

Travel conditions

Ordinary or advanced purchases, returns or exchanges of tickets at our ticket offices.

Avanza Movilidad Gipuzkoa, S.A. has three offices from which tickets can be purchased for journeys leaving each of the three capital cities.

- **Bilbao Intermodal Bus Station:** Gurtubay, s/n. 48013 Bilbao

Opening times: 06:15-21:00 on Monday to Friday working days; 07:15-22:00 on Saturdays; 08:45-22:00 on Sundays and public holidays.

- **Donostia/San Sebastián Bus Station:** Paseo de Federico García Lorca 1, 20014 Donostia/San Sebastián.

Opening times: 04:40-22.00 from Monday to Sunday.

- **Vitoria/Gasteiz Bus Station:** Plaza Euskaltzaindia, 01010 Vitoria/Gasteiz

Opening times: 07:00-21:10 on Monday to Friday working days; Saturdays, Sundays and public holidays: 07:30-21:50.

Tickets for journeys leaving outside the ticket office opening times can be purchased on board the bus.

Buying tickets from the ticket offices:

Three methods of payment are accepted for the purchase of tickets from our ticket offices:

- Cash payment for the full amount of the ticket.
- Payment with the Lurraldebus or Mugi pass, according to the conditions described below.
- Payment with debit or credit card.

When paying cash for your ticket, the corresponding terms and conditions stipulate that the highest accepted banknote denomination is €50. Higher denominations will not be accepted for security reasons. To avoid errors, please check your tickets at the office and ask for any rectifications to be made immediately.

The personal Lurraldebus or Mugi pass is valid for travel on all lines operated by Avanza Movilidad Gipuzkoa, S.A. The personal and non-transferrable version of this pass only gives its holder the right to acquire and use one ticket. However, the anonymous Mugi pass can be used for travel by up to nine passengers. In all cases the Lurraldebus or Mugi pass must have sufficient balance to cover the cost of the tickets.

Tickets are valid for the date, time and route indicated.



Tickets for long distance journeys can be purchased on our website www.gipuzkoa.avanzagrupo.com

No debit or credit card payments are allowed on board the bus. Tickets can only be purchased with cash or with the Lurraldebus or Mugi pass.

Make sure to keep your ticket with you until the end of the journey as you will have to show it when asked by authorised Avanza Movilidad Gipuzkoa, S.A. staff.

Advance ticket sales at ticket offices:

Advanced tickets can be purchased at the times indicated for each ticket office. However, people buying a ticket for immediate travel will take precedence.

Purchase of advanced tickets from ticket offices using the Lurraldebus pass:

If you purchase an advanced ticket using your pass, you can book on any of the services leaving during the month at hand.

Said tickets are valid for the date, journey and time indicated.

Return of tickets purchased from the ticket office using the Lurraldebus or Mugi pass:

Returns can be requested for tickets purchased from the Avanza Movilidad Gipuzkoa, S.A. ticket offices using the Lurraldebus or Mugi pass.

To do this, the ticket holder must make their way to the ticket office at least 10 minutes before the departure time indicated on the ticket and ask for a returns form, which they must duly complete and hand over together with the ticket. Once this process has been completed, the Gipuzkoa Provincial Transport Authority will check the request and issue a voucher for the amount to be charged to your card.

Advanced tickets purchased from the ticket office in cash or with a debit or credit card:

Tickets can be purchased for up to a month before your date of travel.

Avanza Movilidad Gipuzkoa, S.A. undertakes to fully refund the cost of advanced tickets paid for in cash or with a debit or credit card, provided that the request is made prior to departure of the service.

No refunds will be given for tickets on a service that has already left.

Tickets are only valid for the date, route and time of the service indicated.

Cancellation of advanced ticket sales:

Advanced sales will be cancelled when the appropriate Authorities issue emergency warnings due to adverse weather conditions likely to endanger passenger safety, and in the event of circumstances beyond the company's control. The cancellation of advanced tickets for said reasons will be announced as soon as possible on our website: www.gipuzkoa.avanzagrupo.com, at the ticket offices and on our Customer phone line: 900 12 14 00

The resumption of normal advanced ticket sales will be announced through the same channels.

Exchanging tickets at the ticket offices:

Due to the way the system operates, tickets purchased using your pass cannot be exchanged at the ticket office. However, they can be cancelled by completing the process indicated in the section on "Returning tickets purchased from the ticket office using the Lurraldebus or Mugi pass".

Those purchasing a ticket from the ticket office in cash or with a debit or credit card will have the right to exchange it for another ticket leaving at a later time and at absolutely no cost. In this case a place on the new service will be issued provided that free seats are available.

Tickets purchased online cannot be exchanged or cancelled on the bus or at the ticket offices. The only way to do it is via the sales platform, as indicated in the section on "Cancelling tickets online".

Sale of tickets on board the bus:

Tickets purchased on board the bus can be paid for in cash or with the Lurraldebus or Mugi pass. Debit or credit cards are not accepted.

When paying for a ticket in cash, according to the current terms & conditions, the highest denomination accepted is €20. Higher denomination notes will not be accepted for security reasons.

To keep the service running smoothly, please have the exact amount or small change ready to pay for your ticket. To avoid mistakes, please check your ticket and change immediately.

Make sure to keep your ticket with you until the end of the journey as you will have to show it when asked by authorised Avanza Movilidad Gipuzkoa, S.A. staff.

The service.

Ticket holders have the right to travel in decent vehicles ensuring that the service proceeds in appropriate conditions of safety, hygiene and comfort.

Services will be provided according to the route announced and authorised by the competent Authority. The right to travel will depend on seats being available for your chosen service.

It is advisable to turn up early for your bus.

On board, users must follow the indications of Avanza Movilidad Gipuzkoa, S.A. staff for all matters related to the service and its incidents. They must also obey the indications posted inside and outside the bus and not proceed in a manner which is forbidden in said indications or in the User Terms & Conditions.

On board, passengers are asked to abstain from behaviour which could disturb the other passengers, from writing on any part of the vehicle and from removing any safety element from the bus.

Passengers must enter the bus by the door indicated for this purpose, except for persons of reduced mobility, who will be able to enter and leave the bus by the door closest to them and most suited to their needs.

It is strictly forbidden to leave or enter the bus while it is still moving or at a place other than the authorised stop.

It is strictly forbidden to eat or drink on the bus.

The driver has the right to refuse entry to people who appear to be inebriated, under the effect of drugs or who behave in a way that endangers the physical wellbeing of the other passengers or who can be considered bothersome or offensive for the aforementioned or for the company staff.

Access to the bus on routes with no ticket offices. The first people to board are those who have a ticket, no matter how they purchased it. Once all are on board, the driver will start to sell tickets, but only for available free seats.

Should the service be cancelled due to a bus breakdown, its passengers can transfer to the replacement bus provided by the company using the same ticket and always according to the instructions of Avanza Movilidad Gipuzkoa, S.A. staff.

Avanza Movilidad Gipuzkoa, S.A. promises to provide, as fast as it can, a vehicle to replace the one that has broken down in order to complete the journey and take all passengers to their destination in the shortest possible time.

The services may experience delays, cancellations or route changes in the event of a serious traffic jam, adverse weather conditions or situations of force majeure beyond control of the organisation. In such cases, the incidents will be posted on the website, the Customer Phone line and the ticket offices at the start and end of the journey or line affected. Once the service or line is back up and running, an explanation will be given for the situation in the same way as indicated above.

Our staff strives to ensure that you have a pleasant journey; should you observe any kind of problem while travelling, please tell the driver so that they can either deal with the issue or take the necessary steps for its rapid solution.

Persons of reduced mobility

In order to make the bus suitable for your needs, we recommend that wheelchair users taking long distance services of more than 40 kilometres inform the company at least 24 hours before their departure time. This can be done on our Customer

Phone line: 900 12 14 00 (Monday to Sunday: 07:00-21:30) or by approaching those in attendance at any of our ticket offices.

Persons of reduced mobility in wheelchairs must enter the bus by the ramp or lift provided and will occupy the place assigned for this purpose inside the vehicle.

In buses authorised to carry standing passengers, wheelchair users will use the safety belt provided on the bus. One wheelchair is allowed on any bus with a journey of more than 40 kilometres provided that the users have completed the formality indicated in the section on PMR.

In all other vehicles, the maximum number of spaces is two, provided that the reserved space is not already occupied by a pram or pushchair. Should both coincide at a stop, the wheelchair user will have priority access and use of the space reserved for prams or pushchairs.

Passengers with prams or pushchairs.

To access the bus with a pushchair the passenger must use the door closest to its designated space.

Open prams and pushchairs will be allowed onto all buses covering a route of less than 40 kilometres and which are equipped to carry them. Folded prams or pushchairs must travel on the central platform of the bus, held in place with the safety belt and with the brake on. The person travelling with the pram or pushchair will be liable for the safety of both themselves and the other passengers. They must therefore stay beside or keep hold of the pram or pushchair at all times. The maximum number of prams or pushchairs allowed on each bus is two, provided that there are no wheelchair travellers on the same bus and that they do not coincide at the stop with a wheelchair user, in which case the latter will have preference over the pram or pushchair. Prams and pushchairs must travel in the hold when the bus is equipped with one.

According to Article 19 of the Gipuzkoa Provincial Transport Authority regulations on "Access by prams and pushchairs", prams and pushchairs carrying reborn dolls or similar, or carrying animals, are covered by the stipulations of said article and will therefore no longer be accepted on vehicles from 6 May 2024.

Travelling with children

- 1. Children under the age of 6 travel free of charge; however, they must be issued with a free ticket for the purposes of seat calculations and cover under the mandatory insurance policies established in the traffic regulations. This ticket will be issued on board the bus when no ticket office is available. In the event of difference of opinion regarding the age of the child, the driver's decision will be final, notwithstanding refund of the cost of the journey once proof of child's age has been provided. One adult can travel with a maximum of four children under the age of 6 years.
- 2. Passengers between the ages of 6 and 18 years travelling on the bus alone using their personal MUGI pass and unaccompanied by an adult responsible

for their safety, will be considered as minors authorised to travel by their parents or tutors and will do so at the latter's responsibility.

- 3. In the event of more than 5 passengers between the ages of 5 and 10 years travelling as part of an organised group (summer or weekend camps, etc.) they must travel with a minimum of 2 accompanying adults up to a maximum of 10 passengers, with a further accompanying adult for every 15 persons, as established under existing legislation.
- Request for free tickets:

For online or ticket machine purchases: call the free Customer Phone line: 900 12 14 00 or write to: info.gipuzkoa@avanzagrupo.com. In this case, the traveller must make their way to the ticket office in sufficient time to collect their ticket. If the departure stop has no ticket office, the driver will issue the booked ticket on board the bus.

To ensure that you get a seat, we recommend making the request at least 24 hours prior to your departure time.

Travelling with luggage and bags

Passengers can travel with luggage up to a maximum weight of 15 kilos on buses with a hold. On these buses, all bags bigger than the space assigned to them inside the bus must travel in the hold.

Hand luggage can be taken on board the bus provided that there is room and that it fits into the allotted space. Users must ensure that their luggage is securely in place while travelling and is not at risk of falling on other passengers. In the event of an disagreement, the driver's decision will be final.

Travelling with pets

Authorised pets will only be allowed on buses when permitted by their characteristics, as follows: dogs and cats of all breeds and characteristics, with the exception of those that are potentially dangerous.

The conditions with respect to transport, breeds and characteristics of authorised animals are those indicated in the corresponding Annex.

On services allowing passengers to travel with pets, their owners must always respect the following conditions:

- a. The animals must travel with a person who is responsible for them and for their actions.
- b. If possible, the animals will travel in a closed pet carrier, receptacle or other authorised carrier, without occupying a seat separate from that of their carer and provided that they do not smell or cause noise that could, in general, affect the comfort of the other passengers. In the event of a disagreement in this respect, the driver's decision will be final.

- c. When the bus has a hold, the animals must travel in it, in a closed carrier, receptacle or other authorised carrier equipped to collect and remove excrement.
- d. Dogs not travelling in carriers can travel inside the vehicle provided that they are wearing a harness suited to their characteristics. In this case, they must remain in physical contact with their carer at all times, wear a muzzle, have a health card issued by an authorised veterinarian centre and civil liability insurance; they must also travel in the health and safety conditions stipulated in current legislation. The driver can ask to see the animal's health card if they believe that it does not meet the minimum health and safety conditions or when there is a disagreement of any kind on the subject.

Carers may also be asked to show the above-mentioned health card and insurance policy in the event of an incident involving harm to persons or equipment.

- e. Under no circumstances can animals travel on night buses, travel on the bus while wet or if they are in heat.
- f. Only one animal per person is allowed.
- g. A maximum of two dogs can travel in the same vehicle at any given time.
- h. The carer will be responsible for any damage caused by the animal, unless they can prove that it was caused by a third party or by the transport operator.
- i. Should another passenger who was already on board the bus when the animal got on feel uncomfortable (e.g. allergic reactions, smells or noises) due to its conditions, the animal will have to be taken to another part of the vehicle.

The above does not refer to approved guide and assistance dogs. These dogs can travel all times with the person they are assisting and in the conditions established by applicable legislation.

Travelling with bicycles

Bicycles are allowed on buses with a hold, provided that they are inside their corresponding cover with the front wheel dismounted and that there is sufficient space in the hold. Bicycles failing to meet these conditions will be refused. Under no circumstances can bicycles be taken into the area for carrying passengers. Luggage and bags take preference in the hold.

In intercity buses covering short distances, folding bicycles are allowed onto the bus, in the space reserved for passengers. The folding bicycle will be looked after at all times by the person travelling with it, taking care to ensure that it doesn't bother or harm the other travellers. Folding bicycles must travel in the hold in buses that have one. In the event of a disagreement on the subject, the driver's decision will be final.

Electric scooters.

According to points c and d of Article 25 of the Gipuzkoa Provincial Transport Authority on “Prohibitions for users and for safety reasons”, it is forbidden to board vehicles with electric scooters from 6 May 2024.

Travelling with surfboards

Surfboards are allowed on the bus provided that they are no more than 2 metres long and that the bus has a hold. In this case, they must be transported in their corresponding cover and there must be free space for carrying them. Luggage and bags take precedence over surfboards in the hold. In the event of a disagreement on the matter, the driver’s decision will be final.

Customer information, suggestions and complaints.

Users are invited to use our Customer Phone line: 900 12 14 00, available Monday to Sunday from 07:30 to 21:30. Here you can ask for information, solve your doubts, make your suggestions or complaints and report objects lost on our buses.

You can consult our routes and times on: www.gipuzkoa.avanzagrupo.com, to which you can also send an email reporting lost objects or making suggestions and complaints that will help us to improve and achieve the quality service required and deserved by the general public.

You can also ask at our ticket offices for information regarding the way our services operate.

You can also ask for a complaint form at our ticket offices and on the buses themselves.

Commitment and processing of suggestions and complaints.

Suggestions and complaints help us to improve our services. That’s why at Avanza Movilidad Gipuzkoa, S.A. we promise to answer all suggestions and complaints within 15 days from the date of their receipt. We therefore ask that you indicate the name, telephone number and email of the person making the suggestion or complaint.

Thank you very much for travelling with us and for your loyalty.

Valid as of: 6 May 2024