

## TRAVEL TICKETS: PURCHASE AND OBLIGATORY VALIDATION



### Buy tickets before boarding or on-board (with a surcharge)

Passengers must be in possession of a valid ticket before boarding the bus and must show it to the driver. The ticket can be purchased before boarding through the active smartphone applications listed on the Start Romagna website or on board using the EMV payment system, by credit card - even virtualized - through the emerald green on-board validators (StarTap).



### Validate your ticket as soon as you board and check the validation to avoid fines.

Passengers are required to validate their tickets (even in the case of transshipment) in the special machines on the bus (validating machine) and must be kept for the duration of the journey. It is the passenger's responsibility to ensure that their travel document is valid and validated. Tickets purchased via smartphone app must be activated/validated immediately on board the bus by following the instructions provided with the purchase and available on the Start Romagna website. The ticket activated/validated on the smartphone app must be shown in the event of a check.



### Notify the driver immediately if the validating machine is not working properly.



### PENALTIES

Passengers without a suitable and valid ticket are subject to the penalties pursuant to Art. 40 of Em. Rom. Regional Law no. 30/1998 and subsequent amendments. Passengers are responsible for ensuring that their tickets are correct and that the date and time of validation have been printed on the ticket and, if electronic tickets are used, checking the display on the machine to make sure they have been validated. The amounts of the penalties are determined pursuant to regional law and can be found at [www.startromagna.it](http://www.startromagna.it) and on the back of the penalty notice, pursuant to applicable law.

## ON-BOARD RULES AND SAFETY



### Passengers must comply with company regulations and any instructions given by personnel during the service.



### Hold on to the appropriate supports



### In the event of an accident, passengers must notify the driver immediately, supplying his or her personal details, and send a written report to the company's administrative offices in one of the following ways:

- by mail to: Start Romagna s.p.a., Via C. A. Dalla Chiesa 38 - 47923 Rimini (RN);
- by e-mail to: [segreteria@startromagna.it](mailto:segreteria@startromagna.it);
- by certified e-mail to [startromagna@legalmail.it](mailto:startromagna@legalmail.it).



### Beware of pickpockets



### Do not block the boarding/alighting area



### Place wheelchairs in the appropriate space



### PASSENGERS ARE RESPONSIBLE FOR THEIR BELONGINGS AND ANY PEOPLE DEPENDENT ON THEM.



### TRANSPORT OF CHILDREN

One child, under one metre in height, may travel free of charge with each adult passenger. Pushchairs are carried free of charge and must be folded in such a way as to minimise their size and secured in order to prevent danger, hindrance or discomfort to other passengers.



### TRANSPORT OF LUGGAGE

Only one piece of luggage, measuring a maximum 50x20x25 cm and weighing no more than 10 kg, will be carried free of charge for each passenger. For any other luggage carried by passengers (maximum 20 kg, maximum 50 cm in height and/or width), an additional ticket must be purchased.



### TRANSPORT OF BICYCLES AND FOLDING SCOOTERS

Each passenger may only take one folding bike or one folding scooter with them. The transport of folding bicycles and scooters is permitted every day and for the entire duration of the service. The transport of folding bicycles and folding scooters smaller than cm. 110x80x40 is free. Folding bicycles and scooters must be positioned in a place that does not cause any disturbance to

others and that does not obstruct passages and exits (in the disabled person's and/or wheelchairs place if they are free). Anyone traveling with a bicycle or scooter is personally responsible for any damage they cause to things and/or people (including themselves). In any case, Start Romagna is realised from any obligation and liability resulting from any damage caused to things and/or third parties transported by bikes and/or scooters and from any claim for damages. Therefore, the user must pay the utmost attention both during the journey and when entering and exiting the bus as well as at stops.

Inside the car, the bicycle or scooter in tow must be constantly held by the user who is transporting them in order to prevent them from falling.



### TRANSPORT OF PETS

Animals are not allowed on the bus with the exception of the following cases:

- guide dogs for the blind, which are allowed to travel free of charge and without a muzzle, providing they are kept on a leash;
- other dogs, providing they are small, wear a closed-mesh muzzle and are kept on a leash, and a valid ticket for the route has been purchased for the animal too;
- other small animals, such as cats, hamsters or birds, providing they are placed in special transport carriers. A ticket must be purchased for these animals too.



### CARERS OF DISABLED PEOPLE WHO ARE NOT SELF-SUFFICIENT

Anyone accompanying a disabled person who is not self-sufficient does not need to buy a ticket, providing the disabled person has a document confirming the right to be accompanied and is in possession of a valid ticket.



### ACCESS TO THE DISABLED

The buses used on this line are fitted with 1 place for wheelchair-bound passengers and a movable footboard for accessing the bus, which is located near the central door. Wheelchairs should be positioned in the appropriate space.

For further details on services available for passengers with disabilities or reduced mobility, please see the full text on Travel Regulations available at [www.startromagna.it](http://www.startromagna.it)



### VEHICLE ACCESS

To start a journey, head to the stop platform by following the pedestrian routes marked out and stand along the platform. It is strictly forbidden to cross the yellow line. Always pay attention as vehicles approach the platform and comply with the safety signage. Access to the roadway outside the marked crossings is forbidden.



### EMERGENCIES

In all emergencies or dangerous situations, contact the service personnel directly or, in their absence, use the SOS intercoms that can be found at every stop platform to contact an operator at the control centre.



### LOST PROPERTY

Start Romagna s.p.a. cannot be held in any way liable and therefore declines all responsibility for the loss of any type of object on board its buses and in company structures. Passengers can still contact the company, through the various channels active for reporting the loss and activate the search for any lost items found on the company's buses or within its structures. Any items found will be handed over to their owners upon presentation of the request and description of the property and of the circumstances in which it was lost. After a certain period of time, any unclaimed items will be handed over to the relevant municipal offices.



### PUBLIC TRANSPORT STRIKES

To guarantee the right to mobility of persons, local public transport strikes are governed by law and national and corporate collective contracts, under the control of the Guarantee Commission for the implementation of the law on strikes in essential public services. The company handles communications to passengers relating to strikes and their method of application and informs them on the level of service guaranteed to protect the right to mobility of persons. Full details of limits and periods of service excluded from the strike can be found at [www.startromagna.it](http://www.startromagna.it).



### NO SMOKING ON BOARD

On our vehicles, the no-smoking rule extends to e-cigarettes too.



### INFORMATION, SUGGESTIONS AND COMPLAINTS

It is possible to request information and submit suggestions or complaints by calling INFOSTART 199.115577 or filling in the complaint form available at Punto Bus or one of the forms available at [www.startromagna.it](http://www.startromagna.it).