



JOINT PARKING LOCATION SYSTEM IN BANJA LUKA



PARKING RULES FOR THE USE OF PARKING FACILITIES

JOINTLY ADOPTED BY

Privredno društvo za tržišne usluge i trgovinu "TRŽNICA" d.o.o. Banja Luka

"CITY MALL" d.o.o. Banja Luka

"BEWO REAL ESTATE" d.o.o. Banja Luka / "BEWO nekretnine" d.o.o. Banja Luka

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By entering the parking facility, taking a parking ticket, activating a package, or using the parking service, the user confirms that they are familiar with these Rules, the applicable price list, and the rules of the selected parking location.

I. GENERAL PROVISIONS

Article 1. Subject Matter of the Rules

These Rules regulate the conditions of entry, movement, parking, payment, exit, safety, liability, actions in the event of an incident, and other rules for the use of parking locations operating under the joint name Parkiraj BL.

These Rules constitute a joint general act of the operators listed in Article 2. Each operator adopts and applies a separate internal video surveillance policy for the parking locations it manages.

Article 2. Operators and Parking Locations

Within the Parkiraj BL system, parking services are provided by the following operators:

Operator	Identification details	Parking location	Registered office
"TRŽNICA" d.o.o. Banja Luka	Tax ID 4400856610007 Company registration number 1-42-00	Tržnica Istok Tržnica Zapad	4 Ive Lole Ribara Street 78000 Banja Luka
"CITY MALL" d.o.o. Banja Luka	Tax ID 4404030430008 Company registration number 57-01-0175-16	Palata BL - parking garage	4 Ive Lole Ribara Street 78000 Banja Luka
"BEWO REAL ESTATE" d.o.o. Banja Luka / "BEWO nekretnine" d.o.o. Banja Luka	Tax ID 4403018280002 Company registration number 71-01-0148-09	Stara autobuska stanica	Braće Podgornika Street bb 78000 Banja Luka

Article 3. Nature of the Service

The parking service consists of making available parking space for temporary use against payment. The service does not constitute a vehicle custody agreement, and the operator does not take possession of the keys, possession, control, or continuous supervision of the vehicle or items inside it.

The user independently operates the vehicle, selects an available permitted space, parks, locks, and leaves the vehicle, and independently collects the vehicle upon departure.

Operators do not take vehicle keys. The presence of a barrier, employees, lighting, video surveillance, or a vehicle registration recognition system does not turn the parking service into a vehicle custody service.

II. ENTRY, RESERVATION, PARKING AND EXIT

Article 4. Entry to the Parking Facility

A user paying by the hour enters by taking a parking ticket at the entry terminal. A user with a confirmed multi-day package enters without taking a parking ticket, and the system activates the package by automatically recognizing the vehicle registration number stated in the reservation.

The user must wait until the barrier is fully raised, move carefully, and must not attempt to pass immediately behind another vehicle without a separate entry record.

Article 5. Independence of Parking Locations

Parking locations within the Parkiraj BL system are not interconnected in terms of reservations, payment, or use of capacity. A reservation and purchased package are valid exclusively for the parking location selected by the user when making the reservation.

The reservation, confirmation, QR code, and right of entry may not be used at another parking location and are not automatically transferable between parking locations within the Parkiraj BL system.

Article 6. Reservation of Multi-Day Packages

The user reserves a multi-day package through the Parkiraj BL online platform. When making the reservation, the user enters their first and last name, email address, and vehicle registration number, and selects the desired parking location and package.

After the reservation has been successfully processed, the user receives a reservation confirmation and QR code at the email address provided. The confirmation and QR code apply exclusively to the selected parking location, vehicle, and package specified in the reservation.

The information on the number of available spaces shown to the user at the time of reservation is for information purposes and reflects availability at that moment. The operator does not guarantee that the same number of spaces will be available during the reserved period or that a particular parking space will be held for the user until arrival.

Article 7. Availability and Selection of Parking Spaces

The operator has a limited number of parking spaces and does not guarantee that an available parking space will be immediately available upon the user's arrival. Depending on the current occupancy of the parking facility, the user may be required to wait until a parking space becomes available.

An online reservation, reservation confirmation, QR code, purchased package, issued parking ticket, or completed payment does not constitute a guarantee that an available parking space will be available and does not grant the user the right to a specific, numbered, or pre-assigned parking space. Once a parking space becomes available, the user independently selects any permitted available space in accordance with the displayed traffic signs, markings, and these Rules.

Article 8. Activation, Payment and Use of Multi-Day Packages

The package becomes valid at the time of the vehicle's first entry into the selected parking location, when the system automatically recognizes the vehicle registration number stated in the reservation.

The user must pay the full amount of the selected package within 30 minutes of the first entry. If payment is not made within that period, the operator may disable further use of the package benefits and charge parking according to the applicable price list.

During the validity period of a duly paid package, the user may enter and exit the selected parking location an unlimited number of times, provided that the vehicle bearing the registration number stated in the reservation is used and these Rules are observed.

Article 9. Hourly Parking and Payment

A user paying by the hour takes a parking ticket at the entry terminal. After parking is completed, the user takes the parking ticket to the payment machine and pays the calculated amount.

After payment, the user proceeds to the exit. The system automatically recognizes the vehicle registration number and enables exit from the parking facility.

Article 10. Parking and Movement

The maximum permitted speed at parking locations is 20 km/h, unless a lower limit is prescribed by traffic signs.

The user must park exclusively within a marked parking space and comply with traffic signs, directions of movement, operator instructions, and the rights of other users.

Blocking entrances, exits, barriers, passageways, fire access routes, pedestrian zones, or another vehicle is prohibited.

Occupying two or more spaces with one vehicle is prohibited unless the operator expressly permits otherwise due to the dimensions of the vehicle.

Spaces designated for persons with disabilities may be used only by vehicles displaying a valid permit or other prescribed proof.

Reserved spaces for employees and tenants may be used only by authorized vehicles.

Article 11. Permitted and Prohibited Vehicle Categories

Passenger vehicles, motorcycles, vans, trailers, and camper vehicles may enter the parking facility, provided that their dimensions, weight, and manner of parking do not endanger safety, traffic flow, or other parking spaces.

Buses and freight vehicles are not permitted to enter unless the operator issues special written approval.

Article 12. Height Restriction

The maximum permitted vehicle height for the Palata BL parking garage is 2.20 m.

Before entering, the user must check the total vehicle height, including roof racks, cargo, and additional equipment. The operator is not liable for damage caused by attempting to enter with a vehicle exceeding the indicated height restriction, except where liability cannot be excluded under applicable law.

There is no general height restriction at the other parking locations unless otherwise indicated at a specific location or passage.

Article 13. Exit from the Parking Facility

A user paying by the hour must pay at the payment machine before exiting and leave the parking facility within 15 minutes from the time payment is made. A user with a valid and paid package is permitted to exit through automatic recognition of the vehicle registration number. In the event of a technical issue, the user must follow the instructions of the system or operator.

The user must leave the parking facility without unnecessary delay after the system authorizes exit and raises the exit barrier. For users paying by the hour, the exit period is 15 minutes from the time payment is made at the payment machine.

III. PAYMENT AND PARKING TICKET

Article 14. Method of Payment

Payment is made exclusively in convertible marks (BAM), or by payment card at the parking payment machines. Payment for multi-day packages must be made in full within 30 minutes of the first entry into the selected parking location. Payment to an employee, security guard, or any other unauthorized person is prohibited.

A user paying by the hour must verify the amount, make payment, and retain the parking ticket and proof of payment until exit. A user of a multi-day package must retain the email confirmation and QR code throughout the entire validity period of the package.

Article 15. Lost or Damaged Parking Ticket

In the event of a lost, destroyed, illegible, or otherwise unusable parking ticket, the user must contact the operator through the available assistance channel and prove the time of entry where possible.

For a lost or damaged parking ticket, the user must pay a fee of BAM 30.00 for each commenced day the vehicle remains at the parking facility.

Before permitting exit, the operator may require identification of the user, vehicle details, and proof of the right to use the vehicle.

IV. OBLIGATIONS AND PROHIBITIONS

Article 16. User Obligations

The user must ensure that the vehicle is registered, insured, technically roadworthy, and safe for use.

After parking, the user must switch off the engine, engage the parking brake, leave the transmission in the appropriate position, close the windows, lock the vehicle, and activate available security devices.

Persons or animals must not be left in the vehicle without appropriate supervision.

Money, documents, electronic devices, and other valuables should not be left visible inside the vehicle.

The user must report any malfunction, danger, fluid leakage, smoke, fire, or damage to equipment without delay.

Article 17. Prohibited Activities

washing, repairing, servicing, or carrying out prolonged maintenance of a vehicle without the operator's approval;

transferring fuel or storing flammable, explosive, toxic, or other hazardous substances;

smoking or using an open flame in the garage;

commercial sale, display, or rental of vehicles;

conducting commercial, service, or other activities without approval;

damaging barriers, payment machines, cameras, signage, installations, or other equipment;

unauthorized charging of electric vehicles or connection to parking facility installations;

any conduct that endangers people, property, regular operations, or parking safety.

V. LIABILITY AND RISKS

Article 18. User Liability

The user is liable for damage caused by the user, the vehicle, passengers, cargo, trailer, camping equipment, or persons to whom the user has granted access, to the operator, other users, vehicles, facilities, or third parties.

If the user damages another vehicle or parking property, the user must immediately stop the vehicle, report the event, and provide accurate identification details.

Article 19. Limitation of Operator Liability

The vehicle and items inside it are left at the user's risk. The operator does not guarantee complete parking security or that every instance of damage, theft, vandalism, or other action by a third party will be prevented, detected, or recorded.

To the extent permitted by applicable law, the operators and Parkiraj BL are not liable for damage, loss, or expense that is not the direct result of their proven intent, gross negligence, breach of a statutory obligation, or omission for which they are liable under mandatory law.

damage caused by collision, contact, or the actions of another user or third party;

vehicle theft, attempted theft, vandalism, or theft of items from the vehicle;

damage to tires, windows, mirrors, bodywork, or equipment caused by a third party;

damage resulting from improper parking, carelessness, inexperienced driving, or failure to comply with signage;

damage resulting from a technical defect in the vehicle, uncontrolled movement, leakage of fluids, cargo, or additional equipment;

damage caused by hail, storm, flood, snow, ice, lightning, fire not caused by an operator omission, or other force majeure;

interruption of operation of a barrier, payment machine, card terminal, ANPR system, electricity supply, internet connection, or external information system;

indirect damage, loss of profit, missed appointments, travel, or other consequential loss, unless mandatory law provides otherwise.

LEGAL LIMITATION: No provision of these Rules excludes liability that cannot be excluded in advance under mandatory law, particularly liability for intent, gross negligence, or breach of a statutory obligation.

Article 20. Damage Caused by a Third Party

A person who causes damage, including another user, driver, passenger, pedestrian, unknown person, or other third party, is liable for that damage in accordance with the law.

Within its legal authority, the operator may retain relevant records and cooperate with the police, courts, prosecutor's office, insurance companies, or other authorized entities, but does not undertake to identify the responsible person or compensate for the damage on that person's behalf.

VI. VIDEO SURVEILLANCE AND DAMAGE REPORTING

Article 21. Video Surveillance

All parking locations covered by these Rules are subject to video surveillance. Each operator regulates the purpose, scope, retention periods, access, extraction, and protection of recordings at the locations it manages through a separate internal policy.

Video surveillance is used to protect people and property, control access, manage parking, and investigate incidents. Video surveillance is not a vehicle custody service and does not guarantee that every area is covered, every event is recorded, or that a person's identity can be reliably established from the recording.

ACCESS TO RECORDINGS: Video recordings and vehicle registration recordings are not provided directly to users on the basis of an oral, telephone, or ordinary private request. Extraction, access, or disclosure is carried out exclusively on the basis of a lawful request from the police, a court, the prosecutor's office, or another competent authority, or another authorized entity where there is a clear legal basis and with due regard for the rights of other persons.

Article 22. Procedure in the Event of Vehicle Damage

A user who notices damage to a vehicle must report the event to the operator without delay and, where the nature of the event requires it, to the competent services before leaving the parking facility, where safe and possible.

The report must be submitted by email to info@parkirajbl.com and must state the parking location, date and time, vehicle registration number, parking ticket or reservation number, and a description of the event.

The user should photograph the vehicle, the damage, and the surrounding area without compromising safety.

In the event of a traffic accident, theft, vandalism, or suspected criminal offense, the user should contact the police.

The user should notify their insurance company without delay.

The operator may prepare an incident report; preparation of the report does not constitute an admission of liability.

RECORDINGS IN THE EVENT OF DAMAGE: In the report, the user may request that the relevant recording be temporarily preserved, where technically possible and legally permitted. The recording itself is not provided to the user; it is disclosed exclusively to the competent services or another authorized entity on the basis of a valid request.

Article 23. Reporting Deadline

An incident should be reported immediately upon discovery. Delayed reporting may make it difficult or impossible to establish the facts, identify persons, or preserve recordings due to limited retention periods.

The operator is not required to retain recordings beyond the period established by the separate video surveillance policy, except where a recording has been preserved in a timely manner due to an incident, request from a competent authority, or legal proceedings.

VII. LONG-TERM PARKED AND ABANDONED VEHICLES

Article 24. Maximum Continuous Parking Period

A vehicle may not remain continuously at the parking facility for more than two months without the operator's prior written consent.

After two months, the operator may regard the vehicle as long-term parked and take action to identify the user, notify the competent authorities, and remove the vehicle in accordance with the law.

Article 25. Dangerous and Improperly Parked Vehicles

The operator may immediately restrict access to a vehicle, secure the area, and call the police, fire service, municipal services, or other competent services where the vehicle presents a danger, blocks a passage, obstructs evacuation, or endangers people or property.

The user bears justified and documented costs arising as a direct consequence of unlawful or improper conduct, where a legal basis exists.

VIII. TECHNICAL INTERRUPTIONS AND FORCE MAJEURE

Article 26. Malfunctions and Suspension of Operations

The operator may temporarily restrict entry, exit, or use of the parking facility due to malfunction, maintenance, works, power outage, telecommunications interruption, security threat, traffic accident, fire, flood, order of a competent authority, or other justified circumstances.

The user must follow the instructions of the operator and competent services. The operator will take reasonable measures to enable safe exit and restore operations.

Article 27. Force Majeure

The operator is not liable for non-performance or delay caused by an event beyond its reasonable control, the consequences of which it could not foresee, avoid, or remedy, including natural disasters, fire, war, civil unrest, strike, epidemic, interruption of energy or communications, and actions of public authorities.

IX. COMPLAINTS, SUPERVISION AND FINAL PROVISIONS

Article 28. Complaints and Objections

Complaints, reports, and objections must be submitted by email to info@parkirajbl.com. The submission must contain sufficient information to identify the location, vehicle, period, and event.

Parkiraj BL forwards the matter to the operator of the relevant parking location. The operator keeps records and responds within the period prescribed by applicable law.

Article 29. Acceptance of the Rules

These Rules must be available on the Parkiraj BL website, and summarized rules, the price list, and key warnings must be displayed at the entrance or another visible location at the parking facility.

By entering the parking facility, taking a parking ticket, activating a package through the vehicle registration number, or using a confirmed reservation, the user accepts these Rules, the price list, signage, and specific rules of the selected location.

Article 30. Amendments to the Rules

The operators may jointly amend these Rules to ensure compliance with regulations, reflect technical changes, improve safety, or change business processes.

Amendments are published with their effective date.

Article 31. Governing Law and Severability

These Rules are governed by the applicable laws of Bosnia and Herzegovina and Republika Srpska.

If any provision is found to be void or unenforceable, the remaining provisions remain in force. The void provision will be replaced by a permissible provision whose purpose is closest to that of the original provision.

Article 32. Entry into Force

These Rules enter into force on August 4, 2026.

Each operator applies these Rules at the locations it manages and ensures that they are available to users.

SIGNATURES OF THE LEGAL ENTITIES

These Rules are jointly adopted and applied by the following legal entities:

Privredno društvo za tržišne usluge i trgovinu "TRŽNICA" d.o.o. Banja Luka

Company seal

Seal

Authorized representative

"CITY MALL" društvo sa ograničenom odgovornošću Banja Luka

Company seal

Seal

Authorized representative

"BEWO REAL ESTATE" visokogradnja, niskogradnja i završni radovi, export-import d.o.o. Banja Luka

Company seal

Seal

Authorized representative