



USER'S MANUAL

REGULAR, PERMANENT PUBLIC TRANSPORT SERVICE
AND GENERAL PASSENGER USE BY ROAD
AND SEA METROPOLITAN LINES

2012



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I. GENERAL PASSENGER RIGHTS AND OBLIGATIONS



Any person fulfilling the provisions in effect and satisfying the requirements established therein, has the right to use vehicles and vessels to offer metropolitan services, duly guaranteeing performance with regard to safety and comfort technical conditions established by the law *in force*.

It shall be the obligation of users to fulfil the provisions of the existing Highway Code, Road Safety Law and applicable Regulations and Legislation of the Autonomous Community of Andalusia with regard to matters affecting the user.

It is the right and obligation of the user to **board and alight** the vehicle / vessel, at the stops/sea terminals established to that effect. Passengers can obtain further information about these **stops / sea terminals** from the Customer Service help line, the offices of metropolitan bus service operators, sea terminals or Metropolitan Transport Consortium offices (hereinafter Consortium), in addition to the latter's website.

The use of public transport services offered by operators within the established timetables is recognised as passenger rights. Said timetables, duly updated, shall always be available to passengers, whether from the Customer Service help line, the operators' offices, sea terminals or Consortium offices, in addition to the latter's website.

Passengers arriving first at stops/sea terminals shall have priority when boarding vehicles/vessels; queues shall be organised in a manner that facilitate vehicle/vessel access without crowding or pushing, respecting the principles established herein.

Passengers must board and alight in a timely manner to the benefit of everyone.

Disabled passengers shall board the vehicle, provided that the vehicle has been adapted to this end, using the accessible door that shall respect established and necessary accessibility measures; with regard to vessels, disabled passengers shall receive assistance from

appropriately trained members of staff.

When the bus has reached maximum capacity, the front door to allow passengers to board shall remain closed. If the vehicle/vessel is approaching capacity, the driver / terminal ticket office shall indicate the number of passengers that can board. This indication shall be respected rigorously.

The vehicle's accessible door shall open provided that the seat reserved for disabled passengers is not occupied and a disabled passenger at the stop requests it. Likewise, the elevated platform or ramp shall extend and make contact with the kerb at the point located closest to the vehicle.

For sea services, the instructions of authorised members of staff, who shall take the necessary measures, shall be respected at all times.

Access to the vehicle / vessel shall not be permitted in the following circumstances:

1st Passengers carrying items that, due to their size, nature, shape or other qualities, cannot be transported without using space that is reserved for the use of other passengers, that cause nuisance to other passengers, that dirty the vehicle / vessel or emit unpleasant odours, with the exception of the number of mopeds and bicycles permitted on vessels.

2nd Passengers with any **animals**, with the exception of authorised guide dogs. Dogs or other authorised animals shall be allowed to board when accompanying passengers with reduced mobility.

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3rd Passengers carrying harmful, unsafe and **dangerous substances**.

4th Passengers who are in any condition or state that **fail to duly respect** other passengers.

Passengers may board with bicycles, provided that the vehicle has a suitable luggage compartment; the passenger must wait for the

driver to open the compartment. See the provisions for the sea service.

It is the passenger's right and obligation to use any **method of payment** recognised by the Consortium to access a regular permanent public and general passenger use transport service by road/sea on metropolitan lines. In this regard, the methods of payment recognised by the consortium are: Consortium Transport Pass and cash.

If the pass is damaged and/or the reader is unable to read it, the passenger must pay the amount for a single journey in cash. In such an event, the driver shall dispense a compensatory ticket. The passenger may then settle the balance for the additional amount paid at the closest point of sale, without any extra costs and without forfeiting the applicable discount.

It is the right and obligation of passengers using a standard ticket to receive said ticket when paying the corresponding fee; passengers without this ticket shall be held liable,

notwithstanding the responsibility of the driver / authorized staff at the sea terminal.

Passengers are obliged to retain a **valid ticket**, without damage and in appropriate condition, for the duration of the journey in the vehicle / vessel, and must present the ticket for inspection when requested. Passengers using the service without a ticket shall be removed from the bus/vessel.

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— In the event that several passengers use the same pass, all must board and alight the vehicle / vessel together.

Likewise, passengers shall be responsible for the validity and correct use of the "Consortium Transport Pass" or any other journey ticket used.

Only children **under** 4 shall be allowed to travel free of charge, and must be accompanied by one or more adults, depending on the number of children.

Passengers paying with cash on board the vehicle or at the sea terminal shall use legal tender, free of any damages that invalidate its use, when paying the driver/recipient, and in **denominations not exceeding 20 euros**. The driver / recipient reserves the right to refuse to offer change for any denomination exceeding this amount.

The Consortium may authorise restrictions on said maximum quantity to guarantee security and operating speed. In particular, for certain lines, for rush hour services (approx. 6 a.m. to 8 a.m.) and/or weekend and holiday services, the maximum amount accepted may be reduced to ten euros.

Seats on buses / vessels shall be freely occupied by passengers on a "first come, first served" basis with no preferences, with the exception of the established special reservations.

Passengers with wheelchairs shall occupy the space reserved to this effect, depending on the

number of spaces available. These places shall be appropriately marked with the international accessibility symbol.

In the vehicle / vessel, passengers shall behave with the utmost composure and decency, without causing nuisance to other passengers. Under no circumstances shall the physical, mental, sensory or organic disability of any passenger breach said behaviour, and shall not be considered a nuisance to other passengers.

Passengers **are prohibited** from:

1st Smoking inside vehicles/vessels.

2nd Producing any form of unnecessary noise.

3rd Distracting or speaking to the driver/skipper when the bus/vessel is in operation.

4th Discarding paper, peelings or any type of object in the bus or vessel.

5th Eating, drinking or performing any act that fails to duly respect other passengers.

6th Any activity that breaches the coexistence regulations of the vehicle/vessel.

7th Behaving in any way that affects the operational security of the vehicle/vessel.

8th Leaning out of windows in buses and vessels.

9th In general, breaching any bans established in legal and regulatory provisions in force at all times.

If passengers disagree with regard to **opening or closing windows**, disputes shall be resolved pursuant to weather conditions.

All windows in vehicles / vessels shall remain closed whilst air conditioning installations are in operation and, with regard to the sea service, throughout the course of the journey.

Passengers with disabilities, travelling in appropriately equipped vehicles or in vessels, shall alight using the corresponding marked door, or shall make the crew aware when necessary.

The vehicle / vessel shall be vacated by all passengers at the end **of the line / destination port.** Therefore, any passengers who wish to continue their journey shall alight and wait for their turn to reboard the vehicle / vessel, as to all intents and purposes, a new passenger would, with the exception of circular lines as determined.

II. SEA SERVICE



When arriving at the sea terminal, passengers shall have prepared the price of the ticket, wherever possible, or the "Consortium Transport Pass" to avoid delays and shall **swipe their pass** therein, at least **5 minutes before the departure time**, at which time ticket sales will cease.

The boarding gate shall close 3 minutes before departure of the catamaran to ensure the vessel can launch at the correct time.

Passengers shall access the vessel using the designated entrance at all times; it shall be strictly prohibited for passengers to do so in any other way unless otherwise indicated by applicable legislation.

Passengers shall board and alight at arrival or departure ports using the accessible gates depending on the tide and following instructions from the crew in each case.

The **maximum capacity of vessels** is of 150 passengers.

For bicycles and mopeds, a maximum of 6 bicycles and 4 mopeds shall be allowed to board (if the moped section is not full, the same number of additional bicycles may board); the boarding of said vehicles shall follow the instructions given by authorised members of staff.

Children that board the vessel must be accompanied by an adult, paying special attention during the boarding and alighting stages, and retain the right to occupy their own seat.

In the event that a passenger wishes to board the vessel with a pushchair, instructions provided by the members of staff on board must be followed.

Advance sale

It is possible to purchase tickets for the sea service in advance, whether paying in cash or card, under the following **conditions**:

1. Tickets may only be purchased in advance for journeys on the same day, when identifying the return time and up to an hour before departure.

2. Changes shall only be permitted up to an hour before departure and without any additional charge, subject to the availability of seats.

3. Ticket prices shall only be refunded in the event that the sea service is suspended.

Free parking service (+ Parking) at El Puerto de Santa María and Rota sea terminals for sea service users.

CONDITIONS OF USE AT EL PUERTO DE SANTA MARÍA TERMINAL:

Parking shall be free for Sea Service passengers using the Consortium Transport Pass for 90 minutes following its last use, to a maximum stay of 20 hours; whenever exceeding 90 minutes after the last return use from Cádiz to

El Puerto de Santa María, or the 20 hours maximum stay the official tariff shall be applied.

CONDITIONS OF USE AT PUERTO DE ROTA:

Parking for cars shall be free for passengers returning to Rota on the same day on which the car was parked and who have obtained their ticket using the Consortium Transport Pass; cars must vacate the parking area 20 minutes after the arrival of the boat at Rota. The parking ticket must be presented together with the return boat ticket at the parking control booth to validate said parking ticket. Parking is forbidden on the T-dock and access road.

CAR ACCESS TO THE ROTA SEA TERMINAL:

Parking shall be limited to an unextendible maximum period of 15 minutes.

Vehicles that exceed said period shall be

reported by the Port Authority and removed by municipal tow truck to the impoundments lot; owners must pay the corresponding municipal fees to ensure its release.

III. ROAD SERVICE



The driver must not park the vehicle at the stop any longer than necessary for waiting passengers to board, and must not wait for late passengers who have not arrived at the stop on time, with the exception of terminal stops and stops used to regulate the progress of the vehicle against the timetable, in which drivers must wait until the scheduled departure time.

When boarding the vehicle, passengers must have the price of the ticket prepared, whenever possible, or the "Consortium Transport Pass" to avoid delays.

Passengers shall board the bus, when it stops, using the front door; it shall remain strictly prohibited to board the bus by any other means, unless otherwise indicated.

Standing passengers shall be allowed to travel pursuant to the percentages and route established in the general use permanent regular legislation in force (Order of 26 July 1995 on standing passengers in public

transport services in Andalusia).

In the event that the passenger wishes to board the bus with a **pushchair**, as a general rule it should be folded. It is recommended that in such instances, boarding proceeds using the front door, although access via the rear door is permitted when this is not possible; once inside the bus the following should be respected to avoid possible accidents and injuries to the child and/or others.

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- Pushchairs may remain open in the vehicle in the space reserved for PRM, unless a passenger in a wheelchair boards the bus; wheelchair users have priority of use for such spaces, and in such instances pushchairs should be folded.
- If the bus has an undercarriage storage area, pushchairs should generally be stored therein, and not inside the vehicle.
- In the event that the bus is full, the driver shall decide whether an open pushchair represents an obstacle to movement within the vehicle.

Passengers must use the **stop request** buttons with sufficient notice to make the driver aware of their intention to alight the vehicle.



IV. FREE BICYCLE HIRE (+ BICI)



The Consortium's free bicycle hire system is called +BICI and allows any metropolitan public transport user, under the following conditions, to freely use a bicycle for transportation; as a result, bicycles are also a form of public transport.

Bicycle hire is currently available at the Cádiz and El Puerto de Santa María sea terminals, in addition to the Jerez de la Frontera bus station for passengers who use public transport with the Consortium Transport Pass on the same day as bicycle hire.

Conditions of use:

- 1.** Users must be over 18, present valid I.D. and submit a photocopy of said identification for European Union Member States, or passports for non-community nationals.
- 2.** Present, at the corresponding hire points (during opening hours), the transport receipt obtained when using the Consortium Transport

Pass verifying that the passenger has used one of the Consortium's metropolitan public transport lines on the same day as the hire.

3. Sign the free hire contract at corresponding points, during public open hours.

4. Ride, use and park the bicycle with due diligence, using padlocks and cycle on paved roads of municipalities integrated in the Bay of Cádiz Transport Consortium.

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5. Return the bicycle in its original condition and during opening hours of the corresponding hire point . Otherwise, the passenger shall be charged the amount stipulated in the contract for damages or delays, depending on the case.

6. In the event of an accident: immediately call one of the corresponding hire points, or call the customer service helpline on 902 450 550 and complete the accident section.



V. SERVICE STAFF



Inspection staff shall be considered the highest authority when on-board the vehicle / vessel and their decisions shall be respected by passengers and the driver / skipper, notwithstanding corresponding claims. The main task of such members of staff shall be to ensure that passengers are travelling with the corresponding journey ticket.

Any passenger that acts in a way prohibited by this manual shall be refused the right to board and obliged to alight by drivers / authorised staff and inspectors; this is also applicable to any person whose behaviour, attitudes or verbal or physical disruptions fail to respect other passengers and disturb order on-board.

Passengers shall **abstain from arguing with employees**, respecting their decisions and lodging any resultant complaints at either the Company's offices or those of the Consortium. **Complaints** must be **accompanied by the corresponding journey ticket**.

If the service of a bus/vessel is interrupted

by an accident, passengers may board the following service using the same journey ticket, following the instructions of the driver / authorised staff or inspector depending on the circumstances.



**VI. LODGING COMPLAINTS AGAINST
THE SERVICE PROVIDED**



Passengers may lodge complaints against the service provided at any time with regard to any situation that arises during the provision of transport and support services, within the Consortium's scope of activity.

For any complaint / claim that the passenger wishes to lodge against a service provided, it must be communicated via: fax, telephone, or directly at the Consortium's offices, using the organisation's general register. Likewise, passengers may refer to the provincial Consumer Association to be duly informed, and using the Consortium's website (www.cmtbc.es) in the corresponding section dedicated to passengers.

Passengers may also communicate complaints / claims directly to the metropolitan bus / vessel service provider, who shall document the incident before forwarding it to the Consortium.

Passengers may also claim damages suffered provided that they are officially

recognised and it is proved that the provision of services is connected; furthermore, it must be proved that damages were suffered directly and not caused by *force majeure*, breakdowns, labour disputes, accidents or other reasons beyond the transport company's control, for which the company is not responsible and did not act with wilful intent or negligence.

In all cases, it must be proved that damages suffered constitute actual harm, are economically assessable and individual to a person or group of people.

The journey ticket must be retained in order to lodge a complaint.

The passenger shall receive a response within 10 days, confirming that a file has been opened and assigning a complaint and tracking number, with a maximum time frame of 30 days in which the issue must be resolved.



VII. TRANSPORT PASS GENERAL
CONDITIONS OF USE



The Consortium Transport Pass provides the basis for Consortium transport tickets. There are two types of pass: transferable or non-transferable.

Advantages of the transport pass

Use of the transport pass, regardless of its type, offers the user a series of advantages:

- Reduced waiting times to obtain a journey ticket, increasing the operating speed of buses and reducing the waiting time to obtain sea service tickets.
- Journey tariffs for integrated public transport services are cheaper than when paying in cash, offering the user a 20% discount.
- Users may transfer between bus and sea services and local buses, resulting in potential savings of around 35% compared to municipal urban passes.
- Users enjoy free parking at El Puerto de

Santa María and Rota sea terminals (see page 22 of this manual).

- Users may use bicycles on the same day the pass is used at no extra cost (+BICI program), (see page 31 of this manual).

Methods of transport for which the Transport Pass may be used:

The transport pass, provided that it has sufficient credit, is valid for the following methods of transport:

- Metropolitan bus services and the sea service in the 7 Consortium municipalities, in addition to lines that provide services to integrated municipalities, currently: Medina Sidonia, Arcos de la Frontera and Sanlúcar de Barrameda.

- Local buses in the 7 municipalities that constitute the Bay of Cádiz Transport Consortium:

- Metropolitan services for other Andalusian Transport Consortiums: bus, underground and tram systems.
- RENFE Cercanías journeys in Cádiz, Málaga and Seville (*)
- RENFE Media Distancia between Cádiz and Seville and vice versa (*)

(*) Only available at automatic ticket machines for RENFE “ Ida”, or “Ida y Vuelta” tickets.

Transport pass conditions of use

Intercity lines

To obtain a transport ticket for intercity lines (metropolitan bus or boat), when the journey recorded on the pass corresponds to the bus' final destination, place the pass next to the reader and the ticket will be provided. If the journey does not correspond to the journey recorded on the transport pass and / or the passenger wishes to transfer onto another

intercity line (maximum 1 transfer allowed), or the transport pass was obtained from another Andalusian Transport Consortium, the passenger must inform the driver before placing the pass next to the reader to obtain the journey ticket.

Local lines

If the passenger only wishes to use the transport pass within a single urban area, the journey price shall correspond to the cost of a single journey within the municipality. On the other hand, for passengers transferring to/from another intercity line (bus or boat), the cost of the journey will be lower than normal on account of the multi-journey discount.

If the passenger travels on a local route before transferring to an intercity line, the balance initially debited from the transport pass shall be equal to the cost of a single local ticket, and the cost shall be adjusted when transferring to the intercity line, under the

same conditions provided in the above paragraph.

If the local journey follows a journey on an intercity line, the balance to be debited to the transport pass shall be equal to the Consortium's local tariff. Transfers permitted include: from local to intercity and from intercity to local. Transfers from one local line to another are not permitted.

Currently, the time limit for transfers is printed on the ticket itself and is as follows:

<i>Total No. of zones/journey</i>	<i>Transfer at source (from local to intercity)</i>	<i>Transfer at destination (from intercity to local)</i>
<i>Less than 3 zones</i>	<i>45 min.</i>	<i>55 min.</i>
<i>Between 3 and 4 zones</i>	<i>45 min.</i>	<i>75 min.</i>
<i>More than 4 zones</i>	<i>45 min.</i>	<i>95 min.</i>

* Time from the first intercity route.

Transport Pass transfer conditions

In a single journey, it is possible to use a maximum number of 4 different lines, pursuant to the following sequence: local line, intercity line, intercity line and local line. Any partial combination of the above is also valid. Intercity lines consist of both Consortium metropolitan buses and sea services.

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If the passenger wishes to transfer from one intercity line to another, this should be communicated to the bus driver or sea service ticket office vendor before purchasing the ticket, indicating which second intercity line the passenger intends on taking; the balance to be deducted from the pass shall be equal to the complete fare for both lines. The tariff which involves the lowest number of zones to reach the destination from the source shall be applied, without specifying a particular route or method of transport; the passenger shall thus benefit from the lowest fare and shall not be required to pay any further costs when reaching the second line.

Currently, maximum transfer times are indicated on the ticket given to the passenger when swiping the transport pass, and are equal to the below:

Total No. of zones/journey	Transfer between intercity routes
Less than 3 zones	40 min.
Between 3 and 4 zones	60 min.
More than 4 zones	80 min.

How to acquire a the transport pass

Transport passes may be purchased in any of the Bay of Cádiz Consortium network point of sales, in addition to the corresponding bus operator offices/ticket offices and sea terminals operating on metropolitan lines.

Furthermore, passes can be topped up at any of the Andalusian Transport Consortium offices or points of sale.

The Consortium transport pass can be acquired leaving a deposit (applicable amount may vary), and topping up the pass between the minimum amount (applicable amount may vary) and maximum amount (applicable amount may vary).

If the passenger wishes to return the transport pass, the deposit shall be returned, but the balance remaining on the pass shall be non-redeemable.

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In the event that passengers wish to replace a pass, the deposit must be provided again for the new pass, unless the pass returned is in the same condition as when originally acquired, allowing for normal wear-and-tear sustained during use.

When acquiring the pass, the passenger must identify which routes are to be considered preferential; this information will be recorded into the memory of the pass. Thus, access to intercity buses and obtaining tickets at sea terminals will be more efficient.

If the passenger wishes to travel a different route than recorded on the pass, this should be communicated to the driver before obtaining the journey ticket. Preferred routes can be changed quickly and free of charge at any point of sale, as many times as the passenger wishes.

Pass top-up conditions

Once the pass has been acquired, the passenger may top up the card as many times as necessary, using an amount between the maximum and minimum limits in effect.

When topping up the Bay of Cádiz Transport Consortium pass to the desired amount at any point of sale throughout Andalusia, the system counts the number of times the pass has been used in the 30 days preceding top up, adding the amount introduced by the passenger to the pass balance, in addition to a repeat use bonus as outlined in the following table:

Between 8 and 24 journeys +15%

More than 25 journeys: +20%

Example: if the passenger wishes to top up the pass by 20 € and has completed more than 25 journeys in the 30 days preceding top up, the balance of the pass shall increase by 20 € + 20% = 24 €.

Only journeys completed using intercity buses and boats within Consortium limits shall be considered when calculating the bonus amount.



VIII. TRANSFERABLE TRANSPORT PASS



All transport pass conditions of use shall be applied to transferable transport passes, in addition to the following:

- Various passengers may use a single pass when they intend to board and alight at the same locations, and the pass has sufficient credit.

- It is anonymous and can be transferred to other passengers.

- Passengers can make an unlimited number of journeys using the pass, providing it has sufficient credit.

- Furthermore, the Consortium shall add a 15%-20% bonus when topping up the pass depending on the number of journeys made during the preceding month, allowing the passenger to save between 24% and 35% against the cost of a single intercity ticket.



IX. NON-TRANSFERABLE TRANSPORT PASS



Non-transferable transport passes link the identity of the passenger to the transport pass, which facilitates access to additional benefits for which identification is required.

All transport pass conditions of use shall be applied to non-transferable transport passes, in addition to the following:

- Various passengers on the same journey cannot use the same pass.
- It is a personal pass that shall remain non-transferable. It may not be used by another passenger.
- Passengers can make an unlimited number of journeys using the pass, providing it has sufficient credit.
- Pass holders may be asked to provide additional identification by authorised members of staff.

Currently, there is only one application

scenario for non-transferable passes, for large families; this provides for the application of social benefits to which they are legally entitled on public transport.

Large family benefits

The following benefits depend on the category to which large families are attributed:

General: A 20% discount is applicable on all journey tickets. The top up bonus percentage increases to 25%.

Special: A 50% discount is applicable on all journey tickets. The top up bonus percentage increases to 100%.

The additional large family bonus obtained when topping up passes is visible on the transaction receipt.

