GENERAL TRANSPORT CONDITIONS FOR PASSENGERS ON URBAN AND SUBURBAN BUS LINES, CABLEWAYS AND RAILWAYS MANAGED BY TRENTINO TRASPORTI
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ANNEXES
- List of regulatory sources
- Procedure for Booking travel for disabled persons in wheelchairs and for PRM
Throughout the following and in the annexes, the terms ‘Trentino trasporti’ and ‘Company’ stand for:

- Trentino trasporti S.p.A.: for all urban, tourist and suburban transport by bus, for the Trento-Malè-Mezzana railway service, for the runs on the Valsugana Trento-Borgo-Bassano railway line, for the Trento-Sardagna cableway.

Under the transport agreement, Trentino trasporti undertakes to transport the passengers from the starting point to the point of destination, after they have purchased the necessary ticket, without any direct or indirect discrimination, based on the passenger’s citizenship, location of the company and accessibility for persons with disabilities and reduced mobility. The transport agreement is based on European, Italian, provincial and municipal regulations as indicated in detail in the list of sources available as an annex and at the website www.trentinotrasporti.it.

1 GENERAL INFORMATION

Trentino trasporti provides users, through its website, timetables, paper notices and its own Call Center, with information about how it operates and the conditions for the non-discriminatory access to transport for persons with disabilities or reduced mobility. At ticket offices and on the Internet website passengers will find the ‘Condizioni Generali di Trasporto’ (General Transport Conditions – these include the conditions for access for persons with reduced mobility; the conditions regarding the access of bicycles; the procedures for the recovery of lost luggage; the procedures for submitting complaints) as well as information regarding line interruptions, suppression and change of services, employee strikes. At the stations and stops without company personnel or automated ticket booths, information is provided concerning the alternative ways to purchase tickets and about the closest 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 SANCTIONS

In order to use the service, passengers must obtain a valid ticket. Tickets are available with varying validity (as listed in www.trentinotrasporti.it) and can be purchased at the Company’s ticket offices, at authorised travel agencies, at self-service machines, at Casse Rurali, through the Openmove application and directly onboard as indicated in the website. Urban tickets are also valid for railway and suburban travel (where these means of travel provide local service) limited to the urban area to which the ticket refers. Suburban 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 suburban 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 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 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 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 Conduct and responsibility of the passenger

The Client is 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.

The Client 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 or reserve seats 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 equipment on board the vehicles.

Use the alarm signals and emergency devices only if really needed and for safety reasons.
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 suburban 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 6th 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 transport 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 online at [http://fcard.trentinofamiglia.it](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.
A passenger may bring on board no more than one animal.
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 transport 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.

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.

For information: urban and suburban bus service - Ph. 0461/821000 (Call Center), railway service – Ph. 0461/238350 (FTM Ticket office Trento) e www.trentinotrasporti.it.

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.

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 – 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 passengers on wheelchairs boarding from the central 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 suburban buses, on board ticket vending is provided at the suburban 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 CENTRAL DOORS, that are intended for alighting only.

Anyone getting on the bus from the central 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 Transport of disabled persons and of push-chairs

The transport of persons in wheelchairs and of children in push-chairs or perambulators on habilitated lines is allowed on the buses that show the corresponding indication and compatibly with the room available on board. A sticker on the outside (central doors) of these vehicles indicates the maximum transport capacity.

The boarding and alighting of disabled passengers in wheelchairs occurs exclusively on specifically habilitated lines and at authorised stops identified by the symbol on the bus stop sign, unless the disabled person is accompanied by people who can help him/her get on or off without the help of the driver. By way of exception to the rules forbidding passengers from getting on through the central doors, disabled persons and push-chairs and carers must always get on through the central doors 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 their brakes engaged. The disabled person in a wheelchair must wear the safety belt, where provided. The push-chair/pram must be kept still by the hand of the passenger accompanying it, who must also engage all of the measures required for keeping the minor safe.

Should the space dedicated for wheelchairs/push-chairs on board the bus already be occupied by a wheelchair, then another passenger in a wheelchair or with push-chair must not 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.

The transport 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).

Part of the lines and stops of the urban service of Trento, Rovereto and Alto Garda are equipped for the support to disabled persons (the indication of the ‘stops without barriers’ is
given in the timetables and on the website www.trentinotrasporti.it). The stops without barriers are identified by a specific sticker bearing the disabled person symbol in white on a blue background placed on the bus stop sign.

The service has vehicles equipped with devices that aid passengers with reduced mobility to board/alight, consisting in a very low door threshold, of a wheelchair lift and of reserved seating areas.

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.

The Trento-Sardagna cableway is accessible by disabled persons. At the valley station, access to the cable car is approached and left using servo-assisted stairs.

### 9.4 Transport 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 transport 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.

On the Trento-Sardagna cableway it is possible to transport bicycles on the specific runs reserved for this purpose during the following hours:
- 9 a.m. to 11.30 a.m. (from 8 a.m. only in the period when the summer timetable is valid, and only on Saturdays and holidays);
- from 2.30 p.m. to 5 p.m.;
- from 8.30 p.m. to 10.30 p.m..

For safety reasons, on the runs reserved for the transport of bicycles no passengers are allowed other than the bicycle owners.

For the bicycle transport runs operating at 11.30 a.m., 5 p.m. and 10.30 p.m., passengers must arrive at the station at least 10 minutes prior to departure.

### 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 SUBURBAN BUS SERVICE - REGULATIONS

10.1 Tickets

Suburban 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 suburban 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. Disabled passengers in a wheelchair purchasing a ticket on board the bus although there is a functioning vending machine will not be charged the extra fee for on board ticket purchase. Tickets may be purchased on board by paying the driver in coins or small bills.

10.2 Stops

All suburban service stops are on request.

The Client must wait for the bus in the bus-stop area and signal his/her intention to board in time to the driver by lifting an arm as the vehicle draws close. To get off, the Client must signal in advance his/her wish to get off by using the acoustic device for “fermata prenotata” (booked stop) or by warning the onboard personnel that the bus will be required to stop. Passengers must board from the front doors.

It is forbidden as well as dangerous to board or alight anywhere between stops or when the vehicle is moving.

10.3 Transport of disabled persons

On the suburban 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 (Suburban 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 Transport of bicycles

On suburban buses, bicycle may be boarded after payment of an established fare and is limited to the room available.

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 (bicycles that do not fall within the above parameters or buses without
bicycle holder), the passenger must place the bicycle in the luggage compartment. During these maneuvers, the driver and the ticket collector (if present) are only required to open and close the side doors.

Please be aware that the availability of room in the luggage compartment can vary and it also depends on the bus model (capacity: from zero to two bicycles). In any case, the Company cannot guarantee in advance the booking of room for a bicycle, that depends on the room available on the vehicle and on the possibility of it being occupied by luggage or other bicycles. It is recommended to bring along elastic ties that allow to lock the bicycle down and prevent it from sliding around in the luggage compartment.

On the bicycle holder and in the luggage compartment it is allowed to load only single-seat bicycles with normal traction system, and therefore without any kind of motor. 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 Transport 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
Suburban 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 Transport of disabled persons and persons with reduced mobility (PRM)

11.2.1 Trento – Malè – Marilleva railway line
The access to the tracks of disabled persons in wheelchairs is possible 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 disabled passengers in wheelchairs 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.
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 Transport 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.
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 transport of bicycles on board the train.
For further information regarding the periods of validity of the initiative, please consult the website www.trentinotrasporti.it or the flyers.

11.3.1 Trento – Malè – 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 Transport of 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 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. 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.