

TRAVEL INFORMATION FOR DALATRAFIK PASSENGERS

– general terms and conditions of travel for regular and demand-responsive passenger transport services revised 1 Apr 2016

Introduction to the purpose and application of the terms and conditions of travel

For your journey to be as easy and comfortable as possible, it is very useful to know the provisions, terms and conditions that apply when you travel with us. When you buy a ticket from us, you enter into a contract that involves certain rights and duties.

These terms and conditions of travel set out Dalatrafik's responsibility to ensure that your journey matches your expectations. They also set out what you, as a passenger, should remember in connection with the journey.

The provisions apply to all regular and demand-responsive passenger transport journeys with Dalatrafik within Dalarna county. They also regulate any questions arising between Dalatrafik and its customers in connection with such journeys. In the present document, Dalatrafik means Dalatrafik and the business, company or person that Dalatrafik has engaged to provide transport services.

If you continue your journey with another transport company, other provisions apply to that part of the journey outside the county.

The regulations in the terms and conditions of travel can, where appropriate, be supplemented or replaced by: the provisions of regulation (EU) no. 181/2011 of the European parliament and of the council of 16 February 2011 concerning the rights of passengers in bus and coach transport; the Swedish statute on the rights of public transport passengers (2015:953); or, any other mandatory legislation that, from time to time, applies to the types of service in question here.

1. Dalatrafik's responsibilities

1. We are responsible for our services operating in accordance with the relevant timetables. From time to time, Dalatrafik establishes regular traffic routes, timetables and tariffs. Dalatrafik reserves the right to change all of these. There may also be temporary changes to timetables, e.g. owing to roadworks, major events, etc. Changes will be communicated in a manner appropriate to the nature of the change.

Information on timetables, delays or cancelled departures is available from Dalatrafik's website (www.dalatrafik.se), Dalatrafik's app and Dalatrafik's customer service (tel. 0771 95 95 95). You can also subscribe to service disruption information via SMS or email.

2. We are responsible for current timetables and other necessary information being available on Dalatrafik's website and in Dalatrafik's app. When new timetables start

to apply at timetable changeovers, and whenever there are price changes, we are responsible for always providing information about these on our website.

3. We are responsible for the feasibility of the changes (for connecting services) stated in timetables. This responsibility also applies to the results of searches via our website and apps as well as the changes stated when ordering a journey via demand-responsive transport.
4. We are responsible for drivers and other personnel taking the correct fares and behaving correctly and in a service-minded way towards you as a passenger. As regards the particular service they operate, the personnel involved shall be able to give correct information about routes, stops, departures, tariffs, ticket systems and changes to catch connecting services. They shall also be well updated on reasons for delays, etc.
5. Our passenger transport services shall use buses or taxis that are comfortable and, when commencing an operating shift, always intact and very tidy as well as clean, both inside and outside.
6. Vehicles shall always have the correct destination signs. Small buses and taxis that do not have destination signs shall have the Dalatrafik decal for demand-responsive transport (Flextrafik).
7. Bus stops should normally always be called out on our regular bus services. If you are uncertain where you should get off a bus, we recommend that you ask the driver to tell you when your bus reaches your stop.
8. Dalatrafik is responsible for ensuring high on-board safety and for you, as a passenger, feeling safe throughout the entire journey.
9. If, because of a traffic accident or the carelessness of our personnel, you or your luggage are injured/damaged while travelling in our vehicles, compensation will be paid. This compensation is regulated entirely by Sweden's Motor Traffic Damage Act (as it applies to bus journeys). If injury/damage is sustained on a train journey, compensation is as per Sweden's Railway Traffic Act.
10. Dalatrafik is not responsible for stolen or lost hand luggage or personal effects that you, as a passenger, carry with you in the vehicle.

2. What you as a passenger should remember

1. When starting your journey, you must personally ensure that you have a valid travel pass.
Valid travel pass here means a travel pass issued or approved by Dalatrafik. A travel pass must be carried for each journey. It must be to the correct value, correctly registered and, in certain cases, accompanied by a payment receipt. See section 6.4.

In section 6, "Travel pass and ticket questions", we give information about age regulations, how to find out which travel pass is best for your needs, etc.

You can always buy our tickets and travel passes aboard our buses/taxis and from our permanent sales points and ticket machines. Exceptions to the above are our Company Travel Card (Resekort Företag) and Travel Card period Senior (Resekort period Senior) which can only be bought from Dalatrafik's customer service. One-way-journey mobile tickets can be bought via our app.

2. Special rules apply when buying a Travel Card period via direct debit. These are set out in the special leaflets that were produced for direct debit orders. The leaflets are always available on our buses, at Dalatrafik's customer service in Borlänge and from our other permanent sales points. They can also be downloaded from our website.
3. Save your travel pass throughout your journey. As a passenger with us, you must always be able to show a valid travel pass to the driver, on-board operative or inspector. What are valid travel passes and how you register these is set out in our tariff provisions. You will find these on our website.

If the person (driver, on-board operative or inspector) assigned to check travel passes feels it is necessary for the carrying out of a check, you are obliged to temporarily hand over your mobile phone if your travel pass is registered in this.

4. You are personally responsible for lost travel passes. Damaged cards are normally replaced if card type, period of validity or remaining value can still be read. See section 7.4.

When buying a Travel Card (Resekort) period by direct debit and when buying a period Senior, we offer a "lost card guarantee". If you lose your card, it is blocked and we send you a new one. We will replace your card free of charge up to three times in any 12-month period. After that, a fee of SEK 100 is charged per loss.

5. With the exception of what is provided in section 1.9, "Dalatrafik's responsibilities", you are personally responsible for loss or damage to your hand luggage or personal effects.
6. For everyone's comfort, it is desirable that you make best use of the space in the bus and leave room for other passengers. Stow luggage in a way that does not obscure the driver's vision and freedom of movement. Do as much as you can to make it easy for other passengers to get on and off.
7. You must be sure to always comply with the regulations in Sweden's Public Order Act or in the regulations and notices issued by us. See also section 5, "Orderliness and safety on-board".
8. Under Swedish legislation (Trafikförordningen), you must wear a seat belt whenever such is provided in a vehicle. If the passenger is under 15 years old, it is the driver's responsibility to ensure that the belt is worn.

9. If you are allergic to fur animals or similar, you should, to minimise any problems, sit in the front part of the bus.
10. If anything about your journey is unclear, never hesitate to ask the driver for advice. The driver can help you with most queries.

3. Your rights as a passenger

1. If delays in our services, or deficiencies in our information, result in a risk of you arriving more than 20 minutes late at your destination, you are entitled to receive reimbursement for alternative transport. You can always contact our customer service. The staff there will help you with replacement transport. You can also use your own car or order a taxi. You can then submit a claim with a taxi meter receipt attached. All reimbursement claims are examined and paid by Dalatrafik. See section 7, "Claims".

2. If you choose to use your own car, the reimbursement is SEK 1.85 per kilometre.

After being examined, taxi expenses are reimbursed up to SEK 1,107.50 (1/40th of the price basic amount) in cash. Prior to payment, the cost of the journey is deducted from the taxi expenses.

3. If you do not request reimbursement for alternative transport, you can, instead, receive a refund on the cost of your ticket.
If delays in our services or deficiencies in our information while a passenger with us entailed you arriving:
20 – 40 minutes late at your destination, we compensate 100% of the journey's price (for a one-way ticket) in cash or as a top-up of your Credit (reskassa).
At least 40 minutes late at your destination, we compensate 200% of the journey's price (for a one-way ticket) in cash or as a top-up of your Credit (reskassa).

This compensation can, after special examination, also be paid if alternative transport can be regarded as having failed (e.g. if you were treated unpleasantly, the vehicle was not driven safely, etc.).

4. If you use your Dalatrafik Period Card (Periodkort), Up to 20 Card (Upp till 20-kort), Senior Card (Seniorkort) or Company Travel Card (Resekort Företag) to travel with SJ (Swedish State Railways) or Tågkompaniet, we will also refund your ticket cost. If you arrived:
20 – 40 minutes late at your destination, we compensate 100% of the journey's price (for a one-way ticket as per Dalatrafik's tariff) in cash or as a top-up of your Credit (reskassa).
At least 40 minutes late at your destination, we compensate 200% of the journey's price (for a one-way ticket as per Dalatrafik's tariff) in cash or as a top-up of your Credit (reskassa).

5. To receive compensation, you must subsequently submit a claim (see section 7) with a copy of the top-up receipt for your Travel Card (Resekort). If you bought your Travel Card (Resekort) via direct debit or have Company Travel Card (Resekort Företag) or period Senior, attach copies of the front and back of the Period Card.

6. Dalatrafik never pays compensation for lost earnings. However, compensation for consequential costs (e.g. refreshments in connection with waiting, unused cinema, concert and theatre tickets, etc.) can be paid after special examination. This is provided that you subsequently submit a claim (see section 7) accompanied by original receipts and tickets.
7. No compensation will be paid if we, on our website and at least 3 days before your journey, gave information of, for example, changed timetables or other disruptions that affect bus traffic.
8. All compensation claims are examined and decided on by Dalatrafik.
9. If, despite our efforts, you feel that a journey with us did not deliver the promised service or that you were given incorrect information or were subject to anything else that left you dissatisfied, we are always keen for you to tell us of this. All views are registered and are used in our quality initiatives. Where and how to make complaints or claims are set out in section 7, "Claims".

4. Your obligations

1. You must have a valid travel pass. See section 2.1 – 4, "What you as a passenger should remember".
2. Any person who cannot produce a valid travel pass at any check shall, in accordance with the statute on supplementary charges in public passenger transport (SFS 1977:67), pay a charge for the journey and an inspection charge. *This latter is currently SEK 700. There is an additional handling charge of SEK 50.*
3. Misuse of a travel pass is punishable under law and, besides being reported to the police, can entail the cancellation or seizure of the pass as well as the imposition of a special inspection charge.

5. Particular details regarding regulations, luggage, pets, etc.

For the comfort of you and your fellow passengers, we have certain regulations and instructions regarding luggage, pets, etc. We ask you to please remember these.

Orderliness and safety

1. Drivers, on-board operatives or inspectors may give instructions or orders if this is necessary to maintain journey safety and orderliness. When you travel by bus, you must comply with the provisions of Sweden's Public Order Act (SFS 1993:1617), Sweden's Railway Act (while on a train) and any specially issued regulations. Anyone not doing this may be ejected from the vehicle.
2. Alcohol consumption and smoking are prohibited in Dalatrafik's vehicles, waiting rooms and terminals.

3. Anyone who is intoxicated, disturbs good order or jeopardises journey safety must, when asked by the driver or other authorised person, get off the vehicle.
4. For safety reasons, getting on and off buses should only take place at stopping places and when the vehicle has stopped. If you have to get off at another place, please follow the instructions you are given.
5. If you eat any food on the bus, this must be done in such a way that other passengers are not inconvenienced. Ask the driver if you are uncertain about what you may consume.
6. You may not carry anything that is dangerous or that can cause significant inconvenience. (Examples of things that may not be carried include: weapons, things that can be used as weapons, explosives, flammable or foul-smelling substances and sharp objects that can hurt other passengers.)
7. For safety reasons, you may not wear skates, roller skates or similar in our vehicles or in our terminals. Skateboards and similar may not be used in Dalatrafik's indoor or outdoor premises or vehicles. Musical instruments, mobile telephones, computers and similar should be used in such a way that fellow passengers and/or the driver are not disturbed.
8. Please respect that the places marked with a wheelchair sign are intended for disabled people.
9. The selling of goods/services or the collecting of money aboard vehicles is only allowed with the special permission of Dalatrafik.
10. Unless the permission of Dalatrafik has been obtained, posters, notices, decals and similar may not be put up in vehicles or at stopping places, terminals or similar.

Luggage, transport aids and personal effects

1. Hand luggage may be kept with you in the passenger section provided that it does not inconvenience fellow passengers and can be suitably transported, e.g. under the seat, on your knee or on the luggage rack. For safety reasons, the central aisle of our buses must always be kept free.
2. Oversize hand luggage and other personal effects may, if there is room, be carried free of charge in our vehicles. However, they must be placed in a separate cargo compartment.
3. Other goods must be taken to a bus cargo terminal or courier.
4. Bicycles, prams, wheelchairs and similar personal aids can, if there is space, be taken free of charge. However, as a rule, a bus can normally take no more than 2 or 3 prams at a time and, for safety reasons, normally only one wheelchair in the passenger section.

5. Prams and wheelchairs must be put in the indicated places. They must be secured to the provided fasteners and their brakes must be applied throughout the journey. You are personally responsible for safeguarding your pram and your child's safety throughout the journey. Bicycles must be put in the special cycle rack or in a cargo compartment.
6. If necessary, the driver is to help with getting prams, wheelchairs, bicycles or similar aboard the bus.
7. To be able to take a wheelchair on a regular service, the chair's total length must be no more than 120 cm and the total width (measured at the widest point) no more than 70 cm. The weight of wheelchair plus passenger must not be more than 300 kg. The wheelchair must be put in the provided place and the fasteners must be used.

If an electric wheelchair of any type meets the length/width/weight requirements, it is welcome aboard our buses. If your aid does not meet these requirements, we regret that we can only suggest using a special transport (paratransit) service or a taxi.

Three or four-wheeled mobility scooters (or similar) with steering are unstable and cannot be carried in our vehicles in a way that does not prejudice journey safety.

Lost property

1. If you find luggage or personal effects that have been left in our buses or other facilities, please hand the property over to the driver, our station or terminal personnel or Dalatrafik's customer service.
2. If you lose anything on a journey with us, contact the company that operated the vehicle or ring Dalatrafik's customer service as soon as possible. As a rule, the lost property we receive is saved for no more than a month.

Pets

1. Dogs, cats or other pets that can travel without inconveniencing fellow passengers can be brought along free of charge.
2. To make things easier for people with allergies, all fur animals are to travel in the back part of the vehicle.
3. If you need the help of a guide dog, this can travel free of charge. If necessary, guide dogs can also travel in the front part of the vehicle.
4. As an animal owner, you are personally responsible for your animal not disturbing or frightening fellow passengers.

6. Travel pass and ticket questions

For more detailed information about our cards and prices, please refer to Dalatrafik's tariff provisions. You will find them on our website. Dalatrafik's customer service can help you find the card or ticket that best suits your needs.

1. Age limits

At no extra charge, two children under 7 years old can accompany a paying person. The paying person is the passenger who, regardless of age, has some form of valid travel pass. For daycare centre groups, two children may, at no extra charge, accompany each paying person/parent.

If a child under 7 years old travels alone, he/she pays the same fare as a schoolchild (7 – 19 years old).

From 7 years old up until the schoolchild turns 20, a lower price applies to one-way tickets and Travel Card (Resekort) period.

Up until they turn 26, adolescents pay a lower price when buying Travel Card (Resekort) period and one-way journeys paid for using Credit (reskassa).

Where there is doubt and you are unable to prove your right to travel at a lower price, you will have to pay the normal fare.

2. Student discount

A student who has turned 26 may buy Travel Card Period (Resekort Period) at the same discounted price as "Adolescent 20 – 25".

To get a student discount, you must be able to produce a valid Mecenat Student Card or Mecenat App. If asked, you must be able to produce valid photo identification. To be valid on buses, the card must have the SJ (Swedish State Railways) symbol.

A temporary certificate of any sort is not valid.

Students at folk high school (Folkhögskola) can benefit from the school's own card. This serves as proof of entitlement to discount. You must be able to produce valid photo identification on request.

3. Patient transport

On regular services, you can travel free of charge to and from your planned healthcare visit on production of, respectively, a valid appointment letter and a care receipt. Travel to private care centres and dentists also counts as patient transport. If you are attending regular treatment, you may not receive an appointment letter for each visit. You may, instead, get an appointment card showing the time of your next appointment. This, along with the letter for the first appointment entitles you to free patient transport by bus.

The driver has the right to refuse free travel if the date shown by the appointment document or care receipt is not the date of travel. Free patient transport can only be on the day shown by the appointment document/receipt.

Accompanying persons pay the ordinary fare. However, children under 20 years old with an appointment document or care receipt are entitled to have someone accompany them free of charge.

Appointments communicated by SMS are not valid aboard buses.

If the date on the appointment document does not match the travel day, you will have to buy a one-way ticket. The cost can be wholly refunded if the ticket, along with the patient's care receipt, is sent to AB Dalatrafik Sjukresor, Box 833, 781 28 Borlänge.

4. Card charge and receipts

A card charge of SEK 30 is made when you buy your card.

It is important that you keep the receipt you get each time you top up your card. The receipt is required if there is a fault with your card and when you travel by train or another county transport company that accepts a Dalatrafik card. The receipt shows when you topped up the card and your card's validity.

If you buy period Senior, Travel Card (Resekort) period via direct debit, Company Travel Card (Resekort Företag) or Travel Card (Resekort) period via direct debit, you must save the top-up receipt that comes with the card. This shows the topped-up validity of your card.

5. Travelling with bus tickets on trains, on buses with train tickets, with Travel Plus (Resplus) tickets and with cards from other county companies

Dalatrafik's Travel Card (Resekort) period (county, 2-zone, municipality, Senior, 1-zone, Up to 20) and Company Travel Card (Resekort Företag) are valid on all trains in Dalarna county.

The card does not serve as part payment when travelling to/from stations outside the geographical area of its validity. Our age restrictions apply when you travel with a Dalatrafik card.

Dalatrafik's one-way tickets and Credit (Reskassa) are not valid on trains.

When travelling with a Dalatrafik card, you must show the receipt you obtained when topping up the card. The card must have been activated. If the card is bought in advance, it must be activated no later than the day after the first journey. This can be done on our buses, at Dalatrafik's customer service in Borlänge, at our other sales points or in our ticket machines.

The tickets enumerated below are valid for travel with Dalatrafik. However,

Dalatrafik's travel guarantee does not apply if you travel with these. If you travel with a Travel Plus (Resplus) ticket, Samtrafikens terms and conditions of travel apply. We guarantee that you will arrive at the ticket's final destination. If a broken connection means that the final service for the day has already left, the party responsible for the delay must either arrange alternative transport (taxi) or ensure that you receive overnight accommodation.

The following tickets are valid for travel with Dalatrafik:
Travel Plus (Resplus) – self-printed or mobile.

Tågkompaniet: Pendlarkort Plus (“commuter card plus”) – available in various formats.

Periodkort (“period card”) and Pendlarkort Plus in the form of SMS tickets are not valid on our buses.

One-way tickets and trip tickets (10, 20 or 50 trips) are also not valid aboard our buses.

SJ (Swedish State Railways): An SJ annual pass (Årskort) with a travel plus supplement (resplustillägg) is valid.

Cards of neighbouring counties: Certain Värmlandstrafik cards are valid for local stretches in Dalarna county.

To travel with one of these on a Dalatrafik vehicle, you must be able show your top-up receipt.

Certain Västmanland lokaltrafik cards are valid for local stretches in Dalarna county. To travel with one of these on a Dalatrafik vehicle, you must be able show your top-up receipt.

Certain X-trafik cards are valid for local stretches in Dalarna county. To travel with one of these on a Dalatrafik vehicle, you must be able show your top-up receipt. For more information about cards and the local stretches, please contact Dalatrafik's customer service.

7. Claims and dispute settlement

- 1 If you consider that Dalatrafik has failed in any of its responsibilities in the points in section 1, “Dalatrafik's responsibilities”, or section 3, “Your rights as a passenger”, you should complain on the journey.
- 2 Complaints and opinions can be submitted via Dalatrafik's website, www.dalatrafik.se. You can also telephone (0771 95 95 95) or send an email (kundservice@dalatrafik.se) to Dalatrafik's customer service. All opinions are registered. All opinions are registered.
- 3 To receive any compensation under “Your rights as a passenger”, claims must be in writing and submitted as soon as possible and no later than within the two months after the time of the incident. Claims requiring compensation for additional costs are to be sent to Dalatrafik, Box 924, 781 29 Borlänge.

A claim for reimbursement of taxi costs must have the original taxi meter receipt attached. For reimbursement of car costs, a signed travel account must be attached. For payment to be possible, the original ticket, a copy of the top-up receipt for a period card or a copy of the card if the journey was paid for via direct debit must be attached. All the foregoing must be for the journey that is the subject of the claim.

- 4 If your card is damaged/faulty, please contact Dalatrafik's customer service. You will get a new card topped-up with the equivalent product.
- 5 As regards other replacement of travel passes, Dalatrafik is not, otherwise than as previously mentioned, legally obliged to provide replacements. Sweden's Distance and Doorstep Sales Act (2005:59) does not apply to transport such as public transport.

Period cards (Periodkort) bought via direct debt can be terminated at any time before the 15th of the month. Senior Card (Seniorkort) and Company Travel Card (Resekort Företag) are subsidised annual passes that cannot normally be redeemed. Nonetheless, claims will be examined. If there are extraordinary reasons (death, illness and similar), the remaining value may, after examination, be refunded.

- 6 If you are dissatisfied with Dalatrafik's handling of a claim, you can contact your municipality's consumer advice body or, if a large sum is involved, the National Board for Consumer Disputes.