

Conditions of Carriage of Wiener Linien GmbH & Co KG

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A. Scope of validity and conclusion of contract

You conclude a contract of carriage with WIENER LINIEN when you:

- board a tram and/or a bus (in normal service or operated on behalf of Wiener Linien) or
- cross the validation barrier at an underground station (the area at underground stations where ticket validators indicate the point beyond which you require a ticket). This is irrespective of whether you then travel on the underground or not.

By concluding such a contract of carriage, our conditions of carriage are deemed to have been acknowledged and accepted.

B. Transport services

You are entitled to be transported on the vehicles of WIENER LINIEN and/or on the buses operated on behalf of WIENER LINIEN if:

- you adhere to the conditions of carriage of WIENER LINIEN, the house rules of WIENER LINIEN, the fare conditions of Verkehrsverbund Ost-Region GmbH (www.vor.at) and the applicable statutory regulations (www.ris.bka.gv.at),
- the officially approved capacity of the vehicles used for service operations has not been exceeded, and
- transport is not prevented by circumstances that are neither caused nor can be prevented by WIENER LINIEN (*force majeure*).

C. Tickets

1.) Tickets are any tickets and season tickets issued in the *Verkehrsverbund Ost-Region* for zone 100 (Vienna). Tickets include single journey tickets, ticket strips and two-journey tickets. Season tickets include annual passes, weekly and monthly tickets, eight-day climate tickets, etc. You can find further information about the entire range of tickets offered by WIENER LINIEN at our ticket offices, ticket machines and on our website at www.wienerlinien.at.

2.) You can buy tickets, for instance, at our ticket offices, at ticket machines, by using the ticket app, from our sales partners (tobacconists) or by using our online ticket shop at <https://shop.wienerlinien.at>.

3.) You must be in possession of a valid and, where necessary, validated ticket when passing the validation barrier at underground stations and/or when boarding trams or buses. In the event that you undertake a journey using a mobile ticket, you need to be able to present the ticket using the WL ticket app from the time you cross the validation barrier on the underground and/or when boarding trams or buses.

4.) If there is no possibility to buy or validate a ticket at the stop, you must buy a ticket using the machine or from the driver immediately after boarding the tram and/or bus and before taking a seat, or validate your ticket using the validator on the vehicle.

5.) Keep your ticket safe until you leave the tram, bus and/or until you cross the validator barrier at the underground station.

6.) Tickets that have been written on (with the exception of tickets where a name has to be entered), printed on, validated several times or incorrectly (e.g. on the reverse side) or modified in any other way (e.g. the cutting of ticket strips or lamination) are invalid.

7.) It is not possible to interrupt the journey when using a ticket. If it is necessary to walk a short distance to directly reach a connecting point, this shall not count as an interruption to the journey.

D. Fares and refunds

- 1.) Please refer to the applicable fare regulations of *Verkehrsverbund Ost-Region* for information about the fare to be paid. These can be found at our ticket offices and may also be accessed on our website www.wienerlinien.at/ticketstellen.
- 2.) Please note that tickets which are purchased directly on trams and/or buses are subject to a higher fare. Have the exact amount counted and ready, as there is no guarantee that change can be given.
- 3.) Check your change immediately. Claims made at a later point in time cannot be accepted.
- 4.) It is not possible to return tickets for zone 100 and get a refund. Please refer to the fare conditions of *Verkehrsverbund Ost-Region* regarding the different regulations for season tickets (e.g. annual passes or semester passes).

E. Ticket inspections

- 1.) In the event of an inspection, present your ticket and hand it over to the employee for inspection if requested to do so.
- 2.) If you are unable to present a valid (if necessary, validated) ticket after the validation barrier at the underground station and/or in/on our vehicles, you will be required to pay a fine of EUR 100.70 in addition to the price of a single ticket (EUR 2.30).
- 3.) If you prove at the U3 customer service centre at Erdberg (mehrgebuehren@wienerlinien.at) within a week that you were the holder of a valid personalised ticket at the time of the inspection, the fine will be waived.
- 4.) We reserve the right to charge an administrative fee of EUR 8.00 for any administrative work you cause.
- 5.) If you do not pay the fine immediately, our employees shall be entitled to take steps to find out your name and address by means of your ID. If necessary, the police may also be called to provide assistance. If it is not possible to find out your identity with your ID, you will not be able to continue on your journey. Furthermore, WIENER LINIEN shall retain the right to take further legal action against you.

F. The most important rules of conduct

- 1.) Where possible, take a seat on WIENER LINIEN's vehicles; alternatively, hold on to one of the fixtures available for this purpose. This applies especially to children.
- 2.) Be considerate of other passengers (e.g. older and frail individuals, people with small children and pregnant women).
- 3.) Passengers leaving the vehicle have priority over passengers boarding; keep the areas around the doors of the vehicles free.
- 4.) Follow the instructions of WIENER LINIEN's employees.

G. What is not allowed:

- a) Any activity that may prevent our employees from carrying out their work

- b) Boarding or leaving vehicles after the corresponding audio and/or visual signals above the doors have been activated
- c) Throwing and/or holding items out of the vehicles and/or from a facility
- d) Standing and/or kneeing on the seats
- e) Smoking (including e-cigarettes and similar devices)
- f) Making loud noises and playing music
- g) Any action and/or activity that presents a danger to other passengers or bothers them (e.g. flames/fires and/or sharp and/or pointed objects and other similar items)
- h) Using bicycles, skateboards, inline skates, scooters and other similar items
- i) Consuming alcoholic drinks
- j) Begging
- k) Offering and selling goods of any kind
- l) Carrying loaded weapons (with exception of the police and customs officials), as well as visibly carrying weapons of any kind
- m) Transporting dangerous objects and/or animals (see Point J for exceptions)
- n) Soiling our vehicles and facilities
- o) Travelling with dogs unless using a muzzle and leash
- p) Damaging our vehicles and facilities

- 1.) If you violate one of the Points a) to o) described above, you will be required to pay EUR 50.00. If you violate Point p), you will be required to pay for the actual damage caused.
- 2.) Our vehicles and facilities are equipped with safety-related systems (emergency intercoms, emergency brakes, emergency door buttons, fire extinguishers, smoke detectors and emergency hammers). Use these safety-related systems for yourself or others in case of danger, or if you need help. In case of abuse, you will be required to pay EUR 93.00.
- 3.) If your conduct on our vehicles and in our facilities results in a payment obligation as described above and you refuse to pay immediately, you will be required to present ID so that our employees can record your details. Assistance will be sought from the police if necessary.

H. Exclusion from using our vehicles and facilities

- 1.) We will ban you from using our vehicles and facilities if:
 - a) you endanger safety, disrupt the peace and do not follow the instructions of our employees (for the duration of the disruptive behaviour)
 - b) you suffer from a notifiable disease
 - c) you are found to not be in possession of a valid and, if necessary, validated ticket and do not immediately pay the fine.
- 2.) It is forbidden for children under the age of six to use our facilities and vehicles without being accompanied by an adult.

3.) If, while using the facilities and vehicles, you behave in a way that provides grounds for exclusion, you may be requested by our employees to leave the facility or the vehicle. The fare paid will not be refunded in this case.

The duration of the ban will depend on the severity and frequency of the violation.

I. Special rules of conduct when travelling with luggage, wheelchairs, pushchairs and bicycles

1.) You may take easily transportable items (handbags, etc.) with you free of charge at our facilities and on our vehicles as long as these do not endanger and/or hamper other passengers using our facilities and vehicles. It is at the discretion of our employees to exclude you if you are travelling with the items described above. In this case, the fare will not be refunded and you may be obliged to pay damages.

Place the items in such a way that they do not pose a danger to yourself or other passengers, or disrupt operations. Please take backpacks off before boarding our vehicles out of consideration for other passengers.

You are obliged to attend to any items you bring with you at all times. In order to ensure the safety of all passengers, the police will be called in the event of any suspicious or unattended items being found. In this case, you may be obliged to pay damages – both to WIENER LINIEN and to the authorities involved.

2.) If you use our vehicles and/or facilities with your wheelchair, please note that it may not exceed the following dimensions:

Width: max. 800 mm

Length: max. 1,250 mm

Turning circle: max. 1,500 mm

Weight (person and baggage): max. 250 kg.

The diameter of the wheels must be such that you can travel over the gap between the vehicle and platform edge or the fold-out ramp without any problem.

The wheelchair must have a brake which works.

Only use the entrances correspondingly marked for wheelchairs. Park your wheelchair in the designated area in the appropriate direction and secure it (activate the brake).

Please understand that we are only able to transport you if there is sufficient space available.

3.) Every pushchair must be accompanied by at least one adult.

Only use the entrances correspondingly marked for pushchairs. Park the pushchair in the designated area facing the appropriate direction. Activate the brake and also secure it using the straps provided.

If you are travelling with a double pushchair, use the entrances and parking areas designated for wheelchairs.

Please understand that we are only able to transport you if there is sufficient space available.

4.) It is only allowed to take bicycles on the underground Monday to Friday between 9:00 am and 3:00 pm and from 6:30 pm, and the whole day on Saturdays, Sundays and public holidays.

A bicycle is a two-wheel, single-seat bicycle without an engine.

It is permitted to transport an e-bike.

Bicycles may only be pushed in our underground trains and stations. It is forbidden to travel on escalators with a bicycle.

Use the marked entrances for your bicycle and park them crosswise to the direction of travel. There is only space for a maximum of two bicycles per entrance area. Passengers in a wheelchair or passengers with pushchairs are given priority. In the event that all parking areas are already occupied, we ask you to wait for the next underground train.

Please note that you have no right to be transported when travelling with your bicycle, nor to transport several bicycles at once. If necessary, please wait for the next underground train that has enough space available.

In case of doubt, our employees will decide whether it is permitted to transport large items, wheelchairs, pushchairs and bicycles.

J. Travelling with animals

- 1.) You may take small, harmless pets in our facilities and on our vehicles free of charge. These animals must be transported in a closed box in such a way that prevents other passengers from being injured or soiled.
- 2.) Dogs that are not in a closed box must have a muzzle, a leash and a valid ticket in accordance with the fare regulations of *Verkehrsverbund Ost-Region*. If a valid ticket for the dog is not presented upon inspection, the dog's owner will be required to pay a fine as stipulated under Point L.1.).
- 3.) In the case of assistance dogs (i.e. signal, service and guide dogs) that are identifiable as such, they must have a leash but do not require a ticket or a muzzle.

K. Lost and forgotten items

- 1.) We do not accept responsibility for any items left behind, forgotten or lost on our vehicles and at our facilities.
- 2.) Our employees shall take charge of items found at our facilities and on our vehicles. We are unable to issue a confirmation for a finder's reward (*Finderlohn*).
- 3.) WIENER LINIEN's lost and found office (at Erdberg underground station) is available for information under the service hotline 01 7909 188. Please note, however, that any items found shall remain at the lost and found office of WIENER LINIEN for a maximum of three days, after which time they will be handed over to the lost and found office of the City of Vienna.

L. Fines

- 1.) Fine pursuant to Point E.2.

If paid within three working days: EUR 100.70

- 2.) If the fine stated under Point L.1. is paid later, there will be an additional charge of EUR 33.30, resulting in a total amount payable of EUR 134.00.

- 3.) Administrative fee pursuant to Point E.4.: EUR 8.00

- 4.) Fine pursuant to Point G.1.: EUR 50.00

- 5.) Fine pursuant to Point G.2.: EUR 93.00 in case of misuse of emergency facilities