

Tampere Public Transport

# GENERAL TRAVELLING AND TRAVEL CARD CONDITIONS



One for all.



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## General Travelling And Travel Card Conditions of Tampere Public Transport

The General Travelling and Travel Card Conditions are valid after 1. June 2010. They are applied with the new Tampere Travel Card available after 1. June 2010.

A card owner or holder can load different tickets onto a Tampere Travel Card. They can be used in services of the City of Tampere and it's contracting parties.

The Finnish version of Travelling and Travel Card Conditions is conclusive if different language versions should differ in their terms.

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## 1 Scope of Application

These conditions are applied with Tampere Travel Cards (available 1. June 2010) and tickets offered by the Public Transport Unit of the City of Tampere, when they are used in travel services operated by the Joint Local Transport operators at Tampere, or other contracting parties of the City of Tampere. Obeying these conditions is a requirement to a continual customership of Tampere Public Transport and the customer.

## 2 Definitions

**Age group** is a group of customers with age-specific tickets.

**Card holder** is a person, who has the right to use a personal, holder-specific or company and community specific Tampere Travel Card.

**Card history** is a list of most recent card uploads and specific events.

**Card reader** is a device in busses. The device reads the card for a travel ticket.

**Card owner** is an owner of a personal Tampere Travel Card.

**Customer register** is a register collected by the city of Tampere, and the register entails information on all owners and usage details of personal, company and community specific Tampere Travel Cards.

**User group** is a tag saved to customer register and Tampere Travel Card, which with the age group specifies tickets, prices or benefits for the customer.

**Reloading point** is a dealer of Tampere Public Transport, and has a limited selection of tickets.

**Operator** is a producer of bus services for local transportation of Tampere Public Transport or regional transportation of Joint Local Transport operations.

**Travel Card** is the common name for all personal, holder-specific and company/community-specific Tampere Travel Cards.

**Service point** is a customer service point of Tampere Public Transport. The service point can load all tickets and handle all requests for clarification.

**Service provider** is a transport operator or dealer with the service contract with Tampere Public Transport.

**Regional transport** stands for public transport services aimed at the entire urban area with no municipal limitations (Kangasala, Lempäälä, Nokia, Pirkkala, Tampere and Ylöjärvi).

**Tampere Public Transport** is a unit in the Development of Urban Environment department of the City of Tampere. The unit is in charge of designing bus routes and schedules for local transportation in Tampere, ordering and choosing bus line operators, maintaining fare and card systems, and executing local transport communications and marketing.

**Holder-specific Tampere Travel Card** is a travel card for persons, companies or associations. All holder-specific, age group appropriate tickets offered by Tampere Public Transport can be loaded onto the card.

**Personal Tampere Travel Card** is a travel card for persons with Finnish social security number. Owner-specific and holder-specific, age group appropriate tickets offered by Tampere Public Transport can be loaded onto the card.

**Company and Community Specific Tampere Travel Card** is a travel card for registered companies and communities. All holder-specific, age group appropriate tickets offered by Tampere Public Transport can be loaded onto the card.

**Joint Local Transport operations** stands for an agreement of the City of Tampere and certain private operators for the same fare and card system in busses in Tampere.

**Internet-based Travel Card loading service** is Tampere Public Transport's web service, where customers can load tickets to personal Travel Cards and pay the purchases in internet banking.

## 3 Responsibilities And Rights of Card Holders And Owners

### 3.1 Purchasing Of A Tampere Travel Card

Tampere Travel Card is purchased from the service point. A current price must be paid when purchasing the card. Public Transport logo and identification card number have been printed on the card. The card has a chip with the loaded tickets and specific customer information.

Before purchasing the Travel Card, customer's responsibility is to get acquainted with the General Travelling and Travel Card Conditions of Tampere Public Transport. By purchasing a Tampere Travel Card the customer accepts these conditions. Customership of Tampere Public Transport and the customer will come into existence when the Travel Card is given to the customer's possession. Customership is valid until either one of the parties ends it. Obeying these conditions is a requirement to a continual customership of Tampere Public Transport and the customer.

#### 3.1.1 Personal Tampere Travel Card

In order to purchase a personal Travel Card, a person must have a Finnish social security number and a Finnish address. When purchasing a personal Travel Card, the customer must present an identification card with a photo (official ID, passport, driver's licence or social insurance card with photo).

A minor or incompetent person can purchase a personal Travel Card and tickets without the consent of a parent or guardian. If a minor does not have an identification card with photo, he or she must present a reliable identification document (e.g. social insurance card). Together with a parent or guardian, the minor or incompetent person is responsible for using the card according to the card use conditions.

A personal Travel Card can also be purchased for another person. In this case, the customer must present an identification card and a proxy by the person who the card is purchased for. The proxy can be printed from the Tampere Public Transport web pages or collected from the service point.

Customer information is collected into the customer register of Tampere Travel Card system. The registrar is the Community Board of the City of Tampere. A register description (following the 523/99 10§ Personal Data Act) can be found at the service point as well as from the Tampere Public Transport web pages.

Customer's personal information is collected either from the municipal register Facta or from the Population Information System, using the customer's social security number. During the purchase of the Travel Card, all gathered information is printed for the customer to check and approve. The customer has a right to urge a correction of incorrect information. Request can be addressed to the registrar.

A customer has the right to see their personal information in the register. Information can be printed in service point for the customer (identity must be proved). Customer can also examine the information in the Internet-based Travel Card loading service. The customer has the right to forbid his or hers information to be used for communication and marketing purposes. Customer information is not handed into the use of a third party.

Information to be collected into the customer register and into the Travel Card includes card owner's name, social security number, residency, sex and user group. The address and optionally also phone number and e-mail address of the card owner are collected only into the customer register. Also the usage information of Tampere Travel Card (including Stored Value Ticket, seasonal ticket which trips are combined to a time period or ticket which billing is based on the number of trips, no transfer trips) is collected only into the customer register. The latest (at most) twelve trips and/or loadings of the card are also collected to it.

All customer information can only be read from the card at the service point. Customer information is preserved one (1) year after customer relationship has ended. Card readers used by service providers only show the information collected to the Travel Card.

All age group appropriate, holder-specific and tickets, and personal tickets with specific benefits, can be loaded onto a personal Travel Card. If the user group or home municipality of the owner of personal Travel Card changes, it is his or hers responsibility to update the changed information onto the Travel Card at the service point, after the information has been updated to Population

Information System.

Age group changes must not be reported. A children's Travel Card is automatically changed into a youth Travel Card and a youth Travel Card is automatically changed into an adult Travel Card.

### **3.1.2 Holder-Specific Tampere Travel Card**

Community, company or person (regardless of age or residency), can purchase a holder-specific Tampere Travel Card. No personal information is recorded.

Holder-specific cards are assigned to a certain age group (which can be changed), and the age appropriate holder-specific tickets can be loaded onto the card.

### **3.1.3 Company and Community Specific Tampere Travel Card**

A registered community or company can purchase a Company and Community Specific Tampere Travel Card. Information to be collected into the customer register are business ID and name, address, contact person, phone number, e-mail address and an identification mark of the card user. Validity of given information is verified from the Finnish Business Information System. Registrar is the Community Board of the City of Tampere. The company or community has the right to see its customer information in the register. Information can be printed for the customer in service point.

When purchasing a Travel Card, all collected information is printed for the customer, who is responsible for checking and approving the information. A Travel Card is holder-specific and age-specific, and holder-specific tickets can be loaded onto the card.

## **3.2 Taking Care of A Travel Card**

All Tampere Travel Cards have a five-year guarantee period, effective from the day of purchase. The card owner or holder is responsible for using the card with care during its guarantee period. When the card is no longer in use, it can be either kept or returned to the service point for destruction.

Travel Cards endure normal conditions of use and preservation. The card must not be altered or copied, cut, folded neither holed.

During the guarantee period, a damaged Travel Card can be changed for a new one at the service point without charge. If the card has been damaged due to careless use or it has been intentionally damaged, a current card fare may be collected with the new card.

### **3.3 Acquiring Usage Information of A Travel Card**

A customer can ask for the usage information of his or her own personal Travel Card. Information is available at the service point with certain tickets and loadings during one (1) year. A valid identification card must be presented. The customer can get the

information without his or hers Travel Card. Customer can also examine the information in the Internet-based Travel Card loading service.

Usage information on a holder-specific Travel Card can be handed to the cardholder, who must have the Travel Card with him or her when asking for the information at the service point.

The most recent ticket information and usage events (card history) can also be checked with the readers of service providers (loading points, buses). Travel Card has to be with the customer.

### **3.4 Using a Travel Card**

Tampere Travel Cards can be used for travelling with Tampere Joint Local Transport operations. Only certain tickets can be used for travelling over municipal borders.

When travelling, a customer must have a valid ticket on his or her Travel Card. In case the customer does not have a valid ticket on the Travel Card, a Single Ticket must be purchased. In addition, an inspection fare may be collected. Between midnight and 04.40 o'clock, the customer must also pay a current extra night fare, which can be paid either with a Stored Value Ticket on the Travel Card or in cash.

The customer must show the Travel Card to the reader when boarding a bus. Tickets come with the right to transfer to another bus free of charge within one hour. Free transfer must be validated by showing the card to the card reader, and if necessary by presenting the driver the receipt of cash fare of the extra night fare.

The customer must ask the driver to read his or hers card with the driver's card reader, if the card reader in the bus is not in function. However, if the driver's reader is also not in function, the trip is free of charge. If the Travel Card is broken and thus cannot be read, no charge will be collected for the trip, and the customer must replace the broken card as soon as possible. The driver is allowed to collect the price of Single Ticket, if it's noticed that the customer is using his or her broken Travel Card repeatedly.

Only the card owner can use personal tickets loaded onto his or her Travel Card. The owner must present an identification card to the driver or inspector if asked. In addition, persons using a children or youth Travel Cards must present the driver of inspector a valid document of their age if asked.

If a Travel Card has a holder-specific ticket product, a Tampere Travel Card may be given to the use of a person within the same or lower age group.

All Tampere Travel Cards can be reloaded at the Tampere Public Transport's service point or at any reloading point. Customer can also buy tickets into personal Travel Card in the Internet-based Travel Card loading service. There can be one or more tickets loaded onto the Travel Card at the same time (for example Season

Ticket and Stored Value Ticket). If there is more than one season-like ticket on the Travel Card, new season will start after the valid one has run out.

Travel Card can be used also to other services of service providers that have contract with Tampere Public Transport (for example public swimming pools).

### **3.5 Misuse of A Travel Card**

The driver has the right to confiscate a personal Travel Card, if the card with personal ticket has been given into the use of other person than card owner. Card can also be confiscated if a member of higher age group uses a personal Travel Card of a lower age group. Travel Cards are delivered to service point within three (3) days of the confiscation. The card owner may collect the confiscated card from the service point by presenting an identification card. The card owner is responsible for losses due the misuse. No compensation will be paid from the duration of confiscation.

If a member of higher age group uses a holder-specific Travel Card of lower age group, the driver is allowed to collect the price of Single Ticket. The holder-specific Travel Card will not be confiscated.

### **3.6 Closing a lost Travel Card**

#### **3.6.1 Personal Tampere Travel Card**

When the Travel Card is lost, the service point must be informed in order for the card to be closed. The customer must inform his or her social security number. For information security reasons, it is highly recommended the information to be given either personally at the service point or by the phone (not by a letter, e-mail or fax). If the customer has more than one Travel Card in use, the service point must be told which card the customer wishes to be closed.

A closed Travel Card cannot be used for travelling. The closed card will set off an alarm in the card reader and the driver will confiscate the card. Confiscated cards can be collected from the service point, where they are preserved for one (1) year.

A lost Travel Card can be replaced by purchasing a new card. Tickets on the lost card can be transferred into the new card. Ticket information is verified from the Travel Card register. A processing fare and a card fare must be paid when purchasing a new card and transferring tickets into it. The old replaced Travel Card is removed from use. If the customer should find the lost card, it is the customer's responsibility to deliver it to the service point for destruction.

In case the lost card has not been replaced with a new one, the card owner is informed about the found card by a phone call or e-mail. If the customer has not given these contact details into the customer register or closed the card, the customer can enquire his or her card at the service point.

Cards reported stolen are dealt in the same manner as lost Travel Cards. The card fare of a stolen or lost Travel Card will not be refunded.

### **3.6.2 Holder-Specific Tampere Travel Card**

Holder-specific Travel Cards cannot be closed and their tickets cannot be transferred onto another card. Tampere Public Transport will not compensate for tickets used with a lost or stolen holder-specific Travel card. The card fare of a lost or stolen Travel Card will not be compensated.

### **3.6.3 Company and Community Specific Tampere Travel Card**

When the Travel Card is lost, the service point must be informed in order for the card to be closed. The customer must present the company or community's business ID number. For information security reasons, it is highly recommended the information to be given either personally at the service point or by the phone (not by a letter, e-mail or fax). If the company has more than one Travel Card in use, the service point must be told which card the customer wishes to be closed.

A closed Travel Card cannot be used for travelling. The closed card will set off an alarm in the card reader and the driver will confiscate the card. Confiscated cards can be collected from the service point, where they are preserved for one (1) year.

A lost Travel Card can be replaced by purchasing a new card. Tickets on the lost card can be transferred into the new card. Ticket information is verified from the Travel Card register. A processing fare and a card fare must be paid when purchasing a new card and transferring tickets into it. The lost, replaced Travel Card is removed from use. If the customer should find the lost card, it is the customer's responsibility to deliver it to the service point for destruction.

In case the lost card has not been replaced with a new one, the card owner is informed about the found card by a phone call or e-mail. If the customer has not given these contact details into the customer register or closed the card, the customer can enquire his or her card at the service point.

Cards reported stolen are dealt in the same manner as lost Travel Cards. The card fare of a stolen or lost Travel Card will not be refunded.

## **3.7 Reclamations And Requests for Clarification**

### **3.7.1 Damaged Travel Card**

All Tampere Travel Cards have a five-year guarantee period, effective from the day of purchase. The card owner or holder is responsible for using the card with care during its guarantee period. During the guarantee period, a damaged Travel Card can be changed for a new one at the service point without charge if the content

of the Travel Card can be solved from the customer register (personal and company/community specific cards) or from card register (holder-specific cards). Card number must be apparent on the card or on some other document (for example card history).

If the card has been damaged due to careless use or it has been intentionally damaged, a current card fare may be collected with the new card due the guarantee period.

The damaged and replaced card has to be given to service point for destruction. The card fare of a damaged Travel Card will not be refunded. If the customer doesn't want to replace his or her Travel Card with a new one, tickets on the damaged card are dealt as needless tickets (rule 3.7.2).

### **3.7.2 Refund of Needless Tickets**

If there are needless tickets on customer's personal Travel Card, he or she can ask for refund for them at service point. The customer has to have the Travel Card and identity card with him or her. The amount of the refund is based on the ticket fare at the time it was loaded. Refund can be done

- by converting the remaining season-like ticket to a Stored Value Ticket and
- by paying the balance of Stored Value Ticket in cash for the customer or
- by paying the fare of unused season-like ticket in cash for the customer.

If the request for refund is based on customer's changed life circumstances (e.g. hospitalization), tickets that were on the card at the time of interference can also be noticed. As a proof customer has to have appropriate documents related to the concern.

In a case of bereavement, remaining tickets on the deceased's Travel Card can be refunded to the next of kin or estate.

Processing fare is always collected with a refund. When season ticket, which contains over 30 days, is refunded, processing fare is collected for used 30-day period and for every remaining full 30-day period. Max. six (6) processing fares can be collected per refund. No tickets are refunded if the amount of refund is smaller than amount of processing fares. Needless tickets on holder-specific Travel Card cannot be refunded. Employer-Subsidized Commuter Tickets cannot be refunded because of shared and supported ticket fare between employer and employee.

### **3.7.3 Incorrect Ticket Loadings**

Incorrect ticket loadings need to be corrected primarily at the loading point where the mistake was made. If the mistake cannot be corrected at the loading point request for correction is dealt at the service point following Tampere Public Transport guidelines.

If it can be stated that the customer made the mistake, ticket is dealt as needless (rule 3.7.2).

If it can be stated that the service provider made the mistake, ticket is dealt as needless (rule 3.7.2) but no processing fare is collected. Request for correction must be made in two (2) months from the time the mistake was made or when customer should have noticed it. Reasonable travelling expenses due to the mistake can be refunded to the customer (at most two single tickets of Tampere Joint Local Transport operations).

### 3.7.4 Incorrect Charges On Stored Value Ticket

Incorrect charges on Stored Value Ticket can be restored onto Travel Card or refunded in cash. If the customer notices the mistake while travelling, he or she must ask the driver to print a card history, where the driver tags the incorrect charge. The card history and the Travel card must be presented at service point.

Request for restoration or refund must be made within two (2) months of the mistake was made or when customer should have noticed it. Requests are dealt at service point following Tampere Public Transport guidelines.

If some other service provider than Joint Local Transport operator has made the incorrect charging, correction is on account of the service provider who made the mistake (e.g. public swimming pools).

### 3.7.5 Other Clarifications

Other requests for clarification related to Travel Card and travelling must be made within two (2) months of the discordant occurrence or when the customer should have noticed it. All requests for clarification are dealt at the service point following Tampere Public Transport guidelines.

The card owner or holder must present an identification card and all relevant receipts or documents in order to prove what has happened and to make a request for clarification. If the customer cannot visit the service point personally, he or she can authorize another person to handle matters for him or her with a proxy.

Given consumer protection instructions are followed with possible compensations. If a request for compensation and/or reclamation is approved, reasonable expenses due to the discordant occurrence can be refunded to the customer. If the compensation is concerning current season-like ticket or unused tickets, they can be dealt as needless tickets (rule 3.7.2). In other cases compensation can be dealt retroactively. If the compensation is concerning

- used Stored Value Ticket, the amount of the refund is based on the ticket fare at the time it was used
- used season-like ticket, the amount of the refund is based on the ticket fare at the time it was loaded.

If the request for refund is based on customer's temporary termination of travelling (for over five (5) days, e.g. hospitalization) on ticket's validity period, compensation can be dealt only if the content of the Travel Card can be solved from the customer register. In this case compensation is based on comparison of ticket fare and the value of trips that have been made (as Stored Value Ticket). If the ticket fare turns out cheaper, there is no cause for a refund.

Processing fare is always collected when the customer has himself or herself caused the reason for compensation (e.g. change in life circumstances, such as hospitalization). When season ticket, which contains over 30 days, is refunded, processing fare is collected for used 30-day period and for every remaining full 30-day period. Max. six (6) processing fares can be collected per refund. If a service provider has caused the reason for compensation processing fare is not collected. No tickets are compensated if the amount of compensation is smaller than that of processing fares.

Card fare will not be compensated. Employer-Subsidized Commuter Tickets cannot be compensated because of shared and supported ticket fare between employer and employee. Separate instructions exist for extensive bus operation interruptions, e.g. a strike. Temporary traffic problems, e.g. absence of a single shift or temporary delays, are generally not valid causes for compensation. However, compensation can be paid on a case-to-case basis if applied appropriately from Tampere Public Transport.

### 3.8 Termination of Travel Card And Customer Relation

A card owner has the right to terminate his or her Travel Card and customer relation. Customer can do this whenever at the service point. In this case, the card owner must present an identification card. If the card owner returns his or her personal Travel Card has the right to redeem any remaining tickets on the Travel Card. Redeemed tickets are dealt as needless (condition 3.7.2).

If the customer cannot visit the service point personally, he or she can authorize another person to handle matters for him or her with a proxy. In a case of bereavement, the next of kin or estate can redeem remaining tickets on the deceased's personal Travel Card.

Processing fare is always collected with redemption. When season ticket, which contains over 30 days, is redeemed, processing fare is collected for used 30-day period and for every remaining full 30-day period. Max. six (6) processing fares can be collected per redemption. If the amount of compensation is smaller than that of processing fare, no tickets are compensated. If a cardholder gives away a holder-specific Travel Card, the remaining tickets cannot be redeemed. Employer-Subsidized Commuter Tickets cannot be redeemed because of shared and supported ticket fare between employer and employee. Card fares will not be refunded.

Tampere Public Transport has a right to terminate a customership if the customer has not fulfilled these conditions. Information in the customer register will be kept for the duration of one (1) year after the termination of the customer relation.

## 4 Responsibilities And Rights of Tampere Public Transport

### 4.1 Selling Travel Cards

Tampere Public Transport sells Travel Cards with the terms mentioned in section 3. Personal Travel Cards can be loaded with personal tickets with certain rules and all holder-specific, age group appropriate tickets. Holder-specific and Company and Community-Specific Travel Cards can be loaded with all holder-specific, age group appropriate tickets.

### 4.2 Fees and Benefits

Tampere Public Transport reserves the right to collect charges in accordance with the current price list, which can be seen at the service point and Tampere Public Transport's web page. In addition to ticket fares collected fares include

- Travel Card fare
- processing fare concerning ticket refunds, transfers and redemption
- processing fare concerning other refunds and compensations.

Tampere Public Transport also reserves the right to change prices. Changes in prices – if authorities and legislation requires a change in prices – will be in effect at a time announced separately. Customers are informed on the changed prices at web pages of both the city of Tampere and Tampere Public Transport, as well as in a local newspaper. Changes in fare prices are announced officially in a local newspaper.

#### 4.2.1 Student benefits

Student benefits are granted to person belonging to an adult age group who either is a resident of Tampere or live at Tampere and study full-time (a minimum of 25 hours/week) at upper secondary school, vocational institute or university. Studies must lead to a vocational or academic qualification, and the school year must be a minimum of nine (9) months in length. This benefit can be granted at the service point, where the customer also must present documents proving the right to the benefits. Valid documents are a valid student organization's student card, a VR or Matkahuolto student card, or a student certificate filled by the educational institution. In addition, customers over 30 years of age must present a student financial aid decision by Kela (Tampere City Council decision 30. May 2001).

The customer has to have a personal Tampere Travel Card. Social security number is used for collecting a customer's residency information either from the municipal register Facta or from the Population Information System.

The customer receives student discounts from the price of a single trip on a Stored Value Ticket or on a Season Ticket when loading it. Students can also load a normal-priced Tampere Regional

Ticket. The benefits are fixed-term (in relation to age or length of school year) and personal. A Stored Value Ticket must be used to pay a trip for another passenger in the same age group or lower.

If the customer's home county changes, the customer must visit the service point and update the Travel Card with the changed information, after the information has been updated to Population Information System. If some other condition that affects the customer's right to this benefit changes, as well, he or she must visit the service point and update the Travel Card with the changed information.

#### 4.2.2 Senior Benefit

Senior benefit is granted to resident of Tampere over the age of 65. The benefit can be granted at the service point, where the customer also must present an identification card proving the right to the benefit.

The customer has to have a personal Tampere Travel Card. Social security number is used for collecting a customer's residency information either from the municipal register Facta or from the Population Information System.

The customer receives discount from the price of single trip on a Stored Value Ticket at a certain times of day. The user group is used until further notice. The Travel Card is personal with trips of discounted prices. A Stored Value Ticket must be used to pay a trip for another passenger in the same age group or lower.

If the customer's home county changes, the customer must visit the service point and update the Travel Card with the changed information, after the information has been updated to Population Information System.

#### 4.2.3 Benefits for persons with disabilities

These benefits can be granted in service point by the decision of the Service Office For The Disabled (in accordance with the service for disabled act). The customer has to have a personal Tampere Travel Card. The Service Office For The Disable informs service point details of the persons who are entitled to this benefit.

As a benefit, the customer's Travel Card is loaded with a fixed-term ticket with free trips in Tampere Joint Local Transport operations. Extra Night Fee will not be collected. The ticket is personal, but it can also be used for paying an assistant's trip by showing the card to the card reader twice. A Stored Value Ticket must be used to pay a trip for another passenger in the same age group or lower.

If the customer's home county changes, the customer must visit the service point and update the Travel Card with the changed information, after the information has been updated to Population Information System. If some other condition that affects the customer's right to this benefit changes, as well, he or she must visit the service point and update the Travel Card with the changed information.



#### 4.2.4 Benefits For Finnish War Veterans

These benefits are granted at the service point to registered Finnish war veterans. The customer must be a resident of Tampere, Kangasala or Ylöjärvi (war veteran discounts vary in different municipalities).

As a benefit, the customer's Travel Card is loaded with a ticket with free trips in Tampere Joint Local Transport operations. Ticket can be used in travelling over municipal borders (Kangasala, Lempäälä, Nokia, Pirkkala, Tampere and Ylöjärvi). The ticket is personal and a possible extra night fare must be paid. A Stored Value Ticket must be used to pay a trip for another passenger in the same age group or lower.

If the customer's home county changes, the customer must visit the service point and update the Travel Card with the changed information, after the information has been updated to Population Information System.

#### 4.2.5 Benefits for Schoolchildren

The Department for Basic Education or a private comprehensive school can grant a benefit concerning school trips. Service point is informed about the details of the persons who are entitled to this benefit every school year.

As a benefit, the customer's Travel Card is loaded with a ticket with at most two (2) free trips for every school day. Ticket can be used on school days between 6.30am and 5pm. Trips include the right to transfer to another bus free of charge within one hour.

If there is also a Stored Value Ticket on the Travel Card, card reader on a bus reads primarily the school ticket. If there is also a Season Ticket on the Travel Card, card reader on a bus reads primarily the Season Ticket.

The ticket is valid for the whole school year and the trips can be used on school days only. If the school trips have been used for the day or it isn't a school day, trips have to be paid by a Stored Value Ticket. A Stored Value Ticket must also be used to pay a trip for another passenger in the same age group or lower.

If a condition that affects the customer's right to this benefit changes, he or she must visit the service point and update the Travel Card with the changed information.

#### 4.2.6 Benefits of an Employment Ticket

Employment Ticket is partly or entirely paid by an employer. There has to be a contract between an employer and Tampere Public Transport if an employer wants to give this benefit to its employees. Employer reports the details of the persons who are entitled to this benefit to service point.

The customer has to have a personal Tampere Travel Card. Em-

ployer chooses the tickets which are available as Employment Tickets from the list of Tampere Public Transport. Employer also chooses the amount of the benefit. The ticket is personal.

#### 4.3 Use and confidentiality of customer information

The customer register of Travel Cards entails customers' individual information and the necessary load and usage information for the purposes of Tampere Public Transport customer service and customer protection. The register description lists all collected information in detail.

Customer information is collected into the customer register of Tampere Travel Card system. The registrar is the Community Board of the City of Tampere. A register description (following the 523/99 10§ Personal Data Act) can be found at the service point as well as from the Tampere Public Transport web pages.

Customer's personal information is collected either from the municipal register Facta or from the Population Information System, using the customer's social security number. During the purchase of the Travel Card, all gathered information is printed for the customer to check and approve. The customer has a right to urge a correction of incorrect information. Request can be addressed to the registrar.

A customer has the right to see their personal information in the register. Information can be printed in service point for the customer (identity must be proved). Customer can also examine the information in the Internet-based Travel Card loading service. The customer has the right to forbid his or hers information to be used for communication and marketing purposes. Customer information is not handed into the use of a third party.

Information to be collected into the customer register and into the Travel Card includes card owner's name, social security number, residency, sex and user group. The address and optionally also phone number and e-mail address of the card owner are collected only into the customer register. Also the usage information of Tampere Travel Card (including Stored Value Ticket, seasonal ticket which trips are combined to a time period or ticket which billing is based on the number of trips, no transfer trips) is collected only into the customer register. The latest (at most) twelve trips and/or loadings of the card are also collected to it.

All customer information can only be read from the card at the service point. Customer information is preserved one (1) year after customer relationship has ended. Card readers used by service providers only show the information collected to the Travel Card.

Customers' individual information is typically used in

- selling personal Travel Cards
- changing customer's address and municipality information
- recognizing the owner of a lost Travel Card
- closing a Travel Card when lost

- terminating a Travel Card when a customer relation is ended
- replacing damaged a Travel Card
- identifying a customer when compensating Travel Card tickets
- clarifying errors and card history information upon the customer's request

Tampere Public Transport has the right to use the collected customer information in digital customer communications and marketing activities, if the customer has granted his or hers permission for this. No personal data will be given to third parties, except the legislation or official authorities obligate us to do so.

Service point personnel with access to customer information have an obligation to maintain secrecy. The personnel may examine and handle customer and usage information, specified in register description, only upon the request of the customer.

#### 4.4 Responsibility Restrictions of Tampere Public Transport

Tampere Public Transport is not responsible for the use of Travel Cards in other than travelling-related circumstances. Tampere Public Transport is not responsible for compensating damages resulted from actions of contracting parties.

#### 4.5 Validity Period And Alteration of Travelling And Travel Card

##### Conditions

Travelling and Travel Card conditions of Tampere Public Transport are in effect until noted otherwise. The conditions can be changed.

If the conditions are changed without legislation's or official authorities' obligations and in a way, which either increases or limits the customer's rights, Tampere Public Transport will announce the changes with an information sheet at the service point, in a local newspaper and in web pages. The changes will be in effect at a time announced in the information sheet.

## Guidelines for Safe Travelling



Please, be on time. Timetables of route's bus stops are estimates.



When you want to get on a bus, give a sign to the driver by waiving your hand.



Give space to other passengers too, start filling the standing places from the back of the bus.



Keep your luggage on your lap or on the floor. The seat next to you is for another passenger.



Inform the driver if you witness vandalism!



Eat your supplies before or after the trip, not during it.



Use the stop button for prams if you are travelling with a baby on a pram. Don't leave the baby on a pram alone.



Push the stop button on time so the driver will be able to stop safely.



When you leave the bus, let the children get out first.



Be careful, if the visibility to the street is weak - do not cross the street before the bus has left the bus stop.



## **Tampere Public Transport**

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