



Public regulations for the use of the Fil Bleu network

Updated on 02/02/2024

Concerning all buses, trams, taxis (urban, suburban and Résabus lines), Park & Ride, Bicycle Park and Carriage, delegated by the Syndicat des Mobilités de Touraine to Keolis Tours.

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1 Keolis Tours operates Fil Bleu on behalf of the Syndicat des Mobilités de Touraine

- Address: avenue de Florence 37 700 Saint Pierre-des-Corps
- RCS : 311 567 416 RCS Tours
- VAT number: FR 75 311 567 416
- Customer Service number: 02 47 66 70 70

2 General features

2.1 Scope

This regulation defines the conditions under which customers can use the entire Fil Bleu network. It specifies their rights and in particular their obligations.

The Fil Bleu network refers to all Bus and Tramway activities (urban lines, suburban lines, chartered lines and on-demand transport), Park & Ride, Bike Park and Carriage that the Syndicat des Mobilités de Touraine has delegated to Keolis Tours, hereinafter referred to as the Operator.

This regulation complements the legislative and regulatory provisions in force, namely:

- Decree No. 2016-541 of 3 May 2016 on security and rules of conduct in rail or guided transport and certain other public transport.
- Law No. 2016-339 of 22 March 2016 on the prevention and fight against incivility, against attacks on public security and against terrorist acts in public passenger transport.
- Articles 529-3, 529-4, 529-5 of the Code of Criminal Procedure.

Customers are required to observe, in all circumstances, the requirements of these regulations, extracts of which are visibly displayed inside the vehicles, and to comply with any special orders that may be issued to them on site by the Operator's personnel or security services.

2.2 Scope of application in Park & Ride

The Park & Ride facilities in operation on the date of publication of these regulations are as follows.

Automated car parks

- Parc Relais de la Tranchée, rue des Bordiers in Tours.
- Relais du Lac park, avenue du Général Niessel in Tours
- Daniel Mayer Relay Park, rue Daniel Mayer in Tours
- Parc Relais Heure tranquille – Heure tranquille shopping centre – 2 Lions in Tours

Car parks with information and sales agent:

- Parc Relais de la Sagerie, rue de la Sagerie in Chambray-lès-Tours
- Parc Relais Vaucanson, rue Colombier in Tours
- Parc Relais J. Monnet, in Joué-lès-Tours

The requirements of these regulations or significant extracts are available in each of the Park & Ride facilities at the entrance.

2.3 Scope of application on the bus and tram network

This regulation applies to the entire bus and tram network: urban lines, suburban lines, routes serving schools, special routes, on buses, trams and at stopping points.

Significant excerpts from these rules are displayed on buses and trams.

2.4 Scope of application in the sales office

These rules also apply to the commercial office located at 9 rue Michelet, in Tours.

The provisions of this Regulation or relevant extracts shall be available from the sales office.

2.5 Scope of application for the horse-drawn carriage

These rules shall also apply on board the carriage.

The requirements of these regulations or relevant extracts are available from the coachman.

2.6 Scope for Bicycle Parks

This regulation also applies to the 15 Bicycle Parking Facilities in operation on the date of publication of these regulations:

- Vaucanson automated bicycle parking located on the P+R Vaucanson in Tours, 36 spaces
- Monconseil automated bicycle parking located at the Monconseil station in Tours, 36 spaces
- Marne automated bicycle parking, located at the Marne station in Tours, 36 spaces
- Beffroi automated bicycle parking, located at the Beffroi station in Tours, 36 spaces
- Verdun automated bicycle parking, located at the Verdun station in Tours, 36 spaces
- Jean Monnet automated bicycle parking, located at the Jean Monnet station in Tours, 36 spaces
- Rotière automated bicycle parking located at the Rotière station in Joué-lès-Tours, 36 spaces
- Palais des Sports, located at the Palais des Sports, boulevard de Tassigny, 28 spaces
- Automated bicycle parking Lac, located at the level of the Piscine du Lac, avenue Grammont, 28 spaces
- St Pierre Gare automated bicycle park, located at the St Pierre-des-Corps train station, rue Fabienne Landy, 52 spaces
- Automated bicycle parking Granges Galand, located rue des Granges Galand in Saint Avertin, 20 spaces
- Velpeau automated bicycle parking, located at 89 rue Jean Jacques Noirmant in Tours, 18 spaces
- Sagerie automated bicycle parking, located rue de la Sagerie in Chambray-lès-Tours, 40 spaces
- automated bicycle parking La Riche Centre, located rue de la mairie in La Riche, 18 spaces
- Gare de Tours automated bicycle parking, located rue des Aumônes in Tours, 120 spaces

These rules also apply to the Sagerie bicycle parking located on the P+R Sagerie in Chambray-lès-Tours, 46 spaces. The latter is freely accessible.

3 Access to the Fil Bleu network

3.1 Access to buses, coaches, light vehicles (Résabus) and trams

On trams

Boarding and disembarking is through all gates and at tram stations. Passengers wishing to access the trams must move away from the doors to give priority to the descent. Do not enter the doors when the audible and visual signal to close the doors is heard.

After validating their ticket, passengers are invited to vacate the platforms in order to facilitate access for other passengers and limit boarding times at the stations.

On the buses

Boarding is only through the front door (except for wheelchairs which can access through the central door) and at the network stops. After presenting their ticket to the driver and validating it, passengers move to the back of the bus to facilitate access for other customers. Passenger parking at the front of the bus should be avoided so as not to obstruct the driver's visibility.

The descent is only through the middle and rear doors. The request to stop is made using the buttons provided in the vehicles and must be made well in advance before the descent stop.

In coaches

The ascent is only through the front door and at the network stops. After presenting their ticket to the driver and validating it, passengers must sit and belt themselves for minors until they get out of the vehicle. In case of overloading, adult passengers will be allowed to travel standing in the vehicle under the conditions set out in terms of capacity. Passengers carrying luggage will have to board the vehicle and store it in a way that clears access. The size of the baggage must comply with the provisions of these regulations.

The descent is only through the middle and rear doors. Unlike buses, the coach will always stop at commercial stops. It is therefore not necessary for the passenger to report the descent.

Buses are not wheelchair accessible.

In Light Vehicles (Resabus)

Boarding and disembarking is done through the side door (except for wheelchairs for which the vehicle is not accessible) and at the network stops. After presenting their ticket to the driver and validating it, passengers sit in a seat and must belt themselves until they get out of the vehicle. Only the driver will be able to open the trunk and its opening will be subject

to his free acceptance. If necessary, luggage will be loaded into the vehicle and must be stowed in such a way as to clear access.

Light vehicles are not wheelchair accessible.

3.2 Specific Provisions on Demand-Responsive Transport (Refunds)

The service is provided by bus or taxi-bus. The capacity of the vehicle may vary depending on the type of vehicle (bus, 5 or 8 seater taxi). The taxi is identified by a "Fil Bleu" roof bollard. DRT is a complement to regular routes and should not compete with them.

This public transport service offers rides open to all customers (except wheelchair users) and operates by reservation only:

- Monday to Sunday with different services depending on the line
- Public holidays work like a Sunday
- No traffic on May 1st

The pick-up is from stop to stop and the journey is made as short as possible according to the bookings made on the entire line. In the case of repeated transport, the reservation can be made up to 21 days in advance. The customer can book a round trip and/or a return trip.

There are two forms of DRT:

1. Resabus R4, R5, R6, R10 and R11: only stops are fixed; The route, travel time, and pick-up time are set based on all bookings for a given time.

Each DRT line includes stops connected to a feeder point identified on the network map and vice versa.

2. Resabus R1, R2, R3, R7, R8, R9, R12 and all Sunday services (Resabus 32, 34, 35, 36, 51, 52, 53, 56 and 57): all stops are served with predefined schedules.

Regardless of the form, if no reservation is registered, the ride will not be taken.

A special feature of Résabus 57 (virtual bus line): from Monday to Saturday, line 57 offers timetables by reservation to get to the "Merluce" and "Espérance" stops.

Operation

For each booking, the customer can transmit their geographical location by activating the geolocation service on their mobile phone or communicate this location by manually entering the address or name of the desired stop in the field provided for this purpose.

For all Résabus lines, the customer will indicate at the time of booking, the number of passengers who will accompany him as well as the drop-off location. The number of

passengers shall not exceed five (5).

It is possible for any unexpected additional passenger to benefit from the service booked by the customer, provided that the vehicle used has sufficient capacity to accommodate him or her and that this unexpected additional passenger validates his or her ticket. Otherwise, the driver is entitled to refuse that passenger.

The customer chooses a pick-up time from those that will be offered to him.

On the Résabus R4, R5, R6, R10 and R11 the pick-up can be made in a time slot that may vary by more or less fifteen (15) minutes.

The choice of vehicle, groupage, route and travel time by the driver is the sole responsibility of the operator. Thus, the route defined by the Fil Bleu services may include one or more intermediate stops in order to pick up or drop off other customers, as it is a public transport service.

The intended destination at the time of booking cannot be changed during the journey. Similarly, the customer will not be able to book or cancel his transport with the driver.

Operating procedure of Resabus 57:

- To go to a stop in the Résabus zone: inform the driver when boarding the bus and specify the stop where you want to get off.
- To depart from a stop in the Resabus zone: book on the app or on filbleu.fr or by calling the customer relations centre and choose one of the proposed times.

Reservation

Reservations are possible via:

- The Fil Bleu "Résabus" application 24 hours a day, 7 days a week
- The website filbleu.fr 24/7
- The customer relations centre on 02 47 66 70 70 at least 30 minutes before departure time. The telephone reservation service is open from 6 a.m. to 8 p.m. from Monday to Friday and from 10 a.m. to 8 p.m. on Saturdays

On Sundays, bookings can only be made on the filbleu.fr website or on the Fil Bleu "Résabus" application.

The possibility of pick-up is defined between Fil Bleu and the customer at the time of booking, depending on their request and the availability of the service.

The booking is considered registered when the customer has received a confirmation of the pick-up time.

already mentioned in the "operation" paragraph

Any booking from the application, the website and the customer relations centre requires the prior creation of a customer account, following the free installation of the Fil Bleu Résabus application on the mobile phone, on the customer's device, on filbleu.fr or by

registering by calling the Fil Bleu customer relations centre.

The login ID and password are unique to each customer. It is therefore the latter's responsibility to guarantee the confidentiality of their login ID and password allowing them to make a reservation.

In the event of loss or forgetting of the password, the customer may request a reset of his password from the application, the site or through the customer relations center. It is the customer's responsibility to ensure that the contact details associated with their customer account are correct and up-to-date.

For each booking, the booking customer will be asked to:

- their first and last name
- the number of accompanying persons,
- the day(s) and time(s) of use of the service
- Departure and arrival stop
- their phone number (preferably mobile, to receive text messages when the taxi approaches)

The customer whose name was used to register the reservation (alone or in a group) must arrive and get into the vehicle.

Cancellation

The customer can cancel their reservation free of charge up to 30 minutes before the final pick-up time via the customer relations center, the Fil Bleu "Résabus" application or the filbleu.fr website.

In the event of late cancellation or no-show (except for late arrival of a Fil Bleu connection), the customer will be subject to a warning. In the event of a repeat offence, Fil Bleu reserves the right to suspend access to the DRT service for the person(s) concerned.

For each booking, a check is carried out on the number of warning(s) received in the last 13 months and in this case:

3 warnings = suspension of services for 15 days

6 warnings = suspension of services for 1 month

7th warning = €25 penalty or suspension for 1 year

In the event of cancellation of a service at the initiative of the carrier, the carrier must inform each person who has made a reservation as soon as possible.

Customers who are absent from the stop when the DRT arrives are not expected, so as not to penalize the other DRT customers.

Luggage and bulky items

The handling of luggage and small items is allowed within the limits of the vehicles' capacities and under the full responsibility of their owner.

Bicycles are not allowed.

3.3 Access for young children

Children under 5 years old are free of charge. No ticket will be required.

Access to the Fil Bleu network is prohibited for children under 8 years of age who are not accompanied by a person of at least 13 years of age who is responsible for supervising them and ensuring compliance with the requirements of this regulation. The person in charge of supervising them should hold their hand as often as possible, especially when getting in and out of the vehicle.

Strollers and similar vehicles used for the transport of young children are allowed on buses and trams at no extra charge. Customers must take care not to obstruct the traffic corridor or obstruct the entrances and exits of the vehicle. Strollers are recommended to be used outside of peak hours.

Strollers must be folded on the bus during busy periods. On the tram, unfolded strollers are allowed in the bicycle and UFR (Wheelchair User) spaces. In the event that a stroller is located in a space reserved for wheelchair users and a person in a wheelchair comes on board, the stroller must leave room for the person in a wheelchair.

In addition, it is strongly advised not to use the single tram doors at the front and back of the tram, which are reserved in priority for the descent.

Customers must take all necessary precautions for the safety of their children, when boarding, disembarking and inside the vehicles.

Children are under the supervision and direct responsibility of their chaperone, and must be held by them.

When getting off a bus, the customer may exceptionally ask the driver to open the front door and, if necessary, request the help of other passengers.

On board light vehicles (Résabus), children under 3 years old must travel in an adapted car seat provided by their companion. This fastener must take up only one space in the vehicle. The cot is not allowed in the taxi.

Children over 3 years old must travel in a booster seat, provided by the taxi (only one per taxi).

Strollers and similar vehicles used for the transport of young children are allowed in vehicles at no extra charge and within the limits of the capacities described in Article 3.2 Baggage and bulky objects.

3.4 Reserved seats

In buses and trams, seats are indicated and reserved as a priority and in order of importance for people with disabilities, war invalids, the blind, industrial and civilian invalids, pregnant women or people accompanied by young children (under 4 years old), the elderly or impotent, and any person with reduced mobility.

3.5 Wheelchair access to buses

Accessible buses and stops are identified by a UFR pictogram placed at the front and on the side access doors. Each accessible bus is equipped with a retractable access ramp and wheelchair space, located at the second door of the adapted buses. This space is primarily reserved for people with disabilities in wheelchairs.

Wheelchair users board the bus through the second door equipped with a retractable pallet. Other people with reduced mobility board the bus through the front door unless they are unable to do so due to their disability. In this case, the ramp must be operated for easy access. The maximum number of wheelchairs allowed on buses is subject to the number of spaces provided and arranged on each bus. Most of the time, it is a single unit.

Buses and Résabus vehicles are not wheelchair accessible.

Additional wheelchair-specific recommendations

- To board the bus, the passenger positions himself on the platform and signals to the driver
- the traveller stands in front of the second door and presses the button indicating the UFR pictogram
- The driver operates the ramp. When this is in place, the passenger can get in. The traveller validates his or her ticket. The safety position to be adopted is as follows: back to the direction of travel in the position provided for this purpose, brakes applied and safety bar lowered if necessary.
 - For buses equipped with manual ramps, the driver will call on a third party to open and close the ramp in accordance with the pictograms displayed in the vehicles.
- To get off the bus, the passenger presses the blue button with the "wheelchair" pictogram so that the driver activates the ramp again. The passenger stands in front of the second door to leave the vehicle.
 - For buses equipped with manual ramps, the driver will call on a third party to open and close the ramp in accordance with the pictograms displayed in the vehicles.

Electric scooters for people with reduced mobility are only accepted on buses and trams within a very specific framework and in compliance with the safety aspect.

To be able to use public transport, users of electric scooters with reduced mobility must meet several criteria:

- Electric scooters must meet the ISO 7176 standard which considers the machines

as a car seat

- Be able to position oneself rearward-facing with the brakes applied in the UFR space and not exceeding the limits of the space
- Do not damage the access ramp when getting in and out of the vehicle due to the weight or size of the vehicle
- Have a scooter equipped with a safety device that prevents being knocked over, injuring yourself or another traveler
- The scooter must not exceed a weight with its passenger of 350 kg, exceed 0.75 m in width and 1.3 m in length.
- In the event that the platform is crowded by passengers or that the UFR space is occupied by another wheelchair, the electric scooter may not be allowed to enter the bus or tram.

3.6 Access on the tram for people with reduced mobility

The stations on the tram line are all accessible (with the exception of the Tranchée, Charles Barrier, Place Choiseul stations) and allow people with disabilities in wheelchairs or reduced mobility to access the platforms and ticket machines.

The identification of doors accessible to people with reduced mobility (double doors) is integrated into the design of the vehicle, as well as on the platform (strips perpendicular to the platform extending on either side of the double doors of the tramway), a pictogram Wheelchair User (UFR) also indicates the accessible doors.

The Tranchée, Charles Barrier and Choiseul stations do not meet accessibility standards for people with reduced mobility due to a slope of more than 2% on the access path to the station and are subject to a derogation. For these three stations, information has been put in place to warn passengers of non-accessibility. Therefore, the use of these three stations by people with reduced mobility is their sole responsibility.

On the platform, access to the train is level and barrier-free. Two spaces on board the trains are reserved in priority for people with reduced mobility. They are marked on the doors with a UFR pictogram. These spaces are also reserved for owners of electric scooters with reduced mobility.

Passengers make sure to facilitate the movement of people with reduced mobility on the platforms and in the trains, as well as their access to the tram platform.

3.7 Bicycle access on buses and trams

Bicycles are not allowed on buses, coaches and taxis, with the exception of folding bicycles if they are folded and do not exceed a width of 90 cm. Bicycles folded in this way must be held by their owner so as not to cause any inconvenience to other passengers.

Bicycles are allowed inside the tram under the following conditions:

- The bicycle must be parked on the last platform accessible by the last double door (in the direction of travel)
- The bicycle parked on the platform must be kept immobilized by its owner without impeding access to the lanes or validators

Out of kindness towards other passengers, in the event of a large number of passengers on a train, bicycle owners are asked to wait for the next train in order to limit the inconvenience.

In the event of obvious crowds or inconvenience, the agents designated by the Operator reserve the right to prohibit access to this type of equipment if it is likely either to inconvenience or disturb passengers, or to constitute a risk of accident.

3.8 Access for electric scooters, Segways and other electrical equipment

All electric mobility equipment (Segway, scooter, etc.) must be folded or held on the traveler's lap or between the legs.

Electric scooters are allowed inside the tram, bus and coach under the following conditions:

- The electric scooter must be foldable and folded
- The owner must make sure that they are next to the folded scooter and do not obstruct the traffic corridors

In taxis, scooters are accepted depending on the number of passengers and only on the passenger's lap.

In the event of obvious crowds or inconvenience, the agents designated by the Operator reserve the right to prohibit access to this type of equipment if it is likely either to inconvenience or disturb passengers, or to constitute a risk of accident.

3.9 Access to park-and-ride facilities

Only vehicles that meet the following criteria are allowed to drive and park in park-and-ride facilities and on their service roads:

- Overall height less than the height limit indicated by the signs at the entrance to the parks, i.e. 2 metres
- Gross vehicle weight less than 3.5 t
- they must not tow a trailer
- They must not carry materials that are likely to pose a danger to the facilities and other users, or to be a nuisance due to their odour or fumes

The rules of the Highway Code are applicable to all Park & Ride facilities in the Fil Bleu network.

The speed limit in the parks is 10 km/h. Drivers are required to drive on the lanes and

driveways reserved for this use, so it is forbidden to park on these lanes.

Parking a vehicle must be carried out in the spaces specially demarcated for this purpose, without encroaching on the traffic lanes and without crossing the boundaries of the adjacent spaces. The customer must turn off the engine as soon as the parking manoeuvre is completed and drive as soon as the engine starts.

3.8.1 Conditions of access

Only customers of the Fil Bleu network are allowed to drive and park their vehicles in the Park & Ride facilities. Driving in the parks and leaving your vehicle there on a demarcated space implies unreserved acceptance of the conditions of these regulations.

To access the Park & Ride facilities, customers must be in possession of a valid subscription to the Fil Bleu network or pay for the Park & Ride ticket; failing this, during checks, our agents may fine fraudulent persons.

3.8.2 Opening Hours

The Park & Ride facilities with information and sales agents (P+R Vaucanson, P+R Jean Monnet, P+R Sagerie) are open from Monday to Saturday from 7:00 a.m. to 7:30 p.m. all year round with the presence of an agent during these hours. The opening hours are displayed at the entrance on the information panels. They are available to Fil Bleu subscribers from 5 a.m.

They are closed, except in special circumstances, from 7:30 p.m. to 7:00 a.m. from Monday to Saturday. The gate remains open on Sundays and public holidays.

A vehicle can be picked up at any time.

The automated Park & Ride facilities (P+R Lac, P+R Trench, P+R Mayer, P+R L'heure Tranquille) are accessible 24 hours a day, with the exception of the P+R Heure Tranquille (accessible 24 hours a day for season ticket holders and from 7:00 a.m. to 10:00 p.m. for non-season ticket holders)

Vehicles can remain parked in the park-and-ride facilities during the operating hours of the Fil Bleu network. Parking during the transportation service interruption (from 2:00 p.m. to 5:00 p.m.) is not permitted.

3.8.3 Prohibited use and fixed fine

Access to the park-and-ride facilities is not allowed to non-users of the Fil Bleu network.

In the event of an inspection in the car parks, any person who is unable to present a valid ticket will be fined for lack of a ticket (3rd class fine "Entry without a valid ticket into a non-free access BLUE FIL transport service outbuilding or falsification").

3.9 Access to the sales office

The sales office is open to the public from Monday to Friday between 7:30 a.m. and 7:00 p.m., and on Saturdays between 10:00 a.m. and 5:00 p.m. all year round.

It is closed, except in special circumstances, outside opening hours, and on Sundays and public holidays.

The public is not allowed to enter outside the reception area. Business documents are not publicly available, nor are they free to access and use. Any request for information, schedules and itinerary should be made to the Customer Relations Centre on 02 47 66 70 70.

3.10 Access to Automated Bike Parks

On the date of publication of these rules, automated Bicycle Parks are listed in Article 2.6.

The Automated Bike Parks are accessible at no additional cost to all subscribers of the Fil Bleu network with a valid ticket.

They are also accessible to anyone else who has taken out an annual Pass Parcs à vélo for €15. This season ticket does not allow you to travel on the Fil Bleu bus+tram network.

This service consists of a collective locker with access control.

Automated Bike Parks are reserved for the exclusive use of non-motorized bicycles. In particular, it is therefore forbidden to park motorcycles, scooters, mopeds or other motorized combustion engines, as well as electric scooters or motorcycles.

Customers must ensure that their bicycle is secured to the hoops provided for this purpose using an anti-theft device of their choice, and not provided by Fil Bleu.

Access to the automated bike parks is done by validating the Fil Bleu contactless card, loaded with a valid ticket, on the reader located next to the entrance door.

The Bike Parks service is not an extended garage service.

Parking must be provided for a short period of time. By short period, we mean that a bike cannot stay in a bike park for more than 48 hours.

If this is not the case, Fil Bleu will remove the bike according to the following procedure:

- After 15 days without movement of the bike, Fil Bleu displays an ultimatum on the bike indicating the removal of the bike after 15 days. This observation is the subject of a time-stamped photograph.
- At the end of the ultimatum, Fil Bleu proceeds to remove the bike
- The bike is stored for 30 days. During this time, the customer can contact Fil Bleu at 02.47.66.70.70 to pick up their bike.
- At the end of this period, in the absence of any protest from the owner, the bike is donated to a local integration association. The owner of the bicycle will no longer be able to request the return of the bicycle or compensation from this period.

The provision of collective locker locations with access control does not imply any deposit or storage of cycles at the expense of Fil Bleu. The above procedure also applies to padlocks left on the bicycle parking spaces of P+V.

Any measures implemented to ensure the safety of goods in the Automated Bike Parks cannot be assimilated to an obligation to monitor by Fil Bleu.

The customer is informed that the video images recorded by the system set up in the Fil Bleu Automated Bike Parks are kept and made available according to the legal rules in force.

Fil Bleu is not liable for any loss or damage, regardless of the cause, arising out of or in connection with the use of the Bike Parks.

4 Tickets

4.1 Conditions of use of tickets

To travel in good standing on the Fil Bleu network, customers must have a contactless ticket or a contactless card loaded with a valid and validated ticket.

Single tickets and travel tickets are valid for 1 hour. They entitle you to connections and returns within that hour.

The 2-trip ticket is valid for one person only, each trip being valid for 1 hour (connection and return possible).

The 1-hour family ticket is valid for 1 hour (connections and returns possible) for 3 to 4 people travelling together on Saturdays, Sundays and holidays.

The park-and-ride ticket is valid all day. The 24-hour and 48-hour tickets are valid for their nominal operating period from the first validation.

Group tickets can be used during off-peak hours (from 8:30 a.m. to 4:30 p.m.) during school periods and at any time of the day during school holidays for groups of 10 to 20 or 21 to 40 people travelling together.

The 2-journey ticket allows the holder and only the holder to make 2 journeys, each valid for one hour (connections and returns possible).

Monthly subscriptions entitle you to free movement from the first to the last day of the month.

Tickets on a JVMalin card must be validated systematically for each journey, including a transfer, regardless of the type of ticket used (season ticket, travel, reduced fare, free of charge, etc.).

The tickets distributed on the Fil Bleu M-Ticket application must be systematically validated for each trip, including in connection by scanning the QR Code.

Transit fares must be used in accordance with the conditions of use specified on information panels available on the Fil Bleu network. Detailed information on the different types of tickets is available at the network's sales office, the Fil Bleu telephone reception desk and on the www.filbleu.fr website.

4.2 Purchase of securities

Customers can obtain their ticket from bus drivers, coaches at ticket machines at tram and tempo stations, at a few transit points, at the Fil Bleu sales office (9 rue Michelet in Tours), at recharging points (depository merchants) or through dematerialised services such as Fil Eclair (direct debits), online sales or smartphone tickets available on the Fil Bleu app.

On buses, drivers sell Unity, 2-trip and 24-hour tickets exclusively on contactless tickets.

Unity and 2-journey tickets sold on buses, coaches and DRT are sold at a higher rate than on other distribution channels.

On buses and Résabus, the driving agents only sell Unity fares on board on pre-encoded media. No tickets can be reloaded on board a coach.

Prices are set once a year by the Syndicat des Mobilités de Touraine.

The customer is obliged to make the top-up (Art. L 112-5 of the French Monetary Code of Financial Law) when purchased from the driver.

4.3 Card creation fees and contactless ticket prices

When creating a JVMalin smart card, a fee is charged to the customer according to the rates in force.

A card replenishment fee is also charged in the following cases:

- The card is reaching the "end of its life" and needs to be renewed
- The card is lost
- The card is deteriorated
- The customer wants to change an element on their card (photo, surname, first name, etc.)
- The client's card has been seized by the verification agents in the event of third-party use
- The card is attached to the report, which is sent to the police court

In all cases, the creation is carried out at the Fil Bleu sales agency, 9 rue Michelet in Tours. As long as the customer has not had his card reissued, he must pay for a valid ticket to travel. The client will not be able to demand any compensation or refund of the ticket(s) purchased during this period.

To encourage the reuse of voucher holders, a fee is applied to the first purchase of the "Contactless Ticket" holder. The price is indicated at the sales office and on the filbleu.fr website

The reuse of contactless tickets is not possible in the Fil Bleu automated park-and-ride facilities

The contactless card and ticket have a lifespan of 8 years and 2 years respectively. When this time is reached, the media is permanently unusable.

In this case, the customer must go to the sales office in order to transfer the titles present in the expired medium to a new medium. There is a creation fee. No redemption of securities is possible.

4.4 Validation of titles

Validation of the ticket is mandatory when boarding at the beginning of the journey on the Fil Bleu network, including when making connections. In the event that a validator or QR Code does not work, the customer must use one of the other devices at their disposal in the vehicles. In the event that the entire validation system does not work, the customer must immediately present themselves to the driver on the bus or contact him using the call buttons located in the trams to comply and inform the latter of the situation. The customer will not be able to mention during an inspection that his title is not validated because the validator did not work.

Failure to validate a ticket, including during correspondence, will result in a fine in the event of an inspection.

5 Controls and infringements

5.1 Title Control

The agents appointed by the Operator may, at any time during the journey, check the tickets in the vehicles on the entire Fil Bleu network.

At their request, customers must present their valid and validated ticket.

During inspections, it is not possible to validate or purchase a ticket from the driver.

In the Park & Ride facilities, the check of the contactless ticket equivalent to authorisation to use the park is carried out at the exit of the facilities. The customer must then be in possession of a valid Fil Bleu transport ticket: a ticket on the Malin JV card or on the contactless ticket with a P+R ticket must have been validated.

In all cases, a validation carried out in the light of the verifier constitutes an irregular situation punishable by a fine. The amount of the fines is specified in Article 4.2.

5.2 Offences

5.2.1 3rd class offences to the Transport Police

- **Untitled**

An "undocumented" situation corresponds to entering a space to which access is reserved for holders of a transport ticket or travelling in a vehicle used for collective public passenger transport without being in possession of a valid ticket, supplemented, for Liberté and travel tickets, by the operations incumbent on the traveller such as validation.

If a customer holds a correctly loaded card with a Fil Bleu network subscription, but is unable to present it during an inspection, he or she will be fined for "Travelling without a Fil Bleu network road transport ticket".

If, after the usual checks and at the customer's request, it turns out that this is the first oversight, this customer will not be liable for a fixed fine and the report will be transformed into a report for non-validation in the amount of €5. In all cases, they must present their card, correctly loaded, at the time of the ticket, with a subscription to the Fil Bleu network, within 48 hours to the "Prevention, Mediation, Passenger Control" service of Fil Bleu, under penalty of being excluded from the benefit of this measure.

- **Title not validated**

All customers must validate their ticket before making any trip on the Fil Bleu network, including a connection. Failure to do so may result in a fine for the offence of "Ticket not validated", even if they are in possession of a Contactless card correctly loaded with a Fil Bleu network subscription at the time of checking.

Subscribed customers will be liable for a fixed fine of €5 within 5 days.

- **Illegible or torn title**
- **Title reserved for the use of a third party** and retention of the card as proof of the offence
- **Ticket not valid for more than half an hour**
- **Title used outside of time periods** (Family, Group or Event Title)
- **Violation of the prohibition of smoking** (including e-cigarettes) in vehicles and outbuildings of a public road transport service

3rd class lump sum allowances

libellé infraction	Montant	art Inter	art sanct
Abonnement ou correspondance non validé	5,00 €	Article 5-1	Article 15-I
Titre chargé non validé (TSC et carte à voyages)	40,00 €	Article 5-1	Article 15-I
Dépassement Horaire < 30 minutes	40,00 €	Article 5-1	Article 15-I
Absence de titre	62,00 €	Article 5-1	Article 15-I
Titre réservé à l'usage d'un tiers	62,00 €	Article 5-1	Article 15-I
Titre illisible ou déchiré	62,00 €	Article 5-1	Article 15-I
Titre utilisé hors période	62,00 €	Article 5-1	Article 15-I

5.2.2 4th Class Offences to the Transport Police

- Boarding through the rear doors of the bus
- Failure to comply with animal access conditions
- Riding a craft in the transport space
- Unattended Parcels
- decompression of doors or impede closing
- Deterioration of displays
- Drunkenness manifest in the transport area
- modify or disturb the operation of equipment
- Dangerous, bulky, annoying objects
- Refusal to comply with the orders of the operator's agents
- Stay on the steps while walking
- Dirt (feet on seats, spitting, etc.)
- being towed by a public transport vehicle
- Disturbance of the peace of the clientele
- Improper use of an alarm or emergency call device

4th class lump sum allowances

libellé infraction	Montant	art Inter	art sanct
Détériorer ou souiller les espaces transports	30,00 €	Article 5-11	Article 18-2
Etat d'ivresse manifeste	30,00 €	Article 8	Article 18-8
Objets dangereux, encombrants, gênants	30,00 €	Article 9	Article 16-6
Non respect des conditions d'accès des animaux	30,00 €	Article 10	Article 16-7
Montée porte arrière	30,00 €	Article 5-5	Article 16-5
Détérioration des affichages de l'espace transport	30,00 €	Article 5-12	Article 18-4
Modifier ou déranger le fonctionnement des équipements	30,00 €	Article 5-16	Article 18-3
Refuser d'obtempérer aux injonctions	68,00 €	Article 3	Article 20-1
Obstacle à la fermeture ou décompression des portes	68,00 €	Article 5-4	Article 16-4
Fumer	68,00 €	Article 8	Article 19
Usage d'instrument sonore, tapage ou trouble de la tranquillité des voyageurs	68,00 €	Article 5-13	Article 18-5
Laisser un objet sans surveillance	68,00 €	Article 5-14	Article 18-6
Utilisation injustifié d'un signal d'alarme ou d'appel d'urgence	130,00 €	Article 5-10	Article 18-1
Rester sur les marches pieds pendant la marche	130,00 €	Article 5-7	Article 16-2
se faire tracter par un véhicule de transport public	130,00 €	Article 5-9	Article 17
Circuler sur un engin dans l'espace transport	130,00 €	Article 5-15	Article 18-7

5.2.3 Offences Relating to Park-and-Ride Vehicles

- Parking outside the operating hours of the Fil Bleu network (from 5:00 a.m. to 2:00 a.m. the following morning) is prohibited. Leaving your vehicle outside the operating hours of the Fil Bleu network results in the payment of a fixed fine per night (4th class offence; admission conditions not respected)
- The Operator reserves the right to evacuate, at the expense and risk of the users, any vehicle in violation of this point of the regulations.
- the impoundment of vehicles may be required by the Operator, from the 5th consecutive report of presence.

5.3 Regularization of infringements

To avoid any criminal prosecution, the client may pay a lump sum indemnity, either immediately to the sworn agent and against delivery of a receipt, or within the regulatory deadlines stipulated in the report; payment must be made to the Operator's "Prevention, Mediation, Passenger Control" department.

If the lump sum compensation cannot be paid immediately, a report of offence is drawn up upon presentation of an identity document. Refusal or inability to produce government-issued identification allows sworn officers to potentially have recourse to the police. A recovery file is then drawn up for an additional fee of €40. In the event of deferred non-payment and within three months, legal proceedings will be initiated. The offender's file is

forwarded to the Public Prosecutor's Office, which instructs the State Services to recover the debt.

Pass Pass

Depending on the client's profile*, the auditor can offer an alternative to the lump sum compensation by exchanging the report for a subscription. On the proposal of the enforcement officer, the customer has 6 days to go to the sales office and take out a subscription (Pass Pass) for the current month + the following month. This transaction nullifies the minutes.

*Conditions to benefit from the scheme:

- Proposed by the Enforcement Officer
- not be the holder of a membership card that has been used in the last 12 months.
- never have benefited from this scheme
- not have any minutes in progress

5.4 Rights of access to information

The personal data collected by the Operator is subject to computerized processing necessary for the management of commercial relations.

It is intended for the Operator, which is responsible for processing, as well as, where applicable, for its partners, subcontractors or service providers located in or outside the European Union and for subsidiaries of the Keolis Group. Personal data is kept for the periods necessary for the administrative and accounting management of the subscribed services and the promotion of the services. For more information, we invite you to consult our privacy policy, available on www.filbleu.fr.

In accordance with the applicable regulations, the customer has the right to access, rectify and/or delete his or her personal data. They may also object to the processing of their data for commercial purposes.

All of these rights are exercised with the Operator:

- by email to service.clients@filbleu.fr
- by post to Fil Bleu – Customer Service - Avenue de Florence 37700 ST PIERRE DES CORPS

For any questions relating to the processing of their personal data, the customer can also contact our data protection officer dpo@filbleu.fr by email.

5.5 Officers empowered to record infringements

Violations of these regulations shall be recorded by the Operator's sworn and approved agents.

6 Obligations

6.1 General Obligations

Customers must comply with any injunctions, announcements or warnings given to them directly by the Operator's personnel or indirectly through signalling systems.

Officers are sworn in and any orders they may have to follow. Any offender may be refused access to the Fil Bleu network or be forced to leave it, at their request, even if they have a valid permit. A 4th class fine may be issued to any customer who refuses to comply.

6.2 Occupancy of seats and passageways

It is forbidden to improperly occupy seats with belongings or other objects or to create obstacles to free movement in corridors, passages, stairs, doors, on the entire Fil Bleu network.

7 Security

7.2 In the different modes of transport

For the safety of travellers, travellers are asked to:

- Hold on to handles and bollards
- Do not interfere with the automatic operation of the doors
- Do not enter vehicles with bulky packages or packages containing hazardous materials
- comply with the animal regulations outlined in this document
- Comply with the rules regarding precautions to be taken with children explained in this document

7.3 Accidents

In the event of an accident occurring on the Fil Bleu network, the Operator can only be held liable if the customer can produce the valid ticket that he was required to carry in order to prove his presence within the modes of transport or installation of the Fil Bleu network. Failure to comply with these obligations shall release the Operator from liability. The customer has the obligation to present himself or herself to the driver to report and have the accident recorded.

As far as Park & Ride and bicycle parking are concerned, customers are responsible for bodily injury accidents as well as any material damage they may cause inside the parks, both to vehicles and facilities. They are required to report any damage or accidents they have caused to the Operator's representative in the park. In the absence of a Fil Bleu representative in the car park, they must report any incident via the call terminals at the entrances and exits of the automated car parks.

The Operator cannot be held responsible for accidents resulting from bad weather or weather phenomena. In the event of material damage and/or bodily injury, accidents between users are governed as on public roads either by joint report or by police report.

8 Responsibilities

The user is liable for damage caused to others, or for damage caused by persons or things in his or her care. (Art. 1382, 1383, 1384, 1385, 1386 of the Civil Code)

8.1 Park & Ride

Permission to park a vehicle in the Park & Ride is granted only at the user's own risk. The latter therefore waives any recourse in the event of theft, damage, fire or damage caused to his vehicle, whatever the cause.

The Operator cannot be held responsible for delays at the entrance or exit for reasons that are not attributable to it (density of car traffic, broken down vehicle, etc.).

8.2 Automated Bike Parks

The authorisation to park your bike in the Bicycle Parking Lots is only granted at the user's own risk. The latter therefore waives any recourse in the event of theft, damage, fire or damage caused to his vehicle, regardless of the cause. Cyclists are reminded that they must attach their bikes to the devices provided for this purpose.

8.3 Lost or Found

The Operator is in no way responsible for lost, stolen or damaged objects throughout the Fil Bleu network, nor for the deterioration of objects left unattended or not.

8.4 Guard

Items, other than perishable goods, found throughout the network Fil Bleu are centralised by the Operator.

For the network, lost and found objects are centralised the day after their discovery at the maintenance and operation centre on rue D. Mayer in Tours.

They can be returned to their owner upon presentation of proof at the Fil Bleu sales agency, 9 rue Michelet in Tours.

After 10 days of custody by the Operator, the objects, if they have not been claimed by their owner and returned, are handed over to the lost and found service of the city of Tours.

Perishable foodstuffs are destroyed the same evening.

9 Transport of animals and miscellaneous objects

9.1 Animals

Pets are not allowed on the entire Fil Bleu network and inside the sales office, except in special cases mentioned below.

The following are accepted:

- Guide dogs for the blind and hard of hearing are allowed if they are kept on a leash
- Small pets are allowed to travel free of charge if they are carried in properly closed baskets, bags or cages held on the lap. Under no circumstances should these animals soil the premises, disturb or disturb customers, or occupy a seat. If the animal cannot stand on its lap, a ticket must be paid, and it must be kept on a leash with a muzzle.
- Dogs accompanying disabled people, regardless of the type of motor, sensory or mental disability, and whose owners can prove that the animal has been educated, are exempt from wearing a muzzle on transport, in public places, in premises open to the public as well as those allowing for a professional, training or educational activity. ". Teachers must hold the mobility inclusion card (=CMI) bearing the words "disability" or "priority" mentioned in Article L. 241-3 of the Social Action and Families Code. Trainers or foster families of dogs in training must also have an educator's card or a foster family card

Category 1 dogs are prohibited (Law No. 99-5 of 6 January 1999).

It is also forbidden to leave animals alone in parked vehicles in the Park & Ride facilities.

Under no circumstances can the Operator be held liable for the consequences of accidents to which the animals may have been subjected, nor for any damage caused to them.

Their owner will be held responsible for any damage they may cause.

On board Résabus vehicles, the presence of animals must be reported at the time of booking.

9.2 Bulky items, luggage, parcels

Carry-on baggage or small parcels that can be carried by a single person are admitted and transported free of charge under the full responsibility of their owner. Under no circumstances can the Operator be held liable for any damage or damage to these packages or baggage in an accident caused by them. Their owner will be held responsible for any damage that these objects may cause.

All carry-on baggage or packages must be held so as not to fall and injure a passenger on a bus or tram.

It is forbidden to enter the buses and trams of the Fil Bleu network with bulky parcels (excess baggage 10 kg with a width of more than 90 cm).

It is forbidden to introduce dangerous, flammable, toxic or explosive materials into the entire Fil Bleu network.

Any person who contravenes these provisions is liable for the physical and material consequences of his or her behaviour.

Bicycles are not allowed in light vehicles (Résabus).

10 Miscellaneous prohibitions and requirements

10.1 Various prohibitions on the entire Fil Bleu network, including at the sales office

On the entire Fil Bleu network, customers are prohibited, under penalty of a fine (Art 04-03), from:

- hinder access to the Operator of compartments or technical cabinets located in buses and trams, in Park & Ride and, more generally, disrupt the Operator's operations
- speak unnecessarily to the Operator's personnel when the latter is in a professional situation or on technical intervention
- Entering the tram driver's compartment without express permission
- verbally or physically abuse the Operator's personnel
- sit on the floor or lie down; to put your feet on the seats
- practice any form of begging
- Practice any sports activity or game

- Entering buses and coaches with bicycles, mopeds, tricycles or "supermarket" type trolleys in any type of vehicle
- Move around equipped with roller skates, rollerblades, skateboards, scooters or scooters, or similar, as well as to hold on to the outside of vehicles, whether they are stationary or moving. Persons equipped with this type of object are required to remove them as soon as they get into the vehicles and as soon as they enter the Operator's fixed facilities
- eating and drinking in the Fil Bleu network
- smoking and vaping in all publicly accessible facilities and modes of transportation
- cause flames, introduce flammable materials
- offer for sale or consume alcohol or any illegal substance
- make use of any appliance or device likely to cause noise nuisance: alarms, sirens, loudspeakers, horns; play music or host a show of any kind. Such activities may be authorised by the Operator, subject to the conditions of time and location that it will set
- distribute leaflets or leaflets without special permission from the Operator.
- affix handwritten or printed inscriptions of any kind (leaflets or posters) to all the installations of the Fil Bleu network
- solicit the signature of petitions, engage in any kind of propaganda, hold rallies and, more generally, disturb in any way the peace and quiet of customers in vehicles, in fixed installations
- offer, rent, sell anything, engage in any advertising on the entire Fil Bleu network anywhere other than in the spaces designated for this use and without the corresponding authorization of the Operator
- Carry out still or mobile photographs or sound recordings inside vehicles or fixed installations without the specific authorisation of the Operator. Such professional activities may be authorised by the Operator under the conditions of time and location that it will set according to the work permit procedures essential for any intervention on all its installations
- tipping for the benefit of the Operator's personnel
- boarding a PRM ramp of a bus with a wheelchair or a vehicle weighing more than 250 kg
- ride with a motor vehicle with handlebars
- entering Fil Bleu vehicles while intoxicated
- disturb the peace and quiet of other travellers
- sell anything without permission from Fil Bleu
- improperly occupying seats with belongings or other objects or creating obstacles to traffic
- Tipping operating personnel

10.2 Prohibitions on equipment

Customers are prohibited from:

- use any alarm or security device without a valid reason.
- relocate or modify signage or temporary means of protection installed by the Operator
- altering, moving or damaging vehicles, buildings, and equipment of any kind used in the operation
- degrade or impede the proper functioning of the devices available to customers
- soiling, degrading or degrading rolling stock, bus stops, stations and facilities of any kind, as well as any signs, inscriptions or posters contained therein
- abandon or throw into vehicles, stops and facilities of any kind, all paper (newspapers, packaging, transport tickets, etc.), residues or rubbish of any kind that may harm the hygiene and cleanliness of the premises or disturb other customers or likely to cause operational problems to the facilities
- Illegal posting on stationary or rolling equipment

10.3 Prohibitions on Park & Ride

Customers are prohibited from:

- Staying inside a parked vehicle
- cause flames, introduce flammable materials except the normal contents of the vehicle's fuel tank
- Carry out repairs, maintenance, cleaning, washing of the vehicle on the vehicle.
- degrading parked facilities or vehicles

10.4 Prohibitions on commercial agency

Customers are prohibited from:

- verbally or physically assaulting the operator's personnel
- Sit on the floor or lie down, or put your feet on seats and benches
- practice any form of begging
- Practice any sports activity or game
- Entering with bicycles, mopeds or "supermarket" trolleys
- Be equipped with roller skates, rollerblades, skateboards, scooters or skates
- eating, drinking, smoking and vaping inside the sales office
- cause flames or introduce flammable materials
- offer for sale or consume alcohol or any illegal substance
- make use of any appliance or device likely to cause noise pollution: alarms, sirens, loudspeakers, audible horns; playing music or hosting a show of any kind whatsoever. *Such activities may be authorised by the Operator, subject to the*

conditions of time and location that it will set

- distributing leaflets or leaflets without special permission from the Operator
- affix handwritten or printed inscriptions of any kind (leaflets or posters, etc.)
- solicit the signature of petitions, engage in any kind of propaganda, hold rallies and, more generally, disturb in any way the peace of the clientele on buses, in fixed installations
- entering the agency while intoxicated
- disturb the peace and quiet of other customers within the premises of the sales office

11 DIVERSE

11.1 Business Information – Claims

When the driver or any agent of the Operator is unable to respond to a request for commercial information from a customer, the latter is invited to contact the sales agency of the Fil Bleu network located at 9, rue Michelet in Tours or to contact the operator via its telephone reception.

In the event of a dispute with the services offered, customers may send written complaints to the address mentioned at Fil Bleu, customer service, avenue de Florence, 37705 Saint Pierre-des-Corps cedex.

11.2 Customer Information

These rules (or significant excerpts) are posted throughout the Fil Bleu network. It is available at the Fil Bleu sales office, 9 rue Michelet, on request. This payment can be sent by mail to any customer who requests it or through the www.filbleu.fr website.