

CONDITIONS OF USE FOR THE SERVICE

GENERAL CONDITIONS

AT THE STOP

- Wait for the bus at the stop or in the shelter. Make it clear that you want to get on.
- Have your card/cash ready.
- If the vehicle is full, do not get on.

AT THE ESTATION

- Arrive in plenty of time and purchase your ticket.
- Check the information screens to locate the bay from which your bus will leave.
- Have your ticket handy, and keep it with you until the end of your journey.

ACCESS

- General access by the front door.
- Wait for your turn to get on.
- Wait until the vehicle has stopped.
- Pay for, validate or present your ticket or pass and keep it with you until the end of your journey.
- Children under the age of 6 do not need a ticket. Under-18s must travel with an adult; however, they can travel alone provided that they have a personalised Lurraldebus/Mugi.

ON THE BUS

- Do not obstruct movement inside the vehicle.
- Respect priority seats and spaces.
- Indicate your intention to get off in plenty of time before the stop and leave by the designated exit doors.



Persons with reduced mobility

- Preferential use of priority seats and spaces.



Wheelchairs and approved vehicles

- Access to the vehicle must be made in complete safety and according to the applicable regulations.
- Maximum of two per vehicle as indicated in the technical specifications.
- Enter and leave the vehicle by the door you find easiest to use and that requires you to make the least physical effort.
- Situate the wheelchair facing forwards or backwards, depending on the direction of the vehicle, with the brake on.



Animals

- Authorised pets that can be taken onto the vehicles are: dogs and cats of all kinds and characteristics, with the exception of those that are potentially dangerous.
- The conditions for transporting authorised animals are those expressly indicated in article 21 of the ATTG Regulations.



Guide and assistance dogs

- Priority access. Not subject to limits of number or times of use.



Prams and buggies

- Maximum: 2 units. Priority access: wheelchair.
- Access by the door enabled for this purpose whenever possible. They must be held in place by a responsible person during the journey.
- Exit in general by the door enabled for this purpose. The accompanying person should leave the bus first, followed by the pram or buggy to prevent it being caught.
- On buses that have a luggage hold or compartment, they should be folded and placed inside.
- Wheelchairs and prams/buggies enjoy priority in accessing and occupying the central platform.



Luggage

- Maximum size: 100x60x25 cm.



Bicycles

- On buses that have a luggage hold or compartment, they should be placed inside.
- On other buses, they may be used provided that they do not disturb other passengers.
- They must in all cases comply with the requirements of Annex II 21 of the ATTG Regulations.