to any luggage for reasons beyond its control.
- 3.2.12 Passengers are required to collect their luggage as soon as bus arrives and stops at their place of destination.
- 3.2.13 Any loss or damage of whatsoever nature should be reported immediately before the bus leaves the place of destination.
- 3.2.14 The Company will not take any responsibility for any uncollected luggage at the place of destination.
- 3.2.15 Luggage Unloading will be done only at the last place or city of destination.

4. SAFETY RULES AND REGULATIONS

4.1 TRAVEL SAFETY

4.1.1 BUS DRIVER

- 4.1.1.1 It is strictly forbidden for the driver to take any alcoholic drinks or chew chat while on duty. Due to the delicate nature of the job, the utmost precaution is required for the safety of the passengers. All *Selam Bus* drivers are not allowed to consume any sort of drug, chat or alcohol even during their days off.
- 4.1.1.2 The driver has to have proper rest and adequate meals during working days.
- 4.1.1.3 He should always appear with a clean uniform & badge during workdays.
- 4.1.1.4 While on travel, he is expected to respect passengers' rights, safeguard their comfort, interests and desires to ensure a pleasant and comfortable trip by regulating the in-bus entertainment facility and its temperature controls. He should also strictly adhere to all transport and driving rules and regulations of the country.
- 4.1.1.5 The driver is not allowed to take the bus out of its legal terminal and destination and out of its line of travel. He is not allowed to have a personal luggage exceeding 25 kg of weight with out the consent and permission of the responsible body or authority.
- 4.1.1.6 He is not allowed to stop the bus in a manner, which affects the time, convenience and comfort of the passengers.

4.1.2 DUTIES AND RESPONSIBILITIES OF THE CONDUCTOR

- 4.1.2.1 Follow-up the neatness and cleanness of the internal & external part of the bus during travel.
- 4.1.2.2 Take utmost care of the safety and security of passengers and make all efforts necessary to maintain the comfort of passengers and give first aid treatment in case any of the passengers gets sick during travel.
- 4.1.2.3 Should serve the passengers with snacks and refreshments as appropriate
- 4.1.2.4 Should treat all passengers with respect and continuously be on alert to satisfy the needs and requirements of the passengers in as much as possible as per regulations.
- 4.1.2.5 Take care of the music and movie entertainment of passengers. VCDs, DVDs and cassettes are only provided by the company. Cassettes brought by passengers can not be utilized for entertainment.

4.1.3 PASSENGER'S RESPONSIBILITIES

- 4.1.3.1 Smoking & drinking alcohol inside the bus is not allowed.
- 4.1.3.2 Passengers are required to fasten their seat belts during travel.
- 4.1.3.3 Passengers should refrain themselves from tampering with the emergency exit system at normal times.
- 4.1.3.4 Dropping/throwing used chewing gums inside the bus is strictly forbidden.
- 4.1.3.5 Passengers are not allowed to leave their seats and move about in the bus in a way that disturbs the comfort and ease of other fellow passengers in the bus.
- 4.1.3.6 Committing acts that affect the security, safety and comfort of other passengers in the bus is prohibited. Any act that endangers the reputation of the bus company is strictly forbidden.
- 4.1.3.7 Opening the windows without the consent and permission of the bus attendants is not allowed since the bus has already a central air conditioning system.
- 4.1.3.8 At break times, it will be the responsibility of the passengers themselves to be back on the bus within the permitted time limit of 15 minutes. The company will not take responsibility if they are left behind.
- 4.1.3.9 Passengers with serious health problems are not allowed to use the bus without a medical certificate from appropriate health institutions.

4.2 IN-BUS RECEPTION AND ENTERTAINMENT

- 4.2.1 While on travel, passengers are provided for free of charge bottled water (or a soft drink of their choice) and a loaf of traditional bread known as "Hibeshti" before noon. In the afternoon, they are provided with a free drink and some biscuits or "Kollo".
- 4.2.2 All the movies and musical entertainments provided by the bus service while on travel are chosen with due respect to the cultural, social and religious values of the country.

4.3 IN-BUS TEMPERATURE

- 4.3.1 The bus driver has to use the air-conditioner system fitted in the bus for adjusting and maintaining the temperature inside the bus to maintain the comfort of the passengers.
- 4.3.2 Passengers are not allowed to open the doors and windows of the bus without the consent and permission of the bus attendant.

4.4 STOPOVERS & HOTEL ARRANGEMENTS

- 4.4.1 All buses are required to reach all destinations according to the schedule set earlier or announced by the bus service at the beginning of the trip unless the schedule is affected for reasons beyond control due to unforeseen and unpreventable circumstances.
- 4.4.2 Normally, the bus will stop for a brief break before and after lunch time at appropriate rural venues or open spaces for fifteen minutes. However, passengers who do not return to their seats within the specified time will be responsible for any inconveniences that may happen to them.
- 4.4.3 Efforts will be made to choose appropriate and convenient places for breakfast, lunch and night stopovers in terms of services provided and the desired comfort and security of the passengers and the bus itself. However, this will be subject to the objective realities and conditions of travel and weather.

4.5 SAFETY AND SECURITY OF PASSENGERS

- 4.5.1 *Selam Bus* makes all efforts and arrangements to safeguard the life and property of the passengers.
- 4.5.2 All *Selam Buses* have comprehensive insurance agreements, which include all sorts of accidents that may entail damage to the life and property of all passengers which could arise as a result of collision or overturning of the bus, theft and fire, BSG (bandits & shifta cover), Passengers legal liability for each seat & third party legal liability.

4.5.3 No one except the authorized personnel of the bus and the passengers themselves is allowed to board the bus and engaged in any type of retail or trade activities in general.

4.5.4 In case of damage or technical failure encountered by the bus, *Selam Bus* has already established the tradition of an immediate replacement.

An appropriate bus is, therefore sent to the area in order to avoid the inconvenience and discomfort that the passengers can suffer as result of a delay.

4.6 INFORMATION AND COMMUNICATION SERVICES

4.6.1 While traveling, all our buses have access to information and communication through mobile phone or radio services that enables them to contact the headquarters as well as all branches as required.

4.6.2 At the beginning of every trip, passengers will be briefed about events and activities on the journey. If necessary, additional information will be given during travel time.

4.6.3 Arrangement is also made to give our passengers the opportunity to listen to the national news in the morning and at noontime.

4.6.4 *Selam bus* rules and regulations will be made available in Amharic, English, Oromifa and Tigrigna as well as in the languages of other nations and nationalities of the country when necessary. This booklet of rules and regulations will be put in the bags fitted at the back of every seat. In addition, passengers will benefit from the recorded information given via a cassette recorder fitted to the bus for such a purpose.

4.6.5 As per the rules and regulations of the bus company, passengers will be provided with an evaluation form when necessary, and upon request, in order to give them the opportunity to voice their views and opinions on our service. On the regulation of the company, whenever necessary, or by the demand of the passengers, an evaluation paper will be delivered. The feedback from customers is essential for improving the services the company provides.

SELAM BUS

BON VOYAGE