

Service rules

Passengers' rights

- Passengers have the right to be carried providing the vehicle does not exceed its maximum capacity.
- Children under 4 years of age have the right to travel free.
- Passengers have the right to be treated correctly by staff and to receive information on services and any changes that may occur.
- Persons with reduced mobility, pregnant women and older persons have the right to sit on priority seats.
- Passengers may carry items whose dimensions are no greater than 100 x 60 x 25 cm. These measurements do not apply to children's pushchairs.
- Passengers may board the bus with folding cycles on journeys that are entirely within the first fare zone.
- If the bus has to stop due to an incident, passengers have the right to continue their journey on the same route or another similar route without having to pay again.
- Passengers may use the complaints book.

Passengers' duties

- Always behave in a civil manner and think about the wellbeing of others.
- Do not deface or damage buses and bus stops.
- Enter and leave by the doors indicated.
- Do not distract the driver whilst the bus is moving.
- You must meet the minimum conditions of health and hygiene.
- Follow staff instructions and notices inside the buses.
- Try to fold children's pushchairs.
- Take bicycles onto the bus already folded.
- Do not smoke on board the vehicle.
- Do not travel with animals, apart from guide dogs and pets that are in suitable cages.
- Company staff may refuse passenger entry or order them to leave the vehicle if they do not comply with the above obligations.

Tickets and cards

- It is necessary to have a valid ticket, travel card, multi-journey/day card or pass for the journey.
- Tickets and cards that have been tampered with or defaced are not valid.
- Cards with a magnetic strip should always be validated on the machines.
- Cards, multi-journey/day cards and passes without a magnetic strip must be shown to the driver on entering the bus.
- Single tickets do not permit interchange between transport modes.
- Integrated fare system travel cards permit interchange between integrated transport modes.
- If you get off the bus and board another, you must validate your card again.
- Retain your ticket or card during the entire journey and show it to company staff when asked to do so.
- You have the right to exchange an undamaged, multi-journey card if the validating machine rejects it and it corresponds to the journey you want to make.

Offences and penalties

- Travelling without a valid ticket or card constitutes an offence that requires the payment of a fixed penalty sum as per the legal regulations in force. If the passenger pays immediately, the sum is reduced by 50% otherwise they must show proof of identity and will have 30 days to pay the penalty.
- If, in any of the above situations, a passenger refuses to show proof of identity to staff, these will call on the presence of security or law enforcement officers to request they show said proof, and can demand the passenger gets off the bus.
- If a passenger has a card, multi-journey/day card or personalised pass, they must be able to prove that they are the named person.
- If a passenger has a correct and validated integrated transport system card at the start of a journey but not validated when they change the mode of transport, they will pay the sum equivalent to the price of a single ticket for one zone.
- Staff will withdraw any ticket or card that has been defaced, tampered with or improperly used and the passenger will be required to get off the bus.
- In the event of an offence, the company will file a complaint with the Administration.
- Travelling without a valid ticket or card can result in a fine of up to €600, issued by the Administration.
- The driver has complaint forms available.