

2015



General Travel Conditions of Helsinki Region Transport



Helsinki Region Transport General Travel Conditions

1.1.2015

The Helsinki Region Transport (HSL) Travel Conditions apply to public transport journeys and services organized by HSL.

These Travel Conditions are valid from 1 January 2015 and supersede all previous Travel Conditions. The Travel Conditions are available at Travel Card service points, R kiosks and other sales points selling Travel Cards as well as online at hsl.fi. HSL reserves the right to change the Travel Conditions. The Travel Conditions in force and more information about tickets: www.hsl.fi

HSL Helsinki Regional Transport Authority acts as the registrar of the Travel Card customer register. The person in charge of the customer register is the Director of the Passenger Services Department. The Description of File and contact information of the persons in charge are available at Travel Card service points, HSL's Register Office and on HSL's web pages.

HSL pays any possible refunds in compliance with the provisions given on consumer protection.

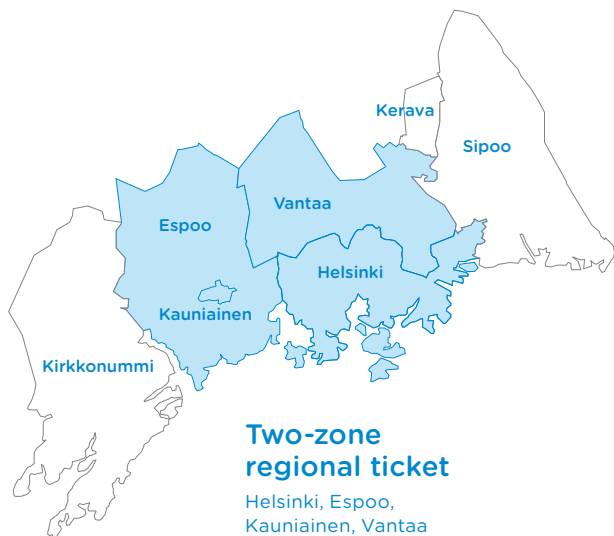
Tickets and their use on HSL area public transport

The HSL operating area covers seven municipalities: Helsinki, Espoo, Kauniainen, Vantaa, Kerava, Kirkkonummi and Sipoo. City internal transport services include bus, commuter train, Metro and tram services as well as Suomenlinna ferry services. Regional services include bus and commuter train services as well as U line bus services across municipal boundaries.

The HSL area has an integrated ticketing system. The technical implementation of the system is mainly based on the Helsinki Region Travel Card. The Travel Card can be loaded with season tickets and money or value that can be used for purchasing value tickets. The ticketing system also includes different single tickets and day tickets.

There are two types of Travel Cards: personal and multi-user cards. A personal Travel Card can only be used by the owner of the card and it cannot be given to another person for use. The customer group stored on the card and the home municipality together determine what kind of season and value tickets can be loaded on the card. Multi-user cards can be used by anyone who belongs to the customer group (adult or child) stored on the card. A multi-user card cannot be converted into a personal card and vice versa.

Customers are obliged to find out what kind of ticket they need for their journey. A ticket valid for the entire journey is needed for journeys across zone boundaries. Two internal tickets for different zones cannot be combined to make a journey across zone boundaries. When traveling to outside the HSL area, the tickets of the Helsinki region ticketing system cannot be used as part payment for the journey. Correspondingly, tickets issued by VR, Matkahuolto or bus operators cannot be used as part payment for journeys covered by the Helsinki regional ticketing system.





Season tickets

Season tickets are loaded on the Travel Card. Season tickets can be valid for 14-366 days and they entitle customers to unlimited travel within the validity area of the ticket.

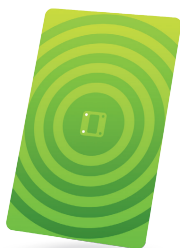
A Travel Card with a valid season ticket is shown to a card reader when boarding a bus. On commuter trains, the Metro and trams as well as on buses on route 550, customers do not have to show the Travel Card. In cases where passengers board a vehicle through a ticket inspection, the season ticket must be presented at the gate.

Value tickets

Value tickets are paid with money or value loaded on the Travel Card. The value ticket is stored on the Travel Card when the customer selects the zone on the card reader. The tickets allow customers to transfer from one vehicle to another within a given transfer time, with the exception of tram value tickets that are valid for travel on trams only.

The value ticket must be purchased immediately upon boarding a vehicle or before entering the Metro/Suomenlinna ferry platform area. In cases where passengers board a vehicle through a ticket inspection, the value ticket must be presented at the gate.

When transferring from one vehicle to another, the Travel Card with a valid value ticket is shown to a card reader when boarding a bus. On commuter trains, the Metro and trams as well as on buses on route 550 customers do not have to show the Travel Card.



Single tickets

Paper single tickets

Paper single tickets can be purchased on vehicles (from drivers and conductors) and ticket machines. Single tickets allow transfers between vehicles within the validity of the ticket. Tram tickets are valid on trams only.

The ticket must be purchased immediately upon boarding a vehicle or before entering the Metro/Suomenlinna ferry platform area. In cases where passengers board a vehicle through

a ticket inspection, the single ticket must be presented at the gate.

Mobile tickets

Mobile tickets are tickets sent to a mobile phone with limited validity on public transport in Helsinki. Mobile tickets allow transfers between vehicles within the validity of the ticket.

The mobile ticket must be on the mobile phone before the customer boards a vehicle or enters the Metro/Suomenlinna ferry platform area. In cases where passengers board a vehicle through a ticket inspection, the mobile ticket must be presented at the gate.

Day tickets

Paper day tickets valid for 1-7 days from the moment of purchase are sold at ticket machines and on vehicles. There are tickets valid in Helsinki or in Helsinki, Espoo, Kauniainen and Vantaa. Pre-paid day tickets for 1-7 days loaded on single-charge cards are available for all fare zones. The single-charge card must be activated on the first journey by showing it to a card reader immediately upon boarding a vehicle or before entering the Metro/Suomenlinna ferry platform area. In cases where passengers board a vehicle through a ticket inspection, the day ticket must be presented at the gate.



Suomenlinna ticket

Suomenlinna tickets are valid only on the Suomenlinna ferry services. The tickets are valid from the moment of purchase and they are available only from ticket machines located at the Market Square and in Katajanokka. The tickets are valid for 12 hours.

Prepaid Suomenlinna tickets loaded on single-charge cards are available from several sales points. The single-charge card must be activated before boarding the ferry by showing it to a card reader. The ticket is valid for 12 hours from the time it is first used.

Two-hour tickets

Two-hour tickets are loaded on single-charge cards. They are available from several sales points.

The single-charge card must be activated on the first journey by showing it to a card reader immediately upon boarding a vehicle or before entering the Metro/Suomenlinna ferry platform area. In cases where passengers board a vehicle through a ticket inspection, the single-charge card must be presented at the gate.

Helsinki Cards

Helsinki Cards are remotely readable cards valid for travel either in Helsinki or in Helsinki, Espoo, Kauniainen and Vantaa. Helsinki Cards are valid for 1, 2 or 3 days from the moment they are first used. The card must be activated at the beginning of the first journey by showing it to a card reader. In cases where passengers board a vehicle through a ticket inspection, the Helsinki Card must be presented at the gate.

Night fare

In the Helsinki region ticketing system, a night fare is charged in the whole area Monday to Sunday 2am – 4.30am. Night tickets include single tickets available from drivers, conductors and ticket machines as well as value tickets purchased from card readers or drivers during the night fare hours. The night fare can be paid also by mobile phone in the validity area of mobile tickets. The prices of the night single and value tickets are the same for all customer groups.

With the exception of schoolchild tickets, all season tickets are valid during the night fare hours. Prepaid tickets loaded on single-charge cards (day tickets and two hour tickets) as well as Helsinki Cards are also valid during the night fare hours. The tickets can be also stamped for the first time during the night fare hours. Day tickets are available at the normal price from drivers and ticket machines also during the night fare hours.

Possible delays or other such issues do not affect the price of the ticket; the fare is determined according to the time of purchase.

Metro payment area

The Metro payment area includes the Metro platforms and the stairs and escalators leading to them.

Purchasing tickets

The customer is obliged to take care of that they have a ticket valid for the entire journey and accepted by HSL. When loading their Travel Card or a single-charge card, the customer must check the details of the ticket loaded on the card on the receipt. Purchase of value tickets from the self-service card

reader and the use of the card are at the customer's responsibility and individual value tickets purchased by mistake shall not be refunded.

The driver does not have to accept bills larger than EUR 20.

Right to travel without a ticket

The following persons are allowed to travel on transport services covered by the HSL ticketing system without a ticket (please note the restrictions on U line buses):

- Children under 7 years of age;
- People traveling with a small child aged 0-6 years in a pram, pushchair or wheelchair;
- Passengers in a wheelchair and one companion if the passenger has a Companion Pass; and
- Companions if the accompanied person has a Companion Pass and a valid ticket.

Carrying bicycles and other items

Bicycles can be carried on commuter trains in the Helsinki region free of charge outside peak hours, provided there is space. Bicycles are not allowed on commuter trains from Monday to Friday 7am-9am and 3pm-6pm. Bicycles and kick bikes are not allowed on buses or trams. Bicycles and tricycles of children under school age can be carried on buses and trams if there is room for them in the space reserved for prams and wheelchairs. On the Metro, bicycles can be carried free of charge provided there is enough room.

Customers are allowed to carry regular luggage.

Ticket Inspection

The personal Travel Card can only be used by the owner of the card who must, if asked by an inspector, show proof of their identity.

Passengers traveling with a child ticket must, upon request, show proof of their age. If need be, ticket inspectors verify personal details from the population register, in which case the customer must tell the inspector their name and ID number.

A penalty fare can be issued to a passenger traveling without a valid ticket. The price of a single or value ticket will also be charged. If the Travel Card is used in breach of the HSL Travel Conditions, the inspector or another person authorized by HSL or VR can take the Travel Card away from the passenger.

Problems with purchasing tickets

If the Travel Card/single-charge card is not working

If the Travel Card or single-charge card does not work on the card reader, the customer must try another card reader. If the card is faulty, the customer must purchase a ticket in another way. The faulty card is replaced by a new one at a service point. The season ticket and/or value remaining on the faulty Travel Card or single-charge card can be transferred to the new card. The direct costs caused by the malfunctioning of the Travel Card (i.e. single tickets as well as phone calls and postage) will be refunded to the customer on a case by case basis. If the fault is caused by the customer, the service point will charge a processing fee and a card charge. Physically damaged single-charge cards are not refunded.

If the card reader does not work

If the card reader does not work, the customer must turn to the bus driver to check the validity of the season ticket or right of transfer on the card or to buy a value ticket. On other modes of transport or at the platform gate, the customer must try other card readers. If all of the card readers on the vehicle or at the platform gate are out of order so that the customer cannot buy a ticket for their journey without major inconvenience, the penalty fare may not be charged. However, the ticket inspector will charge the customer a single fare.

If the mobile ticket does not work

If the customer does not receive the mobile ticket on their phone because of a problem with the ticketing system or the mobile operator, the customer must purchase a ticket in another way before starting the journey. If the system has such problems that the customer cannot buy a ticket for their journey without major inconvenience, the penalty fare may not be charged. However, the ticket inspector will charge the customer a single fare.

Lost Travel Card

Customers can report lost personal Travel Cards and the cards can be cancelled by the customer's ID number or business ID. Multi-user Travel Cards can be cancelled if the owner's ID number or business ID has been stored on the card. A Travel Card can be cancelled either by calling (09) 4766 4000 or visiting a service point. Travel Cards are cancelled according to rules set out by HSL. A cancelled Travel Card cannot be used for

traveling, it cannot be loaded with a season ticket or value, nor can it be reactivated. Card charge will not be refunded in case a Travel Card is cancelled.

The season ticket and/or value remaining on a cancelled Travel Card can be transferred to a new card. The season ticket remaining on a card will be loaded to a new card from the day on which the customer comes to the service point to take care of the matter. A processing fee will be charged for the transfer in addition to the card charge for the new card.

A lost and found Travel Card is kept at the service point for 3 months after which the card is deactivated. After this, HSL cannot refund the season ticket or value remaining on the card to the customer.

Ticket refunds

Value tickets, single tickets, tickets loaded on single-charge cards and mobile tickets are not refunded.

Season ticket and value refunds

Travel Card enquiries and refunds as well as complaints are dealt with at service points. When making a request for settlement, the customer must present a proof of identity. Claims for refund and/or complaints must be made within two months from the date the defect is discovered or the reason for a refund arises. Possible refunds are paid in compliance with the provisions given on consumer protection. Refunds are possible only for season tickets and/or valued loaded on personal Travel Cards or multi-user Travel Cards with the owner's personal data. The card charge is not refunded.

If the claim for refund is accepted, the season ticket remaining on the card is converted into value or refunded according to the prices valid at the time of loading. A processing fee will be charged for the refund of a season ticket or value.

Refund in case of changes in the customer's conditions of life

A season ticket loaded on a Travel Card can be refunded by converting it into value on the card. The refund is paid from the day on which the customer comes to the service point to take care of the matter.

If the customer's new place of residence, work or study is located outside the HSL area, the season ticket and/or value remaining on a personal Travel Card can be paid also into the customer's bank account. The season ticket remaining on the

card is converted into value and refunded according to the prices valid at the time of loading.

A processing fee will be charged for the refund. If the customer is unable to visit a service point themselves, another person can take care of the matter. A power of attorney is required in cases where a season ticket and /or value are refunded into the customer's bank account.

Refund due to hospitalization or case of death

Refunds are possible in case of hospitalization or death. The basis for refund has to be proven accordingly at a service point. In case of the customer being hospitalized, the season ticket loaded on a personal Travel Card is refunded from the time of hospitalization. The term hospitalization is used to refer also to outpatient care. The claim for refund must be filed within two months from the date the reason for a refund arises.

In case of death, the season ticket loaded on a personal Travel Card is refunded from the date of death onwards, as is the value remaining on the card on the day that the card is returned. A claim for refund can be filed within one year from the date of death. The card charge is not refunded. The refund is paid to the customer's/estate's bank account. The Travel Card is returned to the service point.

A processing fee will be charged for the refund.

Strikes or other traffic disruptions

In case of extensive strikes or stoppages of work, HSL issues refund instructions on a case by case basis. Traffic disruptions, for example a service not running or being delayed or ahead of time, do not generally entitle customers to refunds. Refunds are considered on a case by case basis upon application submitted to HSL.

Enquiring about information on the Travel Card

Customers may ask for information concerning their personal Travel Cards approximately from the past six months at a Travel Card service point. The customer must present a proof of identity (an official ID card, passport, driver's license, or a Kela card with a photograph). The Travel Card is not needed.

The information on a multi-user Travel Card is given to any person holding the card. The Travel Card has to be presented at the service point if the owner's personal data has not been stored on the card.

In the online My Travel Card service, customers can check the validity of the season ticket and value balance on their cards. Customers who have authenticated using their online banking credentials can browse the load history, value ticket purchases and customer information of personal Travel Cards and multi-user cards with the owner's personal data.

Customers can also check the validity of the season ticket, value balance and value tickets at the card readers on public transport vehicles and at Metro stations. Customers can get the season ticket information and value balance also from all Travel Card sales points as well as from HSL's full-range ticket machines.

The useful life of the card

The useful life of the card expires when HSL replaces the Travel Cards with new ones. Once the card swap is completed, the old card cannot be used for traveling. The value remaining on the Travel Card can be transferred to a new card within one year from the end of the card swap. The validity of a customer group or season ticket loaded on the card cannot exceed the useful life of the card.

Unused tickets loaded on single-charge cards can be used until the zone reform. HSL will inform customers about ticket refunds separately.

Travel Card system customer register and data protection

Customers' identification information as well as the loading and ticket sales data that HSL needs in order to attend to the Travel Card system customer service and consumer protection, are collected in the Travel Card system customer register. The kinds of information recorded in the customer register are specified in the Description of the File available at www.hsl.fi. The most common cases in which the customer data is used are when issuing personal Travel Cards, updating the customer's address or home municipality, identifying the owner of a lost and found Travel Card, cancelling a lost Travel Card, cancelling a Travel Card at the termination of customership or employment, working out errors, and checking loadings and value transactions at the customer's request.

The customer is responsible for providing HSL with up-to-date information. If the customer group, customer group validity or home municipality of the owner of a personal Travel Card changes, the customer must visit a Travel Card service point to update the information on the card.

HSL Customer Service

tel. 09 4766 4000
Mon-Fri 7am-7pm,
Sat-Sun 9am-5pm

www.hsl.fi

www.reittiopas.fi

Helsinki Region Transport

