



<b>Terms of Use for the Commercial Parking Lot at Sarajevo Airport</b>		Page: 1 of 3
Protocol number: <i>03-27-2-616-3/26</i>	<b>PUBLIC USE</b>	

**PC "SARAJEVO" International Airport LLC Sarajevo is making this Policy on Terms of Use for the Commercial Parking Lot at Sarajevo Airport**

These Terms and Conditions will be implemented from the date of their publishing.

### 1. Definitions

In the context of these Terms and Conditions, the following notions have the following meanings:

- **Airport** refers to the PC Sarajevo International Airport llc at 36 Kurta Schorka St, Sarajevo 71210, Bosnia and Herzegovina, as the airport operator.
- **Commercial parking** refers to the commercial parking and vehicle parking zones controlled by the Airport.
- **Terms** refer to these Terms and Conditions.
- **User** refers to any natural or legal entity that accepts the terms of use for parking services described in this document by entering the parking space with his vehicle.
- **Vehicle** refers to any motor or other vehicle entering the parking space of the Airport, including its equipment and accessories.
- **Website** refers to the official internet site of the Sarajevo Airport: <https://sarajevo-airport.ba/>.
- **Price List** refers to the valid Price List of Complementary Services that, among other things, defines price terms of use for commercial parking services.

These Terms and Conditions apply to all the stated parking spaces, unless individual provisions explicitly prescribe otherwise.

### 2. General information

By entering the commercial parking lot of the Airport, you are deemed to agree with this document. The Airport retains the right to amend these Terms, without previous notice, by publishing amendments on its official website: <https://sarajevo-airport.ba/>. The user is subject to Terms that are valid at the time his vehicle enters the commercial parking lot.

These Terms will be subject to valid positive legal provisions of Bosnia and Herzegovina and all disputes will be resolved by the courts in Sarajevo.

### 3. Responsibilities and responsibility disclaimers of the Airport

- The Airport will ensure the provision of parking services with reasonable care and in accordance with applicable regulations.
- The Airport is not responsible for indirect or consequential damages, including loss of income, profit, data, or time of the parking lot user.
- The Airport is not liable for damage, loss, or theft of the vehicle, its equipment, or contents, except in the case of intent or gross negligence of the Airport or its employees.
- The Airport is not responsible for force majeure events, including, but not limited to, natural disasters, technical failures, security incidents, strikes, regulatory measures, or other circumstances beyond reasonable control.
- Parking spaces are publicly accessible, and the User uses the parking at their own risk. The Airport does not guarantee the complete safety of the vehicle or property inside the vehicle.
- The Airport is not responsible for the actions or omissions of third parties, including other parking users, unknown persons, or visitors, nor for damage resulting from vehicle-to-vehicle contact.



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- The Airport's commercial parking does not constitute a guarded parking lot, and the Airport does not assume the obligation of guarding the vehicle or supervising the User's property.

#### **4. Rules of using the commercial parking lot**

- By entering the commercial parking, the User is issued a parking ticket indicating the exact time of vehicle entry and the vehicle's license plate. Entries to the commercial parking are equipped with cameras for license plate recognition (ANPR). However, users must still press the "button" on the entry unit to take an entry parking ticket, after which the entry barrier rises and allows the parking user to pass freely. The entry parking ticket is used when paying for parking, which can be done with a parking attendant (cash), via a parking meter (cash or card), or by card via an unattended POS terminal at the exit barriers. The User is obliged to keep the ticket until he leaves the commercial parking. The indicated parking ticket is required when exiting the commercial parking in situations when the exit camera, for any reason, cannot read the vehicle's license plate. If the exit barriers do not rise when the vehicle approaches, the User inserts or scans the parking ticket received upon entry. After paying for parking, the User must leave the parking lot within 15 minutes; otherwise, after the 15-minute interval, an additional fee will be charged in accordance with the applicable Price List.
- The Airport does not guarantee the availability of a free parking space at any time.
- If he loses the parking ticket, the User should contact the parking attendant, who, based on the record of license plates, verifies the date and time of entry into the commercial parking and, in accordance with the Price List, charges the fee for using the commercial parking and the fee for the lost parking ticket according to the applicable Price List.
- The User is obliged to: properly park the vehicle within the indicated space, ensure that no persons or animals remain in the vehicle, and comply with traffic signs and speed limits.
- The User is obliged to use the parking space with increased caution, adjust movement and vehicle handling to the conditions in the parking area, weather conditions, and road surface, and is fully liable for damage caused by failure to comply with these obligations.
- Entry and exit units and parking machines are equipped with telephones for customer service, which is available to users according to the Airport's working hours.
- On the commercial parking, it is not allowed to perform vehicle repairs or washing, engage in commercial activities without Airport approval, refuel or empty fuel, park improperly or obstruct traffic, record or photograph for commercial purposes without prior Airport consent, or sleep in the vehicle.
- If the User intends to keep the vehicle in the commercial parking for a period longer than 30 days, this must be announced via email addresses: [parking@sarajevo-airport.ba](mailto:parking@sarajevo-airport.ba), [prijavnica@sarajevo-airport.ba](mailto:prijavnica@sarajevo-airport.ba), including the vehicle brand, type, and license plate, as well as exact dates of planned use of the parking service, and contact information including the User's email and phone number. Vehicles kept in the parking longer than 30 days without a written notice sent as prescribed will be considered abandoned vehicles.
- For vehicles considered abandoned, if the Airport has information about the vehicle owner or user, it will send a written notice via email and/or phone number, calling for the vehicle to be retrieved and removed within 7 days of delivery. If contact information is not available or delivery of notice is not possible, the Airport will post a notice on its website. If the vehicle is not removed within 7 days from the date of notice or publication, the Airport reserves the right to remove the vehicle from the commercial parking area at the expense and risk of the vehicle owner or user.

#### **5. Prices and payment**

The prices of parking services are stipulated in the valid Price List of Sarajevo Airport – Price List of Complementary Services, which is published on the official website: <https://sarajevo-airport.ba/Page/Cjenovnik-komplementarnih-usluga>.

Payment is performed pursuant to the valid payment methods available at the Airport that are previously stated in this document.



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### 6. Closing provisions

If any of the provisions contained in these Conditions is deemed invalid, it will not affect the validity of other provisions.

All questions and additional information will be available to the parking lot Users via the authorized services of the Sarajevo Airport at the following e-mail address:

[parking@sarajevo-airport.ba](mailto:parking@sarajevo-airport.ba)

Date: 01.03.2026.

  
Acting Manager  
  
Amadeo Mandić