

# **RULES FOR USING SILLAMÄE PRE-BORDER VEHICLE WAITING AREA**

## **1. GENERAL PART**

1.1. The rules (hereinafter the Rules) for using the Sillamäe pre-border vehicle parking and rest area (hereinafter the Waiting Area) provide the organisation of queuing up of vehicles that want to cross the state border in the Narva road border crossing point, their waiting in queue, using the border crossing Waiting Area and direction to road border crossing point.

1.2. The vehicles that want to cross the state border are directed to the Waiting Area to ensure traffic safety, reduce the adverse impact on the natural environment, organise the entry of vehicles to the road border crossing point and ensure public order. Road border crossing without passing through the Waiting Area is not permitted in the Narva border crossing point (except for vehicles that start their route from the administrative territory of the City of Narva or Narva-Jõesuu).

1.3. The Rules have been prepared on the basis of the State Borders Act, the statutes of the database of border crossing queue and the Contract under Public Law entered into between the Ministry of the Interior and AS Silport Kinnisvara.

1.4. The persons who pass through and stay in the Waiting Area are required to comply with the requirements of the Rules and be guided in their activities by the Acts in force in the Republic of Estonia.

1.5. The persons and vehicles staying the Waiting Area are required to follow the Rules for using the Waiting Area.

1.6. The Waiting Area operates 24 hours a day and its guarding is ensured. The Waiting Area serves the vehicles crossing the road border between the Republic of Estonia and the Russian Federation in Narva.

1.7. The Waiting Area is located in the Town of Sillamäe at Tööstuse 14.

## **2. RESERVING A PLACE IN THE ELECTRONIC QUEUE**

2.1. All vehicles that intend to cross the state border through the Narva border crossing point must register themselves in the database of border crossing queue (hereinafter the Database) or register the vehicle in the general queue in the Waiting Area on the spot and pass through the Waiting Area. The registration in the Database and use of the Waiting Area are paid services. It is not possible to register in the queue at the border crossing point.

2.2. The Police and Border Guard Board may allow a vehicle into the road border crossing point without reserving a place in the queue, waiting in the queue and passing through the border crossing Waiting Area if this is necessary for the purposes of public order, national security or public health protection or if this is due to a work-related need or if this arises from law, an international treaty or international custom or any other public interest. In such an event, no fee

is charged from the vehicle for using the border crossing Waiting Area or reserving a place in the border crossing queue.

2.3. If a vehicle arrives at the border crossing point without having reserved a place in the queue or if it has reserved a place in the queue on an incorrect basis, the vehicle will be directed back from the border crossing point to the Waiting Area for reserving a place in the queue.

2.4. If a vehicle arrives in the Waiting Area without having registered in the Database, it can do that on the spot by using the assistance of an operator or the self-service computer system in the Waiting Area.

2.5. The procedure for as well as the terms and conditions of reserving a place in the border crossing queue are set out on the website at <https://www.eestipiir.ee/> or <https://www.estonianborder.eu/>.

2.6. Registration in the Database made on the spot in the Waiting Area can be paid for in cash, by bank transfer using the Internet Bank or by a bank card through the payment terminal.

2.7. If a traction unit was registered in the queue without a (semi-)trailer, only the traction unit is permitted to cross the border.

2.8. A place in the border crossing queue with priority may be reserved:

2.8.1. for a vehicle that carries a member of an international delegation or an employee of a foreign diplomatic representation or consular post;

2.8.2. for a vehicle that carries goods that are included in the nomenclature of time-sensitive goods;

2.8.3. for a vehicle that has the right to cross the border with priority arising from an international agreement or treaty;

2.8.4. for a vehicle with regard to which there is another good reason or urgent need for border crossing.

2.9. A vehicle with the right of priority is registered in the Waiting Area or in the Database and it is permitted to proceed to the border crossing point as soon as possible.

### 3. ARRIVAL OF VEHICLES AT THE WAITING AREA

3.1. Vehicles must arrive at the Waiting Area at least three hours before the time when they are started to be directed to the border. If they arrive later, it is not guaranteed that they are directed to the border within the reserved period of time.

3.2. Upon arrival at the Waiting Area, the vehicle is registered and a queue number is given to it unless the vehicle has already received the number in the course of prior reservation. Based on the queue number, the vehicle is later directed to the border crossing point.

3.3. Upon registration of border crossing, the data of the person and vehicle that cross the border are entered in the Database. The data are submitted to the Database by the person who applies for a place in the border crossing queue.

3.4. The source documents for entering the data in the Database are:

- 3.4.1. the vehicle driver's valid travel document certifying border crossing;
- 3.4.2. a valid registration certificate of the vehicle;
- 3.4.3. the documents that certify the reservation of a place in the border crossing queue with priority;
- 3.4.4. MRN.

3.5. The data entered in the Database upon applying for a place in the border crossing queue include data about the vehicle driver, vehicle, goods, border crossing point, Waiting Area or the purpose of the trip.

3.6. The person who submits the data in the Database is responsible for the correctness of the data submitted by them as well as for the correctness of the data in the source documents at the time the source document is submitted.

3.7. If the processor establishes any incorrect data in the Database or if the processor has been notified of such data, they will arrange the correction of the data without delay, adding to the Database a reference to the document that certifies correct data, if possible.

3.8. The processor of the Database must allow for the owner or user of the vehicle and the person who reserved a place for the vehicle in the border crossing queue to obtain information from the Database at least about the place of the vehicle in the queue, the estimated waiting time in the queue, the estimated border crossing time and directing to the road border crossing point.

3.9. If you have any questions related to the Database, please contact the Database administrator OÜ GoSwift by calling +372698 9192 or the information hotline (for charge) +3729002525.

3.10. When arriving at the Waiting Area, the vehicle driver is required to:

3.10.1. stop, when driving to the Waiting Area, before the barrier and notify the operator of their arrival and of whether the vehicle has been entered in the Database;

3.10.2. inform the operator if the vehicle carries dangerous goods, time-sensitive goods or if the vehicle has the right of priority to cross the border;

3.10.3. place the vehicle to the parking place indicated by the operator and come to the operator with documents for checking the data or for entering the data in the Database;

3.10.4. not drive the vehicle at a speed of more than 10 km per hour in the territory of the Waiting Area;

3.10.5. follow the information aimed at vehicle drivers in the Waiting Area, incl. information about when the time has arrived for the vehicle to depart for the road border crossing point.

3.11. Entry to the Waiting Area without registration is permitted under exceptional circumstances, which may be an accident or fire, attempted assault or attack aimed at objects located in the territory, natural disaster or another situation caused by forces of nature.

3.12. Vehicles are placed in the Waiting Area in terms of categories and with a possibility to leave the Waiting Area independent of the other vehicles. Vehicles that carry

dangerous goods (e.g. ADR goods) are placed to a separate part of the Waiting Area to which the rescue service is granted access.

#### 4. VEHICLES' STAY IN THE WAITING AREA

4.1. After a vehicle has been positioned in the place indicated by the operator of the Waiting Area, the vehicle driver has the right to do the following in the Waiting Area:

4.1.1. to rest;

4.1.2. to use the following services offered in the Waiting Area without charge:

- to park the vehicle in the Waiting Area;
- to dispose of the household waste arisen during the trip;
- to obtain information from the Database about the place of the vehicle in the queue, the estimated waiting time in the queue, the estimated border crossing time and direction to the road border crossing point;

- to perform operations related to customs control;
  - to carry out transit customs clearance (on the basis of the export customs declaration submitted before);
  - to carry out export customs clearance (for the Estonian companies whose local customs administration that exercises supervision or the customs administration where the goods are packed for exporting

or where the goods are loaded is Sillamäe region);

- to carry out the preliminary check of goods meant for export (examination, affixing of customs seals, compliance of documents – measures that help cross the border faster in Narva);
- to use the toilets located in the building in the parking area;
- to use the shower rooms;
- to use the free WiFi area;
- to use the computer system located in the waiting room;
- to read fresh newspapers on the spot;
- to take along books from the travellers' library and the books are not subject to return;
- board games;

4.1.3. to use the following paid services offered in the Waiting Area:

• café;

• to declare cargo and transmit electronic customs information across the border;

- to use means of communication (Internet, telephone);
- to use the washing machine;
- to exchange currency;
- to pay the road toll;
- office services (making copies of documents, scanning).

4.2. Service in the Waiting Area is provided in Estonian, English and Russian.

4.3. The persons who stay in the Waiting Area are required to:

4.3.1. follow the requirements of these Rules and the traffic control devices (road markings, road signs);

4.3.2. fulfil, upon using the Waiting Area, the legal demands of the employees and security company of the Waiting Area;

4.3.3. maintain order and cleanliness and to have an economic attitude towards the property and equipment of the Waiting Area;

4.3.4. keep a watch on the information on the electronic display.

4.4. The persons who stay in the Waiting Area may not:

4.4.1. bring the following to the Waiting Area:

- firearms;
- alcoholic beverages, narcotic drugs;
- toxic and poisonous substances (unless as cargo);
- other substances that may cause an explosion, fire or another emergency situation;

4.4.2. obstruct the traffic of other vehicles or ignore the requirements of road signs and road markings;

4.4.3. make open fire;

4.4.4. carry out major repairs to means of transport;

4.4.5. refuel;

4.4.6. pour petroleum products into the waste container;

4.4.7. park vehicles that leak fuel or lubricating oils in the Waiting Area;

4.4.8. consume alcohol or stay in the Waiting Area while being intoxicated by alcohol.

4.5. Upon breaching the requirements of these Rules as a result of which material damage is caused, the persons at fault compensate the owner of the Waiting Area for the damage caused in full.

## 5. DEPARTURE OF VEHICLES FROM THE WAITING AREA

5.1. A vehicle has the right to drive to the border crossing point after the corresponding information is shown on the display of the Waiting Area and after the driver has performed their financial obligations to the Waiting Area.

5.2. The compliance of the vehicle with the queue number is verified before the vehicle departs from the Waiting Area. If a vehicle for which the time has not yet arrived to depart for the border crossing point wants to leave the Waiting Area with an aim other than to drive to the border, this must be registered at the operator of the Waiting Area.

5.3. The departure of vehicles from the Waiting Area to loading goods or for other reasons not related to the removal of technical breakdowns of the vehicle is not permitted. If this still takes place, the border crossing of the vehicle must be registered again when the vehicle arrives at the Waiting Area.

5.4. In the event of a breakdown of a vehicle or trailer, the driver submits a written application to the operator of the Waiting Area with a request to permit the departure from the Waiting Area for carrying out repairs. If the vehicle returns to the Waiting Area before the time it is permitted to drive to the border, the vehicle will retain its place in the queue. If it is necessary to replace the traction unit or (semi-)trailer, the driver submits a written application with a copy of the technical passport of the traction unit or (semi-)trailer to the operator of the Waiting Area. The vehicle's place in the border crossing queue is retained if it still carries the same goods.

5.5. The vehicles that did not pass the customs control and return to the Waiting Area again are sent to the general queue by the operator. If the border is not crossed or if a vehicle is sent back from the customs control zone of the border crossing point (regardless of the reason therefor), the Waiting Area service is deemed provided and the amount paid will not be refunded.

5.6. If the time has arrived for the vehicle to leave the Waiting Area and the vehicle fails to appear, the staff of the Waiting Area must find out the reason therefor. Upon a reasoned request of a vehicle driver to extend the vehicle's stay in the Waiting Area, the operator of the Waiting Area has the right and possibility to allow that. In such an event, the vehicle is moved on in the queue. If the departure of a vehicle from the Waiting Area has not been registered for any reason, the reservation and the related queue number will be deleted.

5.7. A vehicle must arrive at the border crossing point within one hour of obtaining permission therefor. If it is not possible to adhere to this time limit due to reasons independent of the driver (an accident, technical breakdown, natural conditions, etc.), the driver is required to inform the operator of the Waiting Area of the delay. Otherwise, the place of the vehicle in the queue will be annulled and the border crossing of the vehicle must be registered again.

5.8. When a vehicle arrives from the Waiting Area at the border crossing point, it will be verified whether the vehicle's registration number is in compliance with that registered in the Database. Only registered vehicles are permitted to cross the border.

## 6. PARKING FEE FOR VEHICLES

6.1. In 2019, the service fee for using the border crossing Waiting Area is EUR 14.00 (incl. VAT) and the fee for reserving a place in the queue is EUR 1.50 (incl. VAT) in accordance with the price list of GoSwift. The total amount is EUR 15.50 that is paid as one service invoice.

For this fee, the customer has the right to use the services of the Waiting Area 24 hours before driving to the border crossing point and 12 hours thereafter.

6.2. The Waiting Area may be used outside of the time limit specified in clause 6.1 as an additional service for which the administrator of the Waiting Area has the right to charge an additional fee.

6.3. The amount of the parking fee for vehicles is earlier than 24 hours before driving to the border crossing point and later than 12 hours thereafter as follows:

- hour EUR 1.00
- 24-hour-period EUR 16.00

6.4. The hourly parking fee is charged for each started hour if the vehicle is parked 24 to 48 hours before driving to the border crossing point and/or 12 to 24 hours thereafter.

6.5. The 24-hour-period parking fee is charged for every started 24-hour-period if the vehicle is parked more than 48 hours before driving to the border crossing point and/or more than 24 hours thereafter.

6.6. Other paid services are provided in the Waiting Area in accordance with the effective price list.

6.7. The price list of services is available at the service provision point in the Waiting Area and at the address [www.eestipiir.ee](http://www.eestipiir.ee) or [www.estonianborder.eu](http://www.estonianborder.eu).

6.8. On the homepage, it is possible to pay via a bank link or by credit card.

6.9. Paying by telephone, it is possible to use a credit card or make a mobile payment. In the event of a mobile payment, confirmation is asked during the call and the reservation fee will be added to the telephone invoice.

6.10. In the Waiting Area it is possible to pay in cash or by a bank card.

6.11. The reservation takes effect after the payment has been made.

6.12. After a successful reservation, a one-time notification free of charge is sent by e-mail, SMS or telephone in accordance with the means chosen by the customer.

6.13. Free-of-charge information about the reservation, the estimated waiting time in the queue and the estimated time of being directed from the Waiting Area to the road border crossing point can be obtained on the websites [www.eestipiir.ee](http://www.eestipiir.ee) or [www.estonianborder.eu](http://www.estonianborder.eu).

6.14. It is possible to order additional notification by e-mail, SMS or telephone as a paid service.

6.15. The fee for reserving a place in the border crossing queue is non-refundable.

6.16. It is possible to cancel the purchased Waiting Area service and other additional services and leave the fee as a prepayment or apply for refund of the fee. If a place in the queue is

cancelled less than 48 (forty-eight) hours before the planned border crossing time, the Waiting Area fee will not be refunded.

6.17. The prepayment can be used for ordering services within 6 months of the cancellation of the services.

6.18. Services are cancelled and the fee is refunded on the basis of an application completed on the Internet. Respective instructions have been provided at [www.eestipiir.ee](http://www.eestipiir.ee) and [www.estonianborder.eu](http://www.estonianborder.eu).

6.19. Upon cancellation of additional services, the whole amount paid will not be refunded. The refunding cost of EUR 2 is not subject to refund. If the services have been consumed in part or in full, the fee will not be refunded. If the total amount of the services is less than EUR 2, the fee will not be refunded.

6.20. The fee will be refunded in full if the consumption of the service proved to be impossible due to the fault of the Waiting Area or GoSwift OÜ. Other exceptional circumstances that do not make it possible to use or change the service in due time are handled on a case by case basis.

6.21. The customer may, on request, make the allowed changes instead of cancelling the service.

6.22. The amount subject to refund is transferred to the bank account after the confirmation regarding the receipt of an application and the amount subject to refund has been sent to the customer.

## 7. FINAL PROVISIONS

7.1. The person responsible for a breach of the provisions of these Rules or valid provisions of law by a person staying in the Waiting Area or by a company working and/or providing services there is the person, the company and/or its employee in accordance with the procedure prescribed by law.

7.2. The operator and/or security service of the Waiting Area has the right to temporarily suspend the access of the person who breached the provisions to the Waiting Area.