



**GENERAL CONDITIONS OF TRANSPORT FOR THE  
URBAN AND REGIONAL BUS SERVICES,  
CABLEWAYS AND RAILWAYS OPERATED BY  
TRENTINO TRASPORTI**

**GENERAL CONDITIONS OF TRANSPORT  
ON URBAN AND REGIONAL BUS LINES, CABLEWAYS AND RAILWAYS  
OPERATED BY TRENTINO TRASPORTI**

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**ANNEXES**

- List of regulatory sources
- Reservation procedure for wheelchair users and for PRM.

- In these general conditions of transport and related annexes, the terms 'Trentino trasporti' and 'Company' apply to:
  - Trentino trasporti S.p.A., for all urban, tourist and regional bus services, for the Trento-Malè-Mezzana railway services, for the relevant services of the Valsugana Trento-Borgo-Bassano railway line, for the Trento-Sardagna cableway.

Under the contract of carriage, Trentino trasporti undertakes to carry persons from the point of departure to the point of arrival, subject to purchase of the relevant ticket, without directly or indirectly discriminating passengers on the basis of their nationality, of the location of the company and of access by persons with disabilities and reduced mobility.

The contract of carriage is based on European and on Italian, provincial and municipal regulations, as indicated in detail in the list of sources attached hereto and at the website [www.trentinotrasporti.it](http://www.trentinotrasporti.it).

## 1 GENERAL INFORMATION

Trentino trasporti provides users, through its website, timetables, paper notices and call center, with extensive and adequate information concerning its services (service hours, fares, transport rules) and the conditions for the non-discriminatory access to transport for persons with disabilities or reduced mobility, besides information concerning any service interruptions, cancellations and changes or industrial actions.

The Trentino trasporti call center number is 0461/821000 and is open weekdays, from 7 am to 7.30 pm (closed on Sundays and holidays).

The general conditions of transport can be consulted at the ticket offices and online at the website of Trentino trasporti (and include the conditions for Carriage of persons with reduced mobility and of bicycles, how to claim lost and found items and lodge complaints).

At unstaffed stations and stops, also lacking self-service ticket machines, information is available concerning alternative methods for purchasing tickets and the nearest stations where tickets may be purchased.

Trentino trasporti implements the passenger guarantees indicated in EC Regulation No. 1371/2007 and EU Regulation No. 181/2011.

## 2 TICKETS AND FINES

Passengers are required to purchase a valid ticket before using the service. Tickets are available with varying validity (as listed in [www.trentinotrasporti.it](http://www.trentinotrasporti.it)) and can be purchased at the Company's ticket offices, at authorised travel agencies, at self-service machines, at Casse Rurali, via the Openmove / DropTicket applications and directly onboard, as indicated in the website.

Urban tickets are also valid for railway and regional travel (where these means of travel provide local service) limited to the urban area to which the ticket refers. regional tickets are not valid for urban service (SU Trento, SU Rovereto, SU Alto Garda lines 1 and 2) even if they travel on the same route envisaged by the regional ticket.

Tickets cannot be transferred or modified (art. 24, §§ 2 and 3 DPR 753/1980), or sold unless with the authorization of the Company (art. 24 § 4). It is forbidden to use the means of transport without a valid ticket or with an expired ticket.

The ticket must be whole and recognisable and must not be tampered with or altered in any way. The ticket must be shown to the onboard personnel or controllers as soon as the passenger climbs onboard the means of transportation and must be kept until the passenger gets off.

In the event of unregular status of the ticket, the passenger may be asked to show identification papers to the verifying agents and to the controllers who, in the performance of their duty, act as Public Officers pursuant to art. 357 of the Italian Penal Code. Should the passenger refuse or give false statement, he/she will be sanctioned as per articles 651 and 496 of the Italian Penal Code. Ticket control may also occur on the ground, when the passenger gets off the means of transportation. Anyone who counterfeits or alters tickets of transport companies or uses counterfeit or altered tickets will be sanctioned as per articles 462, 465 and 466 of the Italian Penal Code.

Anyone found without a ticket or with a non-valid or unpunched ticket, as per art. 33 of Prov. Law No. 16 of 9 July 1993, will be fined € 80.00, that may be increased up to € 300,00 + expenses in the event of delay in settlement, and will be obligated (minors excluded) to get off the means of transportation. Alternatively, the situation may be settled with the immediate payment of the cost of the ticket plus € 30.00, without the possibility of appeal.

Should a passenger forget to bring along the valid season ticket, he/she must declare this at control, and after verification will be charged a sanction of € 10.00 + expenses, that may rise to € 30.00 + expenses in the event of postponed payment. Alternatively, and only if already verified onboard, the passenger may settle with the immediate payment of € 3.50, without the possibility of appeal. It is mandatory to validate electronic passes, re-punch the tickets and re-validate the pay-as-you-go card whenever getting on board a transport vehicle, penalty a sanction of € 10.00 that may be increased to € 30.00 + expenses in the event of postponed payment.

The administrative sanctions for ticket violations (Prov. Law No. 16/93) may be paid within 60 days from the date of notification of the charge or of the violation, by direct payment at the Company's ticket offices or via Post-office Account No. 93526960 held by Trentino trasporti esercizio S.p.A., Via Innsbruck 65 - 38121 Trento, indicating clearly on the payment form as reason for payment the date and number of the formal notification of violation.

Passengers who wish to contest the charge may write to the municipal or provincial offices competent in the matter, or ask to be heard, within 30 days from the date of notification of charge or of violation.

In the event of failure to pay or to contest the charge within 60 days, the municipal or provincial offices competent in the matter shall issue an injunction and will charge legal expenses.

### **3 USE OF THE SMART CARD TICKET**

All smart card tickets must be validated either when getting on or when getting on and off, according to the service used and of the tickets charged on the device.

Validation must be performed before getting on board at one of the validation machines present in the stations and at the stops when travelling by train and on-board buses. In both cases, this is done by approaching the card to the yellow area present on the validation machine (the machine recognises the card from a distance of about 10 cm).

Before removing the card, the passenger must wait for the green or red led to turn on and for the acoustic signal.

There is no need to extract the card from the protective plastic shell or card holder for validation.

When validation is successful, the machine emits an acoustic signal and a green led turns on. This means that the card contains a ticket that is valid for the route the passenger is travelling on.

When validation fails, the machine emits a different acoustic signal accompanied by the lighting up of a red led. This means the card does not have a valid ticket for the selected

route (e.g.: season ticket has expired) or that the card is malfunctioning.

When a card is malfunctioning, the machine may light up a red led or, if the card is totally illegible, make no sound at all and light up no leds. In both cases, the user must check at a ticket office the status of his/her card and in the meantime buy another ticket for travelling on board the Trentino trasporti vehicle.

In particular, it should be noted that the presence of credit on the pay-as-you-go card is not per se a valid ticket, because without the green led lighting up there is no deduction of credit and therefore no trip payment (this is equivalent to an unpunched ticket, that can be penalised as lack of ticket).

#### **4 REFUNDS**

Requests for refunds (possible for the cases indicated in the website [www.trentinotrasporti.it](http://www.trentinotrasporti.it)) along with motive and with all attachments required to motivate the fact, must be sent by letter to Trentino trasporti – Via Innsbruck 65 - 38121 TRENTO or via e-mail to [segnalazioni@trentinotrasporti.it](mailto:segnalazioni@trentinotrasporti.it) or by filling in the form on the website or handed in personally at one of the ticket offices.

A copy of the ticket or pass and, if possible, the receipt of payment for travel on the means of transportation used in substitution of the Trentino trasporti means, with indication of time and place of departure.

The forms for and information about refunds are available at all ticket offices. They can also be requested via e-mail at the address [segnalazioni@trentinotrasporti.it](mailto:segnalazioni@trentinotrasporti.it) or directly from the Company website in the section "Contatti – segnalazione" (Contacts - Notifications).

The failure to travel due to the passenger's personal reasons or due to any fortuitous event or occurrence not attributable to the Company does not give the passenger the right to ask for refund of the price of the ticket or pass or for the extension of their validity.

#### **5 TRAVEL REGULATIONS**

##### **5.1 Behaviour and responsibility of the passenger**

All passengers are expected to cooperate with the Company towards ensuring safety during travel and for improving the quality of the service by complying with the provisions in force regarding access to the means of transportation and to the structures.

Passengers using the services provided by the Company must behave in such a manner as to comply with the rules of civilised living, for himself and for others, and in particular to follow the indications given in the following.

Do not occupy more than one seat by placing knapsacks, bags or other objects on them.

Do not lean out or throw objects out of the windows.

Assist the elderly, the disabled, persons with reduced mobility and pregnant women.

Comply with the regulations regarding seats reserved for persons with reduced mobility.

Comply with the ban on smoking inside the vehicles (the ban includes electronic cigarettes).

Be respectful of and behave correctly with other passengers, avoid being annoying, do not sing, play loud music or yell, or use obscene and inappropriate language.

Be respectful of and cooperative with the on-board personnel, to help the staff perform its duty. In detail, passengers are asked to use their safety belts when required, when they are seated and the vehicle is moving, based on the information given by the on-board personnel and communicated via signs and pictograms on board the vehicle.

Contribute to keeping the vehicles clean, and to avoid soiling, damaging or removing parts or



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equipment on board the vehicles.

Use the alarm signals and emergency devices only if really needed and for safety reasons only.

Use the transport infrastructure by respecting the Company rules – together with those of civil society – without compromising in any way the safety of the trip and the service levels for yourself and for all other passengers.

It is forbidden to distribute, post or exhibit objects or pamphlets on the vehicles, in the stations, bus stations and platforms or on the stop posts, without the prior consent of the Company.

It is forbidden to sell or offer objects or perform trade activities.

It is forbidden to smoke under stop shelters and in stations and waiting rooms, on board buses, train cars and cable cars (the ban includes electronic cigarettes).

No form of begging is allowed on Company vehicles.

Passengers will not be allowed to travel or, if already on board, will not be allowed to continue the trip and may be asked to get off without ticket refund in the event of their being a danger to the transportation service as per the conditions indicated in DPR 753/1980 and in the Italian Traffic Code.

Passengers will be held liable by the Company for any damage they may cause to the Company's buses or trains, to the vehicles' furnishings and to the personnel, as well as for any damage caused to other passengers and to their property during transport. In the event of intentional damage, the Company reserves the right to proceed with a claim for damages through the appropriate channels.

### 5.2 Safety belts

Passengers travelling on the regional buses outside urban areas must wear safety belts, if present on board. Specific adhesive, blue pictograms have been placed on seats fitted with safety belts to indicate this obligation.

### 5.3 Children

Children under the age of 6 travel at no cost (gratuity is applicable to children up to their 6<sup>th</sup> birthday). The maximum number of children underage who travel for free is 5 per each paying adult. Gratuity is not applicable to school groups and to organised groups. Gratuity is extended to any bicycles brought on board by children under the age of 6 (while a fee will be charged for the bicycle of the adult accompanying the children), without prejudice to the regulations concerning the Carriage of bicycles applicable to each service, as described in the specific paragraphs further on.

The term 'paying adult' indicates a person aged 18 and above holding a ticket, whether it be paid for or for free (e.g.: category G tickets, for example).

Although they travel for free, children have a right to occupy a seat (if available). The children's ages will be checked via oral statement of the adult accompanying them, and only if the ticket controller collects all of the personal data required and transmits them to the Servizio Trasporti Pubblici (Public Transport Service) of the P.A.T. (Autonomous Province of Trento) that will verify them as required.

EuregioFamily Pass: only the families holding EuregioFamily Pass (to be applied for on-line at <http://fcard.trentinofamiglia.it>), and that present it together with their tickets, can enjoy the following offer: one single ticket (or validation of pay-as-you-go card for 1 passenger) for one or two adults and up to 4 children under the age of 18. Gratuity is extended also to any bicycles travelling with them (in addition to the first that pays the usual fare), without prejudice to the other regulations about the transportation of bicycles applicable to each

service, as described further below.

#### **5.4 Groups**

To obtain better service organisation, groups are requested to contact Trentino trasporti as specified for each sector. The Company reserves the right to assess the necessary measures, at its sole discretion.

#### **5.5 Animals**

Passengers may bring on board, for free, lap dogs and small pets whose size allows them to be held comfortably in the arms of the passenger.

Larger pets are admitted on board according to availability of room and the passenger is required to pay a ticket for them (this does not include guide dogs for the visually and acoustically impaired, that travel for free).

In both cases, the animals travel under the passenger's responsibility and therefore the passenger will be required to apply all measures necessary (muzzle and a leash not longer than 1.5 metres for dogs; both are mandatory for any sized dog, with the exclusion of guide dogs for the blind and deaf, trained dogs for disabled persons, dogs used by members of the armed forces, law enforcement, civil protection forces and fire-fighters. Order 6/8/13 of the Ministry of Health, art. 5) so as to avoid damage or inconvenience to other passengers.

Animals of dangerous or wild species are not allowed on board.

Each passenger may carry only one animal (except for the Trento-Sardagna cableway, where more than one animal per passenger is allowed on certain dedicated services without other passengers).

Should an animal soil, cause deterioration or damage to persons or objects, the owner shall be charged damage fees.

### **6 TRANSPORTATION OF DISABLED PERSONS AND OF PERSONS WITH REDUCED MOBILITY (PRM)**

Trentino trasporti provides transport to disabled persons and persons with reduced mobility (PRM) at no additional cost and, in offering these services, strives to ensure accessibility and information. In order to guarantee the best assistance to disabled persons and to persons with reduced mobility, the Company provides suitable training to the personnel who comes in direct contact with passengers.

The Company may not be able to provide transport to disabled persons and to persons with reduced mobility (PRM) only in those cases where it is necessary in order to comply with the safety obligations set down by EU, international and national law or with the health and safety obligations set down by the competent authorities and when the configuration of the vehicle or infrastructure (stops and/or stations) make it physically impossible for the safe boarding, alighting or Carriage of disabled persons or persons with reduced mobility.

Transport is provided for wheelchairs of size within the standards established by law (length 1.2 m - width 0.7 m – height 1.09 m).

More detailed and updated information is available at the website [www.trentinotrasporti.it](http://www.trentinotrasporti.it).

### **7 TRANSPORTATION OF GOODS**

Based on the provisions of the laws in force, the Company will be held liable for the loss or damage to luggage that has been handed in closed and with a tag bearing the data of the



owner (first and last name, address and phone number) to within the maximum threshold of 6.20 per kilogram, for a maximum weight of 20 kg, unless the Company can prove that the loss and/or damage depend on causes beyond its control.

The passenger may file a claim for loss and/or damage at the time of luggage pick-up in the event of loss or evident damage or within three days in the event of non-evident loss or damage, under penalty of forfeiture.

As regards luggage not checked in to the carrier, the Company will not be held responsible for their loss or damage unless the passenger can prove that the cause of their loss or damage is attributable to the carrier. The Company shall not be held liable in any way for valuables that must be kept safe by the passenger who is the sole subject responsible for them and may not store them away with the luggage in the hold. For further information, please consult the indications given for each single service.

Lost objects that have been found are collected and stored for a maximum of 30 days at the headquarters of Trentino trasporti.

Further information can be found at [www.trentinotrasporti.it](http://www.trentinotrasporti.it) and, for urban / regional bus and cableway services, by calling 0461/031000 (switchboard), or 0463/901150 for rail services (FTM station of Malè).

## **8 NOTIFICATIONS AND COMPLAINTS**

The Client may send Trentino trasporti communications, notifications, suggestions or complaints and when doing so is required to state his/her personal data and address as well as any other detail that may prove useful to reconstruct the event reported or identify the request behind the notification. Anonymous notifications shall be ignored.

The Client may send communications, notifications, suggestions or complaints to: Trentino trasporti - Via Innsbruck 65 - 38121 Trento (Italy) - Ph. 0461-821000 - fax 0461-031407 – e-mail: [segnalazioni@trentinotrasporti.it](mailto:segnalazioni@trentinotrasporti.it).

The Company's reply will be sent by phone, by letter or by electronic mail.

The protection of any personal data transmitted to Trentino trasporti is guaranteed pursuant to the provisions of Leg. Decree No. 196/2003 and of EU Regulation No. 679/2016 regarding the protection of privacy.

Trentino trasporti undertakes to replying within 1 month from receiving the communication, notification, suggestion or complaint. In any case, the time required for giving a final reply will not exceed 3 months from receiving the complaint.

Moreover, should a passenger deem there has been a violation of the rights indicated in EC 1371/2007 and EU 181/2011 and that no reply has been received (i.e. no reply at all or an unsatisfactory reply) regarding the complaint submitted to the carrier, the passenger has the right to submit the complaint on appeal to an independent body (Autorità di Regolazione dei Trasporti – [www.autorita-trasporti.it](http://www.autorita-trasporti.it) – [pec@pec.autorita-trasporti.it](mailto:pec@pec.autorita-trasporti.it)).

## **9 URBAN BUS SERVICE - REGULATIONS**

### **9.1 Tickets**

The Client must board already with the ticket in his/her possession and, if the ticket is in paper format, the Client must punch it using the specific punching machine as soon as he/she climbs on board.

After having it punched, the Client must check that the stamp (date, time, ticket clipping) and, in the event of a mistake, immediately tell the driver. Should the punching machine not work properly or be out of order, the Client must write the date and time of use by hand on the ticket.

It is mandatory also to validate the electronic passes, re-punch the tickets and validate/re-validate the pay-as-you-go tickets and 'mobile' tickets whenever boarding a vehicle.

Unless specified further below, the Smart Card ticket is exonerated from the obligation of validation on urban bus lines when it is of category 'G' for disabled persons (with or without carer), while the obligation of validation applies to holders of category 'G' Smart Card ticket of the type "service card" or "requesting political asylum".

On the routes where boarding is from the front door of the bus, the obligation of validation applies to holders of category 'G' Smart Card ticket for disabled persons (with or without carer) applies, except in the case of wheelchair users boarding from the middle door.

Time-limit tickets (card ticket, mobile ticket, pay-as-you-go ticket), if re-punched/re-validated within their term of validity, allow to finish the trip on which they have been re-punched/re-validated even if their time limit expires along the way.

On all of the lines of the Urban Bus Service of Trento, with the exception of lines 5, A and B, and on all of the lines of the Urban Bus Service of Rovereto, when getting on (through the front door) passengers are required to show and validate their ticket in front of the driver.

On all of the lines of the Urban Bus Service of Trento and Rovereto, should the passenger not have a ticket, he/she can buy it from the driver by paying in cash (normal ticket for € 2.00 valid only for the length of the trip on that vehicle).

To make ticket vending operations easier on board, the driver may accept and give change for small currency bills of import only slightly greater to the total cost of the ticket(s) requested; (example: for 1 to 2 tickets, the driver will accept at most one €5 bill; for 3 to 5 tickets, the driver will accept at most one €10 bill; etc.).

As regards travel on regional buses, on board ticket vending is provided at the regional line fare relating to the route travelled. On buses conducted by private drivers, on board ticket vending is not available (boarding is allowed only with a ticket).

Paper tickets valid for the Urban Service of Trento purchased from authorised vendors have an expiry date within which they must be used. These tickets cannot be refunded or replaced neither before nor after the expiry date.

### **9.2 Stops**

All urban service stops are on request.

When on board, Clients are expected to signal their wish to get off in time prior to arriving at the stop by using the acoustic device for "fermata prenotata" (booked stop). Off board, the Client wishing to board at the stop must signal to the driver by lifting an arm as the vehicle draws close. Blind or partially sighted Clients are invited to make their recognition devices visible and to have other sighted Clients assist them while waiting for the right bus to come along. It is forbidden to board or alight anywhere between stops or when the vehicle is moving. When the vehicle is moving, if standing up the Client is expected to hold on to the

supports provided for this purpose. When there are clear areas inside the bus, it is forbidden to stand close to the doors and ticket punching machines so as not to hinder the boarding/alighting of other passengers. It is dangerous and forbidden to lean on the doors, both when the bus is moving and when stopped, preventing them to open.

With the sole exception of wheelchairs used by disabled persons (or with devices for helping deambulation, walkers) and of push-chairs for children, IT IS FORBIDDEN TO BOARD FROM THE MIDDLE DOORS, that are intended for alighting only.

Anyone getting on the bus from the middle doors will be fined.

Boarding is always performed through the front door, except in cases of excessive crowding in which the driver may open the rear door too.

### **9.3 Carriage of disabled persons and push-chairs**

Certain bus lines and stops in Trento, Rovereto and Alto Garda include specific features to enable and assist the carriage of disabled persons (information concerning barrier-free stops can be found in the timetable leaflets and at the website [www.trentinotrasporti.it](http://www.trentinotrasporti.it)). Barrier-free stops are signalled by a special sticker showing a white wheelchair symbol on a blue background.

Certain services are accessible for disabled passengers and offer low floor, easy access vehicles which are designed to make boarding and alighting more comfortable, as well as reserved seats and wheelchair spaces.

The carriage of disabled persons or children in push-chairs or prams by accessible (disabled-friendly) services are allowed on buses that feature a special sign and only if there is available space on board. A sticker on the side of the bus (near the middle door) indicates the maximum capacity.

Wheelchair users, if unaccompanied, may only use accessible services and board and alight only at authorised stops, which are identified by the special wheelchair symbol on the bus stop sign and timetable leaflet; however, they may use any service or stop if accompanied by a person who can help them board and alight without the driver's assistance and without having to operate the hydraulic wheelchair platform, which may be used only at the authorised stops. Unlike all other passengers, disabled persons and their carers and push-chairs are allowed to board and alight from the middle door of the bus.

On board the vehicle, wheelchairs (with shoulders facing the backrest) and push-chairs must be positioned in the area dedicated for this purpose and when the bus is moving, they must have the brakes engaged. Wheelchair users must wear the safety belt, where provided. Push-chairs/prams must be held still, by hand, and attention must be paid to keeping the child safe at all times.

If the space dedicated for wheelchairs/push-chairs on board the bus already be occupied by a wheelchair, other wheelchair users or with push-chairs cannot be allowed on board.

Should a push-chair for children already be on board the bus when the request for boarding of a disabled passenger in a wheelchair arise, the person accompanying the child and the child in the push-chair must move to the space reserved for persons with reduced mobility. The push-chair must be positioned, with all due precaution, so as not to hinder the normal and safe use of the vehicle by other passengers, while the disabled passenger must take up position in the space reserved for wheelchairs.

Should there be 2 push-chairs for children already on board the bus, the disabled person in a wheelchair will not be allowed to board.

Passengers with walking aids of any kind will be required to board the bus from the front door to avoid falling over due to the inclined floor in the middle section of the bus. The middle door and hydraulic wheelchair platform, may only be used for wheelchairs and push-chairs/prams.

The Carriage of open push-chairs and strollers is for free on urban buses from 9 a.m. on weekdays and at all times on holidays.

The transport on buses of push-chairs for children or push scooters is always for free as long as they are folded up (with overall size not exceeding cm 115x20x15).

Passengers with push-chairs, prams or similar mobility aids:

- must arrange them so as to avoid causing damage to other passengers and/or to the vehicle;
- will be charged for any damage they may cause, exonerating the Company from any responsibility regarding the incident.

#### **9.4 Carriage of luggage and bicycles**

The passenger may transport free of charge only one piece of hand luggage, provided it does not exceed the following dimensions: cm. 50x30x25. In all other cases, the passenger must purchase a ticket for each piece of luggage. The Carriage of excessively cumbersome or dangerous objects or of bicycles is forbidden, while it is allowed to transport children's bicycles as long as they are small, as well as new folding bicycles as long as they are folded and contained in their storage bag that is similar to a piece of luggage without dangerous protuberances.

Passengers who bring on board their luggage:

- must keep them in such a way as to avoid damaging other passengers and/or the vehicle;
- will be charged for any damages they may cause, exonerating the Company from any responsibility regarding the incident.

#### **9.5 Groups**

Since the urban service does not envisage the organisation of integrative or extra runs beyond the normal service program, it is not possible to accept excessively large school groups on board. The organisers are required to plan ahead to avoid exit in peak hours and to break the group down into sub-groups of not more than 15-20 members per run and on several runs.

## **10 REGIONAL BUS SERVICE - REGULATIONS**

### **10.1 Tickets**

Regional bus tickets are valid only on the date indicated on the ticket and must be used without intermediate stops except on the runs that envisage connections or change of bus. Anyone without a ticket boarding a regional bus at stops equipped with bus service personnel or with automatic vending machines will be charged an extra € 2.00. If, for technical reasons, the ticket office is incapable of issuing tickets, the tickets may be purchased directly on board, subject to the passenger's prompt communication of this to the driver/ticket vendor, WITHOUT EXTRA CHARGE. Wheelchair users purchasing a ticket on board the bus although there is a functioning vending machine will not be charged extra for on-board ticket purchase. Tickets may be purchased on board by paying the driver in coins or small bills.

### **10.2 Stops**

All stops along the regional bus routes are request stops.

Passengers are kindly requested to wait for the bus at the stop and signal their intention to board by raising an arm as the vehicle approaches. Passengers desiring to alight must request the stop by pressing the "stop requested" button, or by alerting a member of the staff on board, in good time. Passengers are requested to board from the front door.

It is strictly forbidden – and very dangerous – to board or alight the vehicle in between stops or while it is moving.

In the city areas of Trento and Rovereto served by urban bus lines (therefore excluding Ponte Alto, Valsorda, Acquaviva, Sardagna and Monte Bondone uphill from Maso Banal, Vigolo Baselga) regional bus services are allowed to stop only to pick up – in the case of outbound services departing from Trento or Rovereto – or drop off passengers – in the case of inbound services to Trento or Rovereto, except for the following lines or stops which also provide an urban service (picking up and dropping off passengers):

- at Trento, all services: Ravina and Romagnano, Cadine.
- at Rovereto, all services: Noriglio, Marco, Mori stazione.
- at Rovereto, all stops along lines B301-B332 Trento-Riva del Garda and return, and B301-B334/B335 Trento-Ala and return.

### **10.3 Carriage of disabled persons**

On the regional service lines, several buses are equipped with wheelchair lift (the percentage of vehicles with facilitated access is indicated under the chapter "Service standards"). For all transport requirements, contact the Company (regional Service) at least 36 hours prior to the expected time of travel (intended as weekdays from Monday to Friday, and therefore excluding Saturdays, Sundays and holidays) by calling 0461/821000.

Please be advised that for service management and safety purposes, the run may be anticipated or postponed with respect to previous or subsequent runs in compliance with requests.

### **10.4 Carriage of bicycles**

Bicycles are allowed on regional buses subject to payment of a fare (or for free, in the case of folding bicycles stowed in the luggage compartment, where present and if there is room)

and limited to the available space.

In the case of buses with rear bicycle holder (with room for about 6 bicycles), bicycles may be placed on the holder by the passengers only if the bicycle is not more than 2 m long, does not weigh more than 15 kg and only if its wheels can be hooked on to the specific hooks (hook and rail accept wheels not wider than 6 cm).

In all other cases (oversized bicycles or buses without a bicycle holder), the passenger must stow the bicycle in the luggage compartment. Only the driver or the ticket collector (if present) are allowed to open and close the luggage compartment doors.

Please be aware that the availability of room in the luggage compartment can vary and also depends on the bus model (capacity: from zero to two bicycles). In any case, the Company cannot guarantee the advance booking of space for a bicycle, which depends on the space available on the vehicle, which could be occupied by luggage or other bicycles. Please bring elastic cords to hold the bicycle down and prevent it from sliding inside the luggage compartment.

Only single-seat pedal-powered (not motorized) bicycles are allowed to be placed in the bicycle holder or stowed in the luggage compartment.

Therefore, no electric bicycles or kick scooters are allowed on board.

Passengers with bicycles anyhow must comply with any further instructions given directly by the personnel.

The Company shall not be held liable for any damage caused by transportation.

### **10.5 Carriage of luggage**

The passenger may transport free of charge only one piece of hand luggage, provided it does not exceed the following dimensions: cm. 50x30x25. In all other cases, the passenger must purchase a ticket for each piece of luggage that must not exceed 20 kg in weight.

The luggage must be loaded and unloaded directly by the passenger into and out of the bus's luggage compartment. Each piece of luggage must have identification clearly showing the name, address and phone number of the owner, as well as the date and route of the ticket purchased. The driver and the ticket collector (if present) are only required to open and close the side doors of the compartment and to supervise and coordinate the luggage loading and unloading operations as well as to indicate to the passengers how to arrange the luggage inside the compartment, if necessary helping them position the luggage correctly and efficiently. Luggage transport is guaranteed only until the luggage compartment is completely full.

It is forbidden to bring on board flammable, explosive, toxic or polluting substances as well as objects that may be a hazard for the health and safety of the passengers and of the environment. Weapons are allowed on board only if unloaded and disassembled (this does not apply to members of the law enforcement forces). It is forbidden to load into the luggage compartment any very valuable objects, for the loss or deterioration of which the Company will not be held responsible.

In the event of breach of the provisions regarding the objects the passengers may bring on board, the Company has the right to refuse to provide transport or take measures for guaranteeing the safety of transport and of the passengers being transported.

The Company shall not be held responsible for the theft of or tampering with hand luggage.

### **10.6 Connections**

In the event of connections indicated on time and of runs envisaging the change of bus along the route, the maximum period of time the next bus will wait in the event of delay of the

previous run is 10 minutes starting from the expected time of arrival, unless indicated otherwise for special cases by the Company.

### **10.7 Groups**

When a group consists of more than 20 members, this should be communicated to the Company (Ph. 0461-821000) within the workday (Monday to Friday) prior to travel.

Groups consisting of at least 15 members may use the 'group ticket' with a 15% discount off the ordinary fare. The period of validity of the ticket is 1 day (day of issue if sold on board the bus, or day of validity requested (at most 30 days in advance) when sold by the Company's ticket offices).

### **10.8 Bus stations: safety regulations for pedestrians**

Bus stations are governed by the "Bus Station Regulations", which we invite the reader to consult. In detail, the following pedestrian safety rules are given here (art. 15 of the Regulations).

The principal and most serious accident risks in the bus stations are bus/vehicle and pedestrian collisions. Therefore, passengers:

- waiting at the bus bay must stand suitably away from the approaching bus and board the bus through the embarkation doors only when it has come to a standstill and all alighting passengers have left the bus;
- must walk on the dedicated pavements and pedestrian areas to reach the bus bay or stop, looking right and left before crossing the bus lanes to make sure that no vehicles are approaching and then cross as quickly as possible. Passengers must always use the pedestrian crossings, where marked;
- must avoid passing near moving vehicles or between parked vehicles;
- must stay clear of the vehicle lanes and bus yards and of the areas reserved to staff members.

## **11 RAILWAY SERVICE - REGULATIONS**

### **11.1 Tickets**

regional service tickets are valid only on the date indicated on the ticket and do not require punching, while urban service tickets must be punched whenever the passenger boards the train and the period of validity starts from the time of first validation. The following stops are within the city (urban service): FTM line: Trento, Trento Nord commercial area, Gardolo, Industrial Area, Lamar, Lavis, Zambana, Nave S. Felice; FTB line: Trento, Trento S. Chiara, Trento S. Bartolameo, Villazzano, Povo - Mesiano.

### **11.2 Carriage of disabled persons and persons with reduced mobility (PRM)**

#### ***11.2.1 Trento – Malè – Marilleva railway line***

Wheelchair users can access the tracks in many stations and stops: Trento, Trento Nord (commercial area), Zambana, Nave S. Felice, Mezzocorona ferrovia, Mezzocorona borgata, Mezzolombardo, Cles, Cles Polo scolastico, Cassana, Cavizzana, Malè, Dimaro, Daolasa, Marilleva, Mezzana.

For all transportation requirements, contact the Company at least 12 hours prior to the time of departure by calling 0461/821000 during call center opening hours (Monday to Saturday, from 7 a.m. to 7.30 p.m.).

In stations lacking assistance to persons with reduced mobility (PRM), information is provided regarding the closest stations supplying this service.

#### ***11.2.2 Trento – Borgo Valsugana – Bassano del Grappa railway line***

Since 2011, the ground services for disabled persons and for persons with reduced mobility (PRM) is handled by Rete Ferroviaria Italiana - RFI in charge of implementing and guaranteeing non-discriminatory regulations regarding the access to trains and tracks.

All “Minuetto” trains used by Trentino trasporti are equipped to board wheelchairs. For safety reasons, the boarding and alighting of wheelchair users must occur only at the stations of Trento, Pergine and Bassano and must be booked ahead. Further information about the access of disabled persons is available at the website [www.trentinotrasporti.it](http://www.trentinotrasporti.it).

Onboard services and assistance for disabled persons or for persons with reduced mobility (PRM) are guaranteed by the onboard staff of Trentino trasporti on all trains and are free of charge.

In stations lacking assistance to persons with reduced mobility (PRM), information is provided regarding the closest stations supplying this service.

### **11.3 Carriage of bicycles**

The fare for transporting bicycles is set via Order of the Provincial Council, like all other fares applied to the railway services run by Trentino trasporti.

Folding bicycles can be carried free of charge – as long as they are folded – on all trains (without booking requirements and space restrictions).

The Company shall not be held responsible for any damage caused during transportation.

Passengers shall load and unload the bicycles on and from the trains themselves, as well as position and hook up the bicycles on the dedicated holders once on board, in compliance



with the indications of the Company personnel.

In the event that the transportation of bicycles may hinder the railway service, the onboard personnel may forbid the Carriage of bicycles on board the train.

For further information regarding the periods of validity of the initiative, please consult the website [www.trentinotrasporti.it](http://www.trentinotrasporti.it) or the flyers.

The following regulations do not apply to folded bicycles.

### **11.3.1 Trento – Malé – Marilleva railway line**

All of the trains travelling on the Trento – Malé - Marilleva railway line offer the bicycle transport service (up to a total of 4) from May to October.

In the summer period, the offer is extended via the “Treno+Bici” service that allows to transport on special trains up to 60 bicycles on the Mostizzolo – Marilleva route.

In summer, a train is available in the morning with room for 18 bicycles from Trento to Mostizzolo - Malé - Marilleva that returns in the late afternoon.

It is not possible to book room for bicycles on the trains transporting 60 bicycles, while it is possible to book room on the trains that carry only 4 or 18 bicycles; booking must be done on the day prior to the date of travel by calling the Call Center of Trentino trasporti (0461.821000) during opening hours. On these trains, transport cannot be guaranteed without booking.

### **11.3.2 Trento – Borgo Valsugana – Bassano del Grappa railway line**

All “Minuetto” trains are equipped to carry 6 bicycles.

In July and August, the offer is extended to include 36 bicycles per train without booking.

## **11.4 Carry-on luggage**

A passenger may carry onboard, at the price established in the specific price list, a piece of luggage not weighing more than 20 kg, that must be loaded on and unloaded from the train by the passenger.

It is forbidden to transport flammable, explosive, toxic or polluting substances as well as objects that may be a hazard for the health and safety of the passengers and of the environment.

Skis and folded push-chairs may be brought on board free of charge as long as they are placed in the luggage compartments or storage rooms.

## **11.5 Groupage**

Groupage is not offered by Trentino trasporti.

## **11.6 Substitute bus service**

Trentino trasporti may provide travel on buses in place of railway services on lines or sections of line when the railway service is interrupted or suspended or for any other reason when deemed necessary by the Company, at its sole discretion.

In those cases, the railway ticket is considered equivalent to the bus ticket.

In such cases, the passengers will be duly informed.

## **11.7 Groups**

Large groups are admitted on board railway trains only if they hold an authorised booking



**GENERAL CONDITIONS OF TRANSPORT FOR THE  
URBAN AND REGIONAL BUS SERVICES,  
CABLEWAYS AND RAILWAYS OPERATED BY  
TRENTINO TRASPORTI**

that has to be requested at least three workdays prior to the expected date of travel by writing an e-mail to the following address: [ferrovia@trentinotrasporti.it](mailto:ferrovia@trentinotrasporti.it).

In view of the large turnout of people using the trains, it is recommended that groups book well in advance. A booking does not guarantee seating.

A booking must always be confirmed by the 'Servizio Produzione' department.

## **12 TRENTO-SARDAGNA CABLEWAY - REGULATIONS**

### **12.1 General provisions (art. 23 of the Cableway Regulations)**

1. Passengers are required to comply with the operating regulations at all times, while using the cableway, and to observe the safety regulations issued by the competent authorities, to ensure the regularity of the service, as well as all the rules of good behaviour and other warnings and cautions that may be posted inside stations and along the line, and the instructions imparted, in special circumstances, by the cableway staff.
2. The applicable provisions are brought to the passengers' attention by means of noticeboards put up in the stations and/or ticket offices.

### **12.2 Tickets and luggage**

1. For smart card holders (subscriptions and top-up cards), the fares and rules of the urban transport services of Trento apply (mandatory validation before boarding).  
The fares and rules of the urban transport services of Trento apply also in the case of paper / mobile tickets purchased by passengers resident in the Autonomous Province of Trento (an ID card constitutes proof of residency) (all tickets must be validated before boarding the cableway; if the ticket validating machine is out of order, or not functioning properly, the passenger must add the date and time of use on the ticket by hand). The fares applied to passengers residing outside the Province of Trento are advertised.
2. Passengers are required to purchase a ticket before accessing the boarding platform. Tickets must be presented to staff members upon request. The ticket includes a small item of hand baggage no larger than 50x30x25 (see art. 24.1 of the Cableway Regulations).  
No bulky or hazardous items of baggage are allowed on the cableway.  
Passengers with luggage:
  - are kindly requested to handle the luggage in such a manner as to avoid causing harm to other passengers and/or damaging the vehicles;
  - shall be held liable for any harm or damage caused by them relieving the Company from any responsibility.
3. Only staff members, surveillance personnel and emergency workers, and other special cases approved by the SIF, may be given precedence (see art. 24.2 of the Cableway Regulations).

### **12.3 Rules of behaviour during travel (art. 25 of the Cableway Regulations)**

1. Passengers are forbidden to talk to staff members, except for service-related reasons.
2. Passengers unfamiliar with the operation of the transport system should request instructions from a staff member.
3. Due to the special nature of the transport system, which requires the active collaboration of users at all times, passengers are kindly requested to strictly comply with the clearly signposted rules and prohibitions and avoid any behaviour that might cause danger to the other passengers or damage to the facilities.
4. Passengers must:
  - not access the cableway premises and, in particular, the cable car in the absence of staff members;

- keep to the signposted route in the stations and not tamper with any devices;
  - keep all objects well within and not throw anything out of the cable car;
  - not tamper with or try to open the cable car doors when moving;
  - not smoke in the station premises or the cable car.
5. If a station is unstaffed, passengers must not access the cable car platform and must keep well away from and not attempt to board any moving cable cars.
  6. Passengers carrying avalanche safety gear, such as airbag packs, must be disabled and safe for travel before boarding the cable car.
  7. Staff is authorized to prevent access to the cableway to persons who are drunk, inadequately dressed for the weather and environmental conditions, carrying objects that can obstruct access to the cable cars or who are behaving in a manner likely to cause distress or nuisance to the other passengers or health and safety or public order issues.
  8. If it becomes necessary to evacuate the cable car for any reason, passengers must not panic and must follow all instructions and directions given by the staff.

#### **12.4 Emergency rescue operations (art. 26 Cableway Regulations)**

1. Passengers will be suitably informed if it becomes necessary to evacuate the cable car in the event of a serious failure.
2. Evacuation and rescue operations will be carried out in accordance with the necessary measures and instructions based on prudence, which passengers must strictly abide by.

#### **12.5 Violations (art. 27 Cableway Regulations)**

1. Violations of the rules and regulations of carriage, as notified to the public by means of specific communications and notices affixed in the stations, along the line and in the ticket offices, shall be prosecuted in accordance with art. 18 of the Decree of the President of the Republic 753/1980.
2. If the violation causes serious injury to the other passengers, the violators shall be referred to the competent judicial authorities, with regard to the offences provided by articles 432 and 650 of the criminal code.
3. The violator shall be responsible for any damage caused by the failure to observe these regulations.

#### **12.6 Complaints (art. 28 Cableway Regulations)**

1. Passengers may lodge any complaints to SIF, specifying their personal details and accurate address.
2. Anonymous complaints will be binned.

#### **12.7 Special rules for the carriage of children (from Annex A to the Cableway Regulations)**

No more than two prams and push-chairs are allowed on board each cable car, in order to facilitate rescue operations in an emergency. The pram or push-chair must be held throughout the journey. If the push-chair cannot be folded then only two passengers per push-chair will be allowed on board to ensure sufficient space for the other passengers.

#### **12.8 Special rules for the carriage of animals**

1. Pets only are allowed on board the cable cars, under the responsibility of the owner and only if the size and type of the animal and the pet carrier ensure maximum safety (art. 13 paragraph 1 Cableway Regulations).
2. Passengers carrying pets must in any case adopt all the necessary precautions and pay special attention to protection their own and other people's safety (art. 13 paragraph 2 Cableway Regulations).

(from Annex A to the Cableway Regulations):

Dogs are allowed on board only if they are wearing a muzzle and, on a leash, no longer than 1.50 m.

Only one dog is allowed on board, per cable car, with the other passengers. If a single owner is carrying more than one dog it will be necessary to arrange a dedicated extra run.

Aggressive dogs must be carried separately from the other passengers, with only the owner.

These provisions do not apply to assistance dogs or dogs used by law enforcement personnel.

### **12.9 Special rules for the carriage of disabled persons**

The Trento-Sardagna cableway is a disabled-friendly operator; the valley station is equipped with a stairlift.

(from Annex A to the Cableway Regulations):

Disabled persons are kindly requested to alert the cableway staff before boarding the cable car and to comply with the following rules.

- Passengers with walking difficulties, but who do not need assistance to board / alight from the cable cars, must hold on firmly to the grab handles/rails throughout the journey.
- No more than one wheelchair passenger is allowed on board a cable car at a time, to facilitate rescue operations in an emergency, and, if necessary, should be accompanied by a qualified carer for the entire journey.
- Wheelchairs must be placed against the wall of the cable car and braked. Each wheelchair shall require four less passengers on board.
- Visually impaired passengers must necessarily hold on firmly to the grab handles/rails throughout the journey, and, if unaccompanied, no more than one such passenger shall be allowed on board at a time to facilitate rescue operations in an emergency.
- Hearing impaired passengers must bring writing materials with them to communicate with the cableway staff.

### **12.10 Special rules for the carriage of bicycles**

Single-seat (pedal powered or motorized) bicycles can be carried on the Trento-Sardagna cableway (paying the relevant fare) on dedicated services during the following hours:

- from 9 to 11.30 am (from 8 am only during the summer and on Saturdays and holidays);
- from 2.30 to 5 pm;
- from 8.30 to 10.30 pm.

Passengers with a bicycle wishing to board the 11.30 am, 5 pm and 10.30 pm services are required to be at the station at least 10 minutes before the departure time.

(from Annex A to the Cableway Regulations):

Carriage is allowed according to the following rules:

- Access to stations: passengers with bicycles must go to the boarding platform shortly before boarding the cable car. Bicycles must be parked outside the station until the cableway staff allows them to be carried, by hand, to the boarding platform.
- Access to the cable car: the cableway staff shall instruct the passenger how and where to place the bicycle within the cable car.
- Number of bicycles carried: between 1 and 3 bicycles are allowed on each cable car, based on the staff's judgment.
- Dedicated runs: bicycles are allowed on dedicated cable car runs. No passengers are allowed for safety reasons, except for the bicycle owners, who will be responsible for their bicycles.
- Precedence: in the case of ordinary cable car runs, priority shall always be given to the passengers of normal - ordinary and extraordinary - services, except in the case of timetable derogations.
- Exit from stations: at the top station, passengers must carry their bicycle to the end of the ramp. At the valley the station the bicycles must be carried - raised from the ground - up to the bottom of the stairs.

NB: no bicycles are allowed on replacement runs.