

Customer Service		<b>Document type:</b>	Directive	Version:	A
		<b>Document ID:</b>	PPo-TIP-013	Revision:	0
		<b>Document title:</b>	Operation Manual - Part 13	Number of pages:	4
		<b>Retention period:</b>	A-10	Page:	1

**PPo-TIP-013**

**GENERAL CONDITIONS GOVERNING ACCESS**

**TO TERMINAL TIP ŽILINA**

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## 1 Introduction

This document defines the general conditions to access Terminal TIP Žilina. The (freight forwarding) operators and transport companies (customers) follow these conditions to manipulate the intermodal loading units (hereinafter referred to as the "ILU") according to their requirements. The customers who ordered TIP Žilina services must be familiar with the general terms and conditions of TIP Žilina, s. r. o. TIP Žilina complex can be only accessed during the business hours.

## 2 Operators

Each combined transport operator who wants to use TIP Žilina services must in advance discuss with TIP Žilina the time when ILU will be physically manipulated. Adequate processing of orders by TIP Žilina requires the client places the order with TIP Žilina customer service with all required data, in writing, be it in digital format, faxed or mailed. The order must be sent at least 3 months in advance. If there is any available capacity (slot), TIP Žilina customer service will confirm client's order in writing. If there is not available service (all slots were ordered), TIP Žilina s. r. o. notifies the client about the fact and reserves the right to reject the order and offer an alternative to the client. If the client fails to stand to the offered slot, it will expire without any right of reimbursement. The order can be implemented only during business hours of TIP Žilina.

An operator can use only services defined in the general terms and conditions by TIP Žilina, s. r. o.

Customers' order will be processed chronologically as they are delivered to TIP Žilina.

If the operation of the terminal is suspended on the operational grounds, TIP Žilina informs the affected customers about the fact and will agree upon an alternative solution.

## 3 Railway traffic

A train heading to TIP Žilina must be ordered with TIP Žilina, s. r. o. in advance. The order will be implemented only if the transport company/client complies with the order performance condition defined by TIP Žilina (they must especially respect the time slot provided to them for the individual shipments and whole trains, etc.). A train not ordered with TIP Žilina for manipulation will not be allowed to enter TIP Žilina.

Each railway transport company entering TIP Žilina must have signed Annex 12 to TIP Žilina, s. r. o. Transport Conditions which defines the technology applied for trains to enter and leave TIP Žilina.

Transport companies must also have signed Annex 24 to Transport Conditions Žilina – Teplička - signed by the Slovak Railway Company (ŽSR) and the transport company "Shared method statement of Railway Station Žilina – Teplička and the transport company".

Employees of a transport company entering TIP Žilina must be familiarized with OHS rules of TIP Žilina.

## 4 Road traffic

At each instance where the terminal is entered, the drivers of road vehicles used to transport ILU must be familiarized with the technology to move road vehicles inside TIP Žilina and with OHS rules in TIP Žilina. The technology is displayed in the main administrative building and available to be read. By their handwritten signatures, the drivers confirm they have read and understood the provisions detailed in the technology, the availability report and a record addressed to other drivers including their personal data, vehicle parameters and container/ILU parameters.

Vehicles of road transport providers who wish to enter Terminal TIP Žilina must order the import/export of Intermodal Loading Unit from/to TIP Žilina. Unless the order is registered in TIP Žilina system, a road vehicle cannot enter the terminal.

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## 5 Pricing and service fees

Services provided by TIP Žilina will be charged in line with the updated price list available at the webpage of TIP Žilina [www.terminalzilina.sk](http://www.terminalzilina.sk). Potential discounts and refunds will be published in the updated valid price list.

Payment options for TIP Žilina services are defined in TIP Žilina General terms and conditions.

## 6 Contact Details

CUSTOMER SERVICE:

Mgr. Milena DZURILLOVÁ  
 Phone: +421 918 759 230  
 Fax: +421 41 3250 150  
 Email: [customerservice@terminalzilina.sk](mailto:customerservice@terminalzilina.sk)

EXECUTIVE AND TERMINAL MANAGER:

Peter AUFRICHT  
 Phone: +421 905 382 623  
 Fax: +421 41 3250 150  
 Email: [aufrecht@terminalzilina.sk](mailto:aufrecht@terminalzilina.sk)

EXECUTIVE AND CHIEF FINANCIAL OFFICER OF THE COMPANY:

Ing. Peter SIROŤÁK  
 Phone: +421 915 777 240  
 Fax: +421 41 3250 150  
 Email: [psirotak@terminalzilina.sk](mailto:psirotak@terminalzilina.sk)

TERMINAL OPERATION:

Ing. Peter MACHÁČEK  
 Phone: +421 918 759 229  
 Fax: +421 41 3250 150  
 Email: [pmachacek@terminalzilina.sk](mailto:pmachacek@terminalzilina.sk)

## 7 Annexes

- i. terminal description – refer to Annexes 1-3 and 5-7 to the Operation Manual
- ii. purchase order template - available at [www.terminalzilina.sk](http://www.terminalzilina.sk)
- iii. general terms and conditions (Annex 4 to the Operation Manual) – available at [www.terminalzilina.sk](http://www.terminalzilina.sk)
- iv. Business hours (Annex 9 to the Operation Manual) - available at [www.terminalzilina.sk](http://www.terminalzilina.sk)