

## Keolis Nederland Travel Rules - Version 9 October 2017

### Syntus Utrecht is a service of Keolis Nederland

Keolis Nederland means safe and enjoyable travel. Therefore, we have drawn up a few travel rules. By announcing these rules, we hope to contribute to a pleasant atmosphere in our vehicles for both our travellers and our employees. This is simply logical. We will explain the travel rules below. The basis of these rules are the 'General terms and conditions of urban and regional transport'. The following travel and company rules of Keolis Nederland complement these.

### Pay with the right change

As long as cash is still accepted on the bus, we ask that you pay with the right change as much as possible. We cannot accept bills larger than 20 euros. In the interest of safety, the driver only carries a limited amount of change.

### The OV chip card

The OV chip card is a valid ticket if you have checked in properly at the beginning of your ride. You must be sure that your check-in has succeeded. If check-in is not possible due to a technical failure of the system, the carrier may require that you obtain a valid ticket in some other way.

You should check in and out per carrier if you travel with the train. When traveling by bus, check in and out per vehicle.

### Paying with the Syntus app

With the Syntus app, you can pay with your smartphone in the Syntus public transport system. This applies only to trips for which you have a valid and activated ticket. The tickets can be purchased in the app using iDEAL or a credit card. You show your card on your smartphone to the driver and (if requested) to service and control staff, displaying your entire phone screen. The user of the Syntus app should therefore ensure that his or her smartphone is functioning. This means that the date and time must be set properly on the smartphone. An incorrectly set date and time may result in showing an incorrect day code and thus an invalid ticket. The ticket must be in the name of the person travelling with it.

### Keep the bus/train clean

Throw waste into the bin and please keep your feet off the seats. Wouldn't you also prefer to travel on a clean bus or train? Is there no litter bin, or is it full? Then, please take your trash with you when you leave.

### (Electric) wheelchair on the bus

Keolis Nederland buses are equipped with a wheelchair platform (electric or manual) and a wheelchair space, so that disabled people can also travel with us. Of course, this must be safe. The wheelchair must be secured to the wheelchair space on the bus. If safety belts are present, they should be used. In the interest of safety, at most 1 wheelchair can be transported per bus.

(Electric) wheelchairs are allowed provided they meet certain standards, based on European regulations:

- Maximum dimensions: 120 cm long, 70 cm wide and 109 cm high.
- The (electric) wheelchair including its occupant may not weigh more than 250 kg.
- Mobility scooters are not allowed.

Because the maximum dimensions are difficult to check in practice, until further notice all wheelchairs are accepted.

If you need help with boarding, please inform the driver. He/she will be happy to assist you.

### Wheelchairs on the train

The Keolis Nederland trains are independently accessible for wheelchair users.

### Mobility scooters on the bus/train

- Mobility scooters are **not** allowed on Keolis Nederland buses. If there are sharp curves, the mobility scooter could tip over, because it cannot be secured on the bus. This could lead to hazardous situations.
- Mobility scooters are allowed on Keolis Nederland trains if they comply with established guidelines. These include: not heavier than 250 kg, not longer than 120 cm, not wider than 70 cm and not higher than 109 cm.

### **Pushchairs and prams**

Please put the brake on pushchairs and prams and place them in the designated space. If this space is already occupied, fold up the pushchair or pram and keep it with you without allowing it to protrude into the aisle. A pushchair or pram that is in the aisle may move in case of an emergency stop. You must remove your child from the pushchair or pram while the vehicle is moving.

### **The use of skateboards, roller skates, skates etc. on the bus/train is prohibited.**

Do not wear skates or roller skates. Especially in case of sudden braking of the bus/train, this could cause dangerous situations for you and your fellow passengers.

### **Taking your bike on the bus**

Bicycles are not allowed on the bus. A folding bicycle that is collapsed is allowed outside rush hours. The bus driver may decide at any time whether you may take your folding bike on the bus.

### **Taking your bike on the train**

You can take an (electric) bicycle on our trains outside rush hours with a valid ticket. This means on workdays before 6:30 a.m., between 9 a.m. and 4 p.m. and after 6:30 p.m. You may take your (electric) bike with you on public holidays and in July and August at any time of day. You need a *Dagkaart Fiets* (bicycle day card) for an (electric) bicycle. You can take a collapsed folding bicycle with you at any time and it does not require a ticket. Bicycles must be placed in the special bicycle section on the train. You are personally responsible for your bike. Bicycles with combustion engines are not allowed on the train.

### **Using the phone and listening to music**

Loud music and loud phone calls are not allowed on the bus. Think of your fellow travellers and limit noise from telephoning or listening to music to a minimum. It is mandatory that you use a headset and keep the volume in mind.

### **Not allowed: Smoking, alcohol or food that spreads an aroma or makes smudges.**

Smoking is prohibited on all public transport, including waiting rooms and platforms. This also applies to electronic cigarettes. Nor may alcohol be used on the bus or train. It is prohibited to eat food that is bothersome because it spreads an aroma or makes stains or litter. For example, do not eat ice cream, French fries or other snacks on the bus/train.

### **Hot drinks on the bus**

You are not allowed to bring hot drinks on the bus if they are not properly sealed. If a bus driver must make an emergency stop, this could cause a dangerous situation for you and your fellow passengers. Should you be uncertain, ask the driver.

### **Indicate that you wish to board**

At busy stops where several bus lines pass by, be sure to indicate to the driver in a timely manner that you wish to board.

### **Stow your luggage safely**

Be sure your luggage is not in the aisle and that it cannot roll or shift during the trip. Thus, we can ensure safety and limit inconvenience for your fellow passengers.

### **Live pets on the bus/train**

A small pet that fits in a bag or basket should be kept on your lap and may travel on Keolis Nederland buses and trains without charge. Other pets must be on leashes. You must purchase a *Dagkaart Hond* (dog day card) for travel by train for pets on a leash. On the bus, your dog travels free with the paying traveller. The bus driver or Service and Safety employee is always authorised to make other decisions.

### **Stand up for disabled people, pregnant women and the elderly**

Make a friendly gesture to fellow travellers who may not be able to stand as long as you. In most Keolis Nederland buses, there are one or more seats reserved for the disabled. You may sit here, but you must give up the seat if a disabled traveller wishes to sit there.

### **All seats occupied? Walk as far toward the back as possible**

When entering, walk as far toward the back as possible. This will allow other passengers to board more quickly, and ensures that all seats are used optimally. If all the seats are occupied, please walk as far toward the back as possible. This will allow other passengers to board more quickly.

### **Would you like to transfer to another bus? Make this known in a timely manner.**

Our bus drivers do their very best to get everyone to their destination on time. If you need to transfer to another bus, if the schedule allows, the driver will try to make this transfer possible for you. Therefore, please indicate that you wish to change in a timely manner.

### **Make way for passengers leaving**

If you wish to travel by bus, in principle you enter in the front and leave from the back. This rule may be deviated from only if something else has been decided upon, or at the driver's instructions.

Regarding the train, wait to board until everyone who wishes to leave the train has done so. This promotes passage and helps us keep on schedule.

### **Keep your ticket handy**

With each ticket, you must check in when entering the bus and check out when leaving it. Be sure you have your ticket handy when entering the bus. This promotes passage and helps us reach the destination on time.

### **Minimum age of travellers**

Everyone is welcome to ride with Keolis Nederland. Children from 0 to 3 years old should be accompanied by a person 18 years of age or older. This rule may be waived in consultation with the Keolis Nederland driver or controller. We consider it very desirable that young children up to 11 years of age are also accompanied by an adult.

### **Camera images and recordings**

For your safety and ours, Keolis Nederland makes continuous camera and sound recordings on the bus. In case of emergency, the images are safeguarded and made available to the authorities.

### **Icons and instructions**

Icons and instructions are placed on and inside Keolis Nederland buses. These give travellers important instructions about the trip, the travel rules or your and our safety. Please follow these instructions and rules as well as the instructions of our employees.