House Rules
Wiener Linien GmbH & Co KG

Valid from 19 June 2020
So that we all get along together

Millions of passengers use Wiener Linien’s stations and vehicles every day. Our aim is for you and all other passengers to be able to travel in safety and comfort. We can only achieve this with your support and cooperation. In order to ensure that we all get along together, a certain degree of regulation and consideration is required, just like in other areas of life. The personnel of Wiener Linien uphold these rules in the interests of all passengers. Your safety and the cleanliness of our vehicles and facilities are the key focus of our efforts.

1. **Scope of validity:**

These rules apply within all marked station areas, extending from the signs indicating the station name at entrances and exits until the edge of the platform. You implicitly consent to these rules when you enter our facilities.

The terms of carriage of Wiener Linien shall remain in effect independently of these rules. Our terms of carriage and fare-related conditions apply in addition when you pass the entry barriers and/or board our vehicles.

We strongly recommend wearing face coverings over nose and mouth in all areas where our house rules apply. Exempted are only children up to the age of six and people unable to wear face coverings for health reasons.

2. **Definition of terms:**

- **Assistance dogs:**

  Assistance dogs are specially trained signal, service and guide dogs which are identifiable as such and have also been recorded in the relevant disability pass of the owner/handler. They are not subject to either the muzzle or the leash obligations.

- **Rail users:**

  Rail users are passengers or individuals accompanying or collecting passengers as well as all other individuals who use railway or track-based facilities and/or vehicles for purposes other than in connection with the operation and/or provision of rail services (e.g. individuals who simply pass through stations and cleaning personnel).

- **Marked station areas:**

  Marked station areas are indicated by signs with the station name at entrances and exits and/or by signs indicating the services stopping at this station (e.g. U1, U2, 18, 62, etc.)

- **Dangerous items and animals:**

  Dangerous items and/or animals in this context refers to any items which may hamper, soil, endanger or injure other Wiener Linien customers and/or rail users.
3. **The following acts are prohibited in marked areas:**

   a. Any acts which disrupt smooth operations and/or which could hinder our personnel performing their duties.
   b. Any behaviour which disturbs other people for a longer period of time.
   c. Any behaviour which represents a serious lack of respect for others.
   d. Blocking and/or restricting access to emergency exits, escape routes or thoroughfares.
   e. Any misuse of our emergency facilities.
   f. Sitting or lying on the floor and any other facilities of Wiener Linien not explicitly intended for these purposes.
   g. Smoking (including, for example, e-cigarettes and similar devices).
   h. Being noisy, singing and/or playing music (with the exception of musicians authorised in writing by Wiener Linien to play within designated areas) as well as playing music on electronic devices.
   i. Any action or activity that presents a danger to other individuals and/or bothers them (e.g. playing with fire or sharp and/or pointed objects and other similar items).
   j. Using any forms of transport or sporting articles of any kind not provided by Wiener Linien (e.g. bicycles, e-bikes, skateboards, in-line skates, scooters, e-scooters, mopeds and the like), with the exception of wheelchairs.
   k. The consumption of alcoholic beverages (with the exception of those served at dedicated outlets) and/or illegal substances.
   l. Begging, hawking and/or camping.
   m. Offering and/or selling goods and/or services of any kind without written authorisation issued by Wiener Linien.
   n. Carrying firearms and visibly carrying any form of weapon (with the exception of those borne by members of the federal police (BMI), financial police (BMF) or the defence forces (BMLV) while on duty).
   o. Carrying or travelling with hazardous items and/or dangerous animals.
   p. Writing on, painting, spraying, attaching stickers and/or soiling walls, floors, vehicles and/or other areas without written authorisation from Wiener Linien.
   q. Travelling with or being accompanied by dogs which are not on a leash and wearing a muzzle. Small, harmless pets must be kept in closed box (e.g. a travel basket for cats) in such a way that prevents other customers from being injured or soiled.
   r. Stepping on and/or crossing tracks.
   s. Damaging, removing and/or the misuse of Wiener Linien facilities.
   t. Entering the safety zone between the edge of the platform and the safety line other than when boarding or alighting.
   u. Leaving baggage or other items unattended.
   v. Depositing or parking bikes or other modes of transport.
   w. Distributing flyers, brochures and/or notices as well as collecting signatures and the like without written authorisation from Wiener Linien.
   x. Littering.
   y. Taking photographs and/or making videos for commercial purposes without written authorisation from Wiener Linien.
   z. Being a public nuisance or engaging in disorderly conduct.
   aa. Taking pushchairs, prams and other forms of transport (e.g. wheelchairs) and/or sporting equipment on escalators.
   bb. Not complying with instructions issued by our personnel.
4. **Permits required:**

In order to do any of the following at our stations:
- Playing music,
- Offering and/or selling goods and/or services,
- Artistically designing areas,
- Distributing flyers, brochures or notices,
- Collecting signatures and the like,
- Taking photographs and making videos for commercial purposes,

you must obtain written authorisation from Wiener Linien in advance. The relevant documents can either be found on the Wiener Linien website at [https://www.wienerlinien.at](https://www.wienerlinien.at) or by conducting us at kundendialog@wienerlinien.at.

5. **The consequences of breaching these rules:**

- Violations of these rules may result in your being required to leave our premises, pay cleaning fines (a minimum of €40), settle claims for compensation or bans being imposed.
- If you behave in a way while using the facilities and vehicles which provides cause for exclusion, you may be requested by our employees to leave the facility or the vehicle and, in the case of repeat offenders, you may be banned in future. In particularly serious cases, the first-time violation of these rules may lead to a ban being issued. The period of exclusion depends on the severity and frequency of the violation.
- You are obliged to provide Wiener Linien personnel with your ID on request while using Wiener Linien facilities.

6. **Children:**

Parents are responsible for their children. Please keep an eye on your children and talk to them about safety on platforms. Don’t leave children unattended. Hold on to your pushchair. Set the brake to prevent your pushchair rolling away and beware of the draft caused by underground trains arriving at platforms and possible crowding at stations.

7. **Lost and forgotten items:**

- We do not accept any responsibility for items left behind, forgotten or lost in our vehicles and facilities.
- Any items found will only be handed back to their owner at the central lost property office of the City of Vienna located at Siebenbrunnenfeldgasse 3, 1050 Vienna. The central lost property office (Zentrales Fundservice) can be reached on +43 1 4000 8091 or at fundservice@ma48.wien.gv.at.
- Unattended items may be removed at your expense.

8. **Information about data protection legislation:**

The interior and exterior areas of stations are constantly subject to video surveillance for security reasons. Wiener Linien personnel may also use so-called bodycams which record video and audio. Recordings are initiated and started by these personnel as they see fit.
9. **Railway supervisory personnel:**
Wiener Linien security personnel and ticket inspectors are official railway supervisory personnel as defined by Article 30 of the Austrian Railways Act (*EisbG 1957*). They are therefore endowed with official powers and are responsible for safety, security and for safeguarding railway operations.

Please find below an excerpt from the federal act on railways, rail vehicles and railways operations published in the Austrian Federal Law Gazette on 13 February 1957 (*BGBl Nr. 60/1957*) and subsequently amended:

**Article 30** (1) of the Federal Railways Act:
Railway operators shall appoint railway personnel (Eisenbahnaufsichtsorgane) to supervise the behaviour of passengers with respect to the railway facilities of a public sector railway network, the rolling stock and vehicles operated on public railway networks, and when travelling with public railways. This supervision shall also encompass the orderliness of areas in front of railway stations in as far as other official bodies or personnel are not present. In the case of railways for which rights of access are exercised, this supervision shall also encompass the conduct of railway personnel with regard to access provided to railway operators such as is required in order to ensure the safety, security and orderliness of the relevant railway operations and the relevant services on the railway.

**Article 30** (3) of the Federal Railways Act:
Railway supervisory personnel may detain individuals who they encounter engaged in a violation of the regulations defined under Articles 43 (1), 46, 47 (1), 47a and 47b, including those promulgated on the basis of an ordinance as defined by Article 47c, in as far as the remaining preconditions of the Austrian Administrative Penal Act (*VStG 1991*), as published in the Austrian Federal Law Gazette (*BGBl Nr. 52/1991*), exist in the absence of another officer of the public security services. In as far as the grounds for the arrest have not already been resolved, individuals detained shall be handed over to the nearest office or officer of the public security services as soon as this is possible.

**Article 46** of the Federal Railways Act:
Any acts or behaviour on railway premises is prohibited which disrupt or disrupts railway operations, the operations of rolling stock on a railway and railway transportation. In particular, it is forbidden to damage, climb upon, to place objects on the tracks or otherwise hinder railway services, to change points, operate switches, to trigger alarms or issue signals in connection with railway premises, technical equipment or rolling stock.

**Article 47** (1) of the Federal Railways Act:
With the exception of those areas intended for this specific purpose, it is only permitted to enter railway facilities with a permit issued by the railway operator.

**Article 47b** (1) of the Federal Railways Act:
Rail users shall be required to comply with instructions issued by railway supervisory personnel (as defined by Article 30) and shall act in a manner while using railway facilities and vehicles which is conducive to the security and orderliness of railway operations, the operation of rolling stock on the railway, railway transportation and with due consideration of other individuals.

**Article 162** (1) of the Federal Railways Act:
Unless otherwise defined below, any individual who acts in violation of the regulations set out under Articles 42, 43 and 46 to 47b hereof or the stipulations defined by ordinance set out under Articles 47(c) and 49 shall commit an administrative offence and shall be subject to a fine of up to €726.00 imposed by a district administrative authority.

The above is an unofficial translation of a German-language original text and is provided for information purposes only. In the event of any disputes or interpretations related hereto, the original German-language text hereof shall be binding and authoritative.