

APPROVED

by order No 2025-V- of Director of
Municipality Enterprise "Susisiekimo
paslaugos" of ____2025

RULES FOR THE USE OF VEHICLE PARKING LOT WITH A BARRIER OPERATED BY THE MUNICIPALITY ENTERPRISE "SUSISIEKIMO PASLAUGOS"

I. GENERAL PROVISIONS

1. The rules for the use of parking lots with barriers operated by Municipality Enterprise "Susisiekimo paslaugos" (hereinafter - the Rules) regulate the procedure for parking, stopping and paying for parking in parking lots with barriers operated by Municipality Enterprise "Susisiekimo paslaugos" (hereinafter – the Enterprise) in Vilnius.

2. **Terms used:**

2.1. **Parking lot** – a vehicle parking lot operated by the Enterprise (hereinafter – the Lot).

2.2. **Long-term parking** – parking of a vehicle in the Lot for a period of 1 (one) week to 3 (three) months.

2.3. **Long-term parking permit** – an electronic long-term parking permit that entitles a vehicle to enter and exit the Lot when the parking fee has been paid in advance as for long-term parking.

2.4. **Short-term parking** – parking of a vehicle in the Lot at an hourly rate.

2.5. **Customers** - vehicle operators and owners who park their vehicles in the Lot.

2.6. **Notice** – a document drawn up by an authorised employee of the Enterprise recording a violation of the Rules, stating the reason for issuing the Notice, the amount of the additional fee, payment details and the payment deadline.

2.7. **Additional fee** – a financial penalty (liability) imposed on the Customer for violating the Rules.

2.8. **Mobile app** – a special app approved by the Municipality Enterprise "Susisiekimo paslaugos", which is installed on a mobile device and used to pay for parking services via the mobile device.

3. The supplemented or amended Rules shall enter into force on the date of their approval and shall be displayed in the Lot and published on the website of the Enterprise www.judu.lt.

4. It is assumed that vehicle operators and owners who park their vehicles in the Lot are familiar with these Rules and undertake to comply with them.

II. VEHICLE PARKING AND STATIONING PROCEDURES

5. By parking a vehicle in the Lot, the Customer expresses their willingness to conclude Order (transaction) for vehicle parking services with the Enterprise (Municipality Enterprise “Susisiekimo paslaugos” (company code 124644360, registered office at Laisvės pr. 10A, Vilnius)) – i.e. agrees to comply with the vehicle parking and payment procedures described in the Rules and, in the circumstances described in the Rules, undertakes to pay the additional fee specified in point 24 of the Rules for violation of these Rules.

6. Parking of vehicles in the Lot is subject to a fee, which is indicated on the Lot information board together with the Rules, 24 hours a day, every day (unless otherwise specified on the information board in the Lot) for all Customers, including those who have a valid electric vehicle permit or whose car is marked with a disabled parking card.

7. The Customer may park their vehicle in a free space in the Lot that is suitable for the size of their vehicle, except for spaces marked with a “Reserved parking space” road sign for specific customers and spaces marked with distinctive signs for disabled persons or electric vehicles, if their vehicle does not comply with the specified sign.

8. The customer is prohibited from parking a vehicle in two or more parking spaces, in areas where road signs are in force, or otherwise violating traffic regulations. It is prohibited to litter, consume alcoholic beverages, make noise, gather in groups or disturb other persons in the Lot, as well as to damage, dismantle or otherwise alter any equipment or devices installed in the Lot, repair or wash vehicles, etc. It is prohibited to store (leave) flammable, explosive or other substances dangerous to human health and life, dangerous equipment and/or devices in the Lot.

9. It is prohibited to leave a vehicle in the Lot without the consent of the Enterprise if it advertises goods or services in any form or manner.

10. The Enterprise grants the Customer the right to park a vehicle in the Lot for the period of time requested by the Customer (not exceeding 3 (three) months).

11. To enter the Lot, you must drive up to the barrier and wait for your vehicle’s registration number to be scanned. Once the registration number has been scanned, the barrier will lift. To exit the Lot, you must first pay for parking your vehicle in accordance with the Rules (*except for point 12 of the Rules*) and only then drive up to the barrier and wait for it to lift.

12. Payment for the “Park and Drive” Lot is made immediately upon entering the Lot (when purchasing a ticket). When leaving the Lot, the barrier opens when you approach it (*see Section V of the Rules for more details*).

13. The customer’s vehicle registration numbers must be clean, otherwise the equipment will not be able to read them and it will not be possible to enter or exit the Lot.

14. The customer is responsible for providing the correct registration number, vehicle type and other data when paying for parking. Payments made with incorrect data will not be refunded.

15. The Enterprise does not undertake to safeguard and is not responsible for the safety of vehicles parked in the Lot and the material assets therein, or for damage caused by third parties, natural disasters or in all other cases where the damage is not caused by the Enterprise.

16. The rates for parking a vehicle in the Lot are approved in accordance with the methodology established by the Vilnius City Municipal Council. The rates are published in the Lot and on the website of the Enterprise www.judu.lt. The owner of the vehicle is responsible for paying for parking in the Lot, unless they can prove that the vehicle was parked in the Lot by another person.

17. If, after purchasing a long-term parking permit for the Lot, the owner wishes to assign the permit to two vehicle registration numbers, only one of the vehicles assigned to the long-term parking permit may be parked in the Lot at a time using this long-term parking permit.

18. If the Customer damages property in the Lot or causes damage in any other way (e.g. by spilling oil), the Enterprise has the right to claim compensation from the Customer.

19. The authorised employees of the Enterprise shall record any violations in the Lot (by photographing the vehicle and taking other necessary actions) and shall have the right to transfer the collected material to the responsible authorities if the Customer's vehicle is parked in violation of the Road Traffic Regulations or other violations of the Rules are identified.

20. The authorised employees of the Enterprise who detect a violation of the Rules shall draw up a report on the violation of the Rules (hereinafter - the Report), indicating the reason for drawing up the Report, the amount of the additional charge, payment details and the payment deadline. The Notice shall be left in a visible place on the outside of the vehicle for the owner (operator) of the vehicle, except in cases where the Customer who has violated the Rules leaves the Lot and it is not possible to leave the Notice.

21. A customer who has violated the requirements of the Rules undertakes to pay the Additional Fee for violation of the Rules specified in clause 24 (if the Violation is continuous and lasts longer than one day, the Additional Fee shall be applied separately for each day), no later than 168 hours from the moment of drawing up the Notice of violation of the Rules. If the Additional Fee is not paid on time, its collection, together with all information, without separate notice, will be transferred to third parties for pre-trial and/or judicial collection. The person who violated the Rules will also have to reimburse the costs associated with debt collection and the litigation costs of the Enterprise.

22. In the case specified in points 19 and of the rules, when Notification to the Customer leave is not options, it is considered that the deadline for payment of the Additional Fee shall be calculated from the date of recording the violation. In this case, no Notice shall be sent to the Customer. If the Additional Fee is not paid within 168 hours of the Notice being issued, its collection, together with all

information, without separate notice, shall be transferred to third parties for the purpose of pre-trial and/or judicial collection. The person who has violated the rules must also reimburse the costs associated with debt collection and the litigation costs of the Enterprise.

23. For the purpose of administering the Lot services, without paying an additional fee for the purposes of pre-trial and/or judicial recovery, Municipality Enterprise "Susisiekimo paslaugos" processes the Customer's personal data (car registration number, video footage recorded in the event of a violation of the Rules, and other data directly or indirectly identifying the person in connection with the provision of the service). For more information about the processing of your personal data and the rights of data subjects, please refer to the Personal Data Processing Rules published on the website www.judu.lt.

24. Additional fee - The Rules posted on the information stand at each Lot specify the amount of the fee applicable to that Lot, as determined by Vilnius City Municipal Council Resolution No. 1-1862 of 19 December 2018. "On the approval of the methodology for determining the rates for parking vehicles in the Lots operated by the Municipality Enterprise "Susisiekimo paslaugos" on a trust basis "Fees in euros for unpaid or late payment for vehicle parking" or in the legal act replacing it.

25. The customer's vehicle registration number may be added to the list of undesirable customers for the period specified below, prohibiting entry to the Lots if:

25.1. they left the Lot without paying for parking – until the parking fee is paid; for a repeat offence within 12 months – until the parking fee is paid, but for no less than 6 months from the second departure without paying before leaving;

25.2. the vehicle was parked improperly – occupying more than one parking space, in a place not designated for vehicles, obstructing traffic, occupying a parking space assigned to another person (including removing/moving signs marking a reserved space) or otherwise violating traffic rules – 1 month from the date of the violation, for a repeat violation within a 12-month period – 3 months from the date of the second violation;

25.3. the driver or passenger of the vehicle damaged the equipment or other property in the Lot – until the damage caused to the Enterprise is compensated;

25.4. the driver or passenger of the vehicle removed, bent or pulled the barrier in order to enter/exit – 1 month from the date of the violation, for a repeat violation within a 12-month period – 3 months from the date of the second violation.

25.5. The Customer is recorded as having violated the Rules three (3) times within a period of six (6) months.

26. If a customer with a permanent parking permit is added to the blacklist, the remaining unused amount paid for parking, which will be refunded to the customer, shall be calculated in accordance with clause 40 of the Rules.

III. SHORT-TERM PARKING AND PAYMENT PROCEDURE

27. Short-term parking of a vehicle in the Lot shall be paid for using the payment method specified in the Lot (if possible: in euro coins, banknotes or, if possible, by bank card at the automatic payment machine (hereinafter - the Cash Desk) located in the Lot or, if possible, via a mobile application. The exact amount of payment for parking the vehicle is displayed on the Cash Desk screen or in the mobile application before leaving the Lot before starting to use it, depending on the mobile application. The Cash Desk gives change.

28. The parking time is measured (calculated) with the accuracy of the payment intervals approved for the Lot (rounded up).

29. During the payment for parking, it is prohibited to block the exit from the Lot with the vehicle. After payment, 15 minutes are allocated for departure. If this time is exceeded, the parking time is calculated again.

30. In the event of a Cash Desk malfunction, the Customer must report the malfunction by calling the telephone number indicated on the Cash Desk.

IV. LONG-TERM PARKING PERMITS AND PAYMENT PROCEDURES

31. One long-term parking permit is issued for no more than two vehicles.

32. Long-term parking can be paid for in cash, by bank card or by bank transfer. Long-term parking (including extensions) must be paid for in advance.

33. Issuing/extending a long-term parking permit by paying in cash or by bank card:

33.1. The customer must come to the Customer Service Centre of the Enterprise and provide the following information:

33.1.1. Customer – legal entity: name of the legal entity, telephone number, vehicle registration number(s), type of long-term parking and period of validity;

33.1.2. Customer – natural person: first name, surname, telephone number, vehicle registration number(s), type of long-term parking and validity period;

33.2. If there are spaces available in the Lot, long-term parking permits are issued or renewed at customer service centres immediately after payment.

34. Issuing a long-term parking permit by bank transfer:

34.1. an application for a long-term parking permit must be submitted via www.judu.lt or by e-mail to info@judu.lt, by providing the following information:

34.1.1. Customer – natural person: first name, surname, residential address, telephone number, vehicle registration number(s), type of long-term parking and period of validity);

34.1.2. Customer – legal entity: name and code of the legal entity, registered address, VAT payer code, telephone number, vehicle registration number(s), type of long-term parking and period of validity;

34.2. An authorised employee of the Enterprise prepares a prepayment invoice, which is sent to the e-mail address specified in the Customer's order.

34.3. A VAT invoice is prepared and sent to the e-mail address specified in the Customer's order at the beginning of the month of service provision.

35. Vehicle parking price for a specific period and transport type of vehicle is determined according to the rates valid on the day of use of the service (e.g. if a long-term permit is issued for August, the rate will be applied according to the August rate).

36. If the Customer cancels a long-term parking permit before its expiry date, the parking fee paid shall not be transferred or refunded, except in the following case. If the customer cancels a long-term parking permit when a 3-month parking permit has been purchased before its expiry date, the amount for the full unused months shall be refunded, minus any discounts given (calculating the period used based on the monthly parking rate). The customer submits a free-form signed request to cancel the parking, indicating the car's registration number, the cancellation date, and their bank account number. The money shall be refunded only to the person in whose name the parking was booked. The Enterprise shall refund the money to the bank account specified in the request within 14 (fourteen) working days from the date of receipt of the request.

37. The validity of a valid long-term parking permit shall not be divided or otherwise suspended.

38. If a long-term parking permit is not extended after the paid parking period has expired (no payment is made for the extension) and the vehicle does not leave the Lot, further parking of the vehicle in the Lot will be charged at short-term parking rates.

39. The number of parking spaces allocated for long-term parking (with long-term parking permits) is limited for each closed Lot by order of the Enterprise director, taking into account the occupancy calculation methodology.

40. Upon expiry of the long-term parking permit, the customer may extend it by responding to the first reminder sent within 5 calendar days or by responding to the second reminder sent within 3 calendar days and by paying the advance invoice received no later than the 28th day of the month. If the customer does not respond or pay within the specified time limits, they lose the right to extend the permit.

V. PARK AND DRIVE LOT AND PAYMENT PROCEDURE

41. The “Park and Drive” Lot is intended for drivers who wish to leave their car in the Lot and continue their journey by public transport.

42. You can purchase a “Park and Drive” ticket at the parking meter in the Lot or *via* the mobile app.

42.1. To purchase a ticket *at a parking meter*, you must register your car at the parking meter by entering the vehicle's registration number and paying for the ticket in cash or by bank card at the parking meter.

42.2. To purchase a ticket *via* the mobile app, you need to link your car to your phone number by sending the vehicle registration number in an SMS message with the text “SV (registration number)” to +370 616 019 54. If you make a mistake when registering your car or change the phone number you want to use to purchase a ticket in the mobile app, you can re-register it. Tickets can be paid for via electronic banking. You can purchase several tickets using the app. One ticket entitles you to use the “Park and Drive” Lot for one car and travel on public transport for one person.

43. The “Park and Drive” ticket is valid until departure from the Lot, but no longer than 24 hours on the same day. If the vehicle is parked for longer than specified above, a new daily fee will be charged to the customer for parking the vehicle from 00:00 on the following day. The vehicle may only leave the Lot after paying the service fee calculated for the actual number of days parked. This can be done at a parking meter or *via* the mobile app in the same way as when purchasing a new “Park and Drive” ticket.

44. After using the service, you must drive up to the gate and wait for it to open.