



# Public regulations for the use of the FIL BLEU network

Updated on 01/07/2024

Concerning all bus, tram, taxi activities (urban, suburban and Résabus lines), Park & Ride, Bicycle Parks and the carriage sector, delegated by the Syndicat des Mobilités de Touraine to Keolis Tours.

## 1 Keolis Tours

2.1	Champ d'application .....	4
2.2	Scope of application in Park and Ride facilities.....	5
2.3	Scope of application on the bus and tram network .....	5
2.4	Scope in the .....	sales agency 5
2.5	Scope for the carriage .....	5
2.6	Scope for Bicycle Parks.....	6
3	Access to the Fil Bleu network.....	7
3.1	Access to buses and trams .....	7
3.2	Access for Young Children.....	11
3.3	Reserved Seating .....	11
3.4	Wheelchair access to buses .....	12
3.5	Access to the tramway for people with reduced mobility.....	13
3.6	Bicycle access on buses and trams .....	13
3.7	Access for electric scooters, Segways and other electrical equipment.....	14
3.8	Park and ride access.....	14
3.8.1	Conditions of access.....	15
3.8.2	Opening hours.....	15
3.8.3	Prohibited use and fixed fine.....	15
3.9	Access to the .....	sales office Art. 16
3.10	Access to Automated Bicycle Parks.....	Art. 16
4	Tickets .....	Art. 18
4.1	Conditions of use of .....	tickets 18
4.2	Purchase of .....	securities 18
4.3	Card creation fees and contactless ticket prices.....	19
4.4	Validation of .....	credentials 19
5	Controls and infringements .....	20
5.1	Title Control.....	20
5.2	Infractions .....	21
5.2.1	3rd class offences against the Transport Police.....	21
5.2.2	4th class offences against the Transport Police .....	22
5.3	Regularization of Offences.....	24
5.4	Rights of Access to Information.....	25
5.5	Agents authorised to record infringements.....	25
6	Obligations .....	26
6.1	General Obligations.....	26
6.2	Seat Occupancy and Passages.....	26
7	.....	Safety 26
7.2	In the different modes of transport.....	26
7.3	Accidents .....	26
8	Responsibilities.....	27
8.1	Park and ride .....	27
8.2	Automated Bicycle Parks .....	27
8.3	Lost and Found.....	27

9	8.4 Guard .....	27	Transport of animals and miscellaneous objects.....	28
	<b>9.1 Animals .....</b>			<b>28</b>
10	9.2 Bulky items, luggage, parcels .....	29	Miscellaneous prohibitions and requirements.....	29
	<b>10.1 Various prohibitions on the entire Fil Bleu network, including at the sales agency .....</b>			<b>29</b>
	<b>10.2 Equipment Prohibitions.....</b>			<b>30</b>
	<b>10.3 Prohibitions concerning Park and Ride Facilities.....</b>			<b>31</b>
11	10.4 Prohibitions concerning the commercial agency .....	31	MISCELLANEOUS .....	32
	<b>11.1 Business Information – Claims .....</b>			<b>32</b>
	<b>11.2 Customer Information.....</b>			<b>32</b>

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

- address: avenue de Florence 37 700 Saint Pierre-dès-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 Champ d'application

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 and suburban lines, chartered lines and on-demand transport), Park & Ride, Bicycle Parks and Carriage Carriages 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 driving rules 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, attacks on public security and terrorist acts in public passenger transport.
- Articles 529-3, 529-4 and 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 made to them on site by the Operator's staff or the security services.

## 2.2 Scope of application in Park and Ride facilities

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

### Automated parking lots

- Parc Relais de la Tranchée, rue des Bordiers in Tours.
- Relais du Lac park, avenue du Général Niessel in Tours
- Daniel Mayer Park & Ride, 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
- Relais Vaucanson park, 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 and Ride facilities at the entrance.

## 2.3 Scope of application on the bus and tram network

These regulations apply 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 regulations are displayed on buses and trams.

## 2.4 Scope in the sales office

These rules also apply inside the commercial agency located at 9 rue Michelet, in Tours.

The provisions of this regulation or significant extracts are available at the sales office.

## 2.5 Scope for the carriage

These rules also apply on board the carriage.

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

## 2.6 Scope for Bicycle Parks

These rules also apply to the 15 Bicycle Parks in service on the date of publication of these rules:

- 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 automated bicycle parking, located at the Palais des Sports, boulevard de Tassigny, 28 spaces
- Lac automated bicycle parking, located at the Piscine du Lac, avenue Grammont, 28 spaces
- St Pierre Gare automated bicycle parking, located at the St Pierre-dès-Corps train station, rue Fabienne Landy, 52 spaces
- Granges Galand automated bicycle parking, located rue des Granges Galand in Saint Avertin, 20 spaces
- Velpeau automated bicycle parking, located at 89 rue Jean Jacques Noirmant in Tours, 18 seats
- Sagerie automated bicycle parking, located on rue de la Sagerie in Chambray-lès-Tours, 40 seats
- La Riche Centre automated bicycle parking, located on rue de la mairie in La Riche, 18 spaces
- Automated bicycle parking at Gare de Tours, located on rue des Aumônes in Tours, 120 spaces

These rules also apply to the Sagerie bicycle parking area 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 and streetcars**

#### **On the trams**

Boarding and alighting is done 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 emitted.

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

#### **On the buses**

Boarding is only through the front door (except for wheelchairs that can access through the central door) and at the network stops. After presenting their ticket to the driver and validating it, passengers go 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 for a stop is made using the buttons provided in the vehicles and must be made sufficiently early before the descent stop.

#### **On coaches**

Boarding is only done through the front door and at the network stops. After presenting their ticket to the driver and validating it, passengers must sit down and buckle up for minors until they get off the vehicle. In the event of overloading, adult passengers will be allowed to travel standing in the vehicle under the conditions provided in terms of capacity. Passengers carrying luggage must board the vehicle and store it in such a way as to clear the accesses. The size of the baggage must comply with the provisions of this regulation.

The descent is only through the middle and rear doors. Unlike buses, the coach will make a systematic stop at commercial stops. The passenger therefore does not need to signal the disembarkation.

The coaches are not wheelchair accessible.

## **In light vehicles (Résabus)**

Boarding and alighting 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 off the vehicle. Only the driver will be able to open the trunk and its opening will be subject to his free acceptance. If necessary, the luggage will be mounted on board the vehicle and must be stowed in such a way as to clear the accesses.

Light vehicles are not wheelchair accessible.

## **3.2 Specific provisions relating to Demand-Responsive Transport (Résabus)**

The service is provided by bus or taxi-bus. The capacity of the vehicle may vary depending on the type of vehicle (bus, light taxi or 8-seater taxi). The taxi is identified by a "Fil Bleu" roof bollard.

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

Exceptionally, passengers without a reservation can use the service by showing up for a scheduled trip, subject to availability on board the vehicle and during the trip. In all cases, people who have booked have priority over travellers without a reservation.

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

There are two forms of DRT:

1. Résab R4, R5, R6, R10 and R11: only the stops are fixed; The route, travel time and pick-up time are defined according to the set of bookings for a given time.

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

2. Résabus R1, R2, R3, R7, R8, R9 (taxi-buses) and R12 and all Sunday services (Résabus 32, 34, 35, 36, 51, 52, 53, 56 and 57 (bus)): all stops are served with schedules defined in advance.



Regardless of the form, if no reservation is recorded, the ride will not be made.

Special features of Résabus 57 (virtual bus line): from Monday to Saturday, line 57 offers schedules by reservation to get to the "Merluche" 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.

On the R4, R5, R6, R10 and R11 Resabus the customer must indicate at the time of booking, the number of passengers who will accompany him as well as the place of drop-off. The number of passengers may 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 it and that this unexpected additional passenger validates his or her ticket. Otherwise, the driver is allowed to refuse this passenger.

The customer chooses a pick-up time from those that will be offered. The pick-up may be carried out in a time slot that may vary by more or less fifteen (15) minutes.

The choice of vehicle, groupage, route and travel time completed by the driver is the sole responsibility of the operator. Thus, the itinerary 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 destination provided at the time of booking cannot be changed during the journey. Similarly, the customer will not be able to book or cancel his transports with the driver.

Modus operandi of Résabus 57:

To go to a stop in the Résabus area: inform the driver when boarding the bus, specifying the stop where you will get off.

To leave from a stop in the Résabus area: book 24/7 on the app or on [filbleu.fr](http://filbleu.fr) or by calling the customer relations centre and choose one of the times offered.

## **Reservation**

Reservations are possible via:

- the Fil Bleu "Résabo" application
- the website [filbleu.fr](http://filbleu.fr)
- 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. Reservations can be taken between 30 minutes before departure and up to 3 weeks after.

On Sundays, reservations can only be made on the filbleu.fr website or on the Fil Bleu "Résabo" 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.

Reservations for groups of more than 5 people are not allowed on the TAD.

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 customer's mobile phone, on the customer's device, on filbleu.fr or upon registration by calling the Fil Bleu customer relations centre.

The login ID and password are unique to each customer. It is therefore up to the latter to guarantee the maintenance of the confidentiality of his login ID and password allowing him to make a reservation.

In the event of loss or forgetfulness of the password, the customer may request the 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 information associated with their customer account is correct and up-to-date.

### **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 "Résabo" application or the filbleu.fr website.

In the event of late cancellation or no-show (except for a delay in 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.

At the time of 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 =

penalty of 25€ or suspension for 1 year

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

Customers who are absent from the stop on arrival of the DRT are not expected, so as not to penalize the other DRT customers.

### **Luggage and bulky items**

The handling of luggage and small objects is authorised within the limits of the vehicle's capacity and under the full responsibility of their owner. Bicycles are not allowed.

### 3.3 Access for young children

Children under 11 years old are free of charge. No ticket will be required for children under 5 years old. Children aged 5-10 must travel with a valid transport card, loaded with the free Pass 5-10 years old subscription.

Unaccompanied children under 8 years old are not allowed to travel alone on the Fil Bleu network.

Strollers and similar items used for the transport of young children are allowed on buses and trams at no extra charge. Customers must be careful not to obstruct the traffic lane, or obstruct the entry and exit of the vehicle. The use of strollers is recommended outside peak hours.

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

In addition, it is strongly advised not to use the simple doors of the tram at the front and rear of the tram, which are reserved as a priority for getting off.

Customers must take all necessary precautions for the safety of their children, when getting on, off and inside the vehicles.

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

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

On board light vehicles (Résabus), children under 3 years of age must travel in an adapted car seat provided by their companion. Otherwise, the driver will refuse transport. Children over 3 years old must travel in a booster seat, provided by the taxi (only one per taxi) or by the accompanying person. Strollers and similar vehicles used for the transport of young children are allowed in the vehicles at no extra charge and within the limits of the capacities described in the article.

### 3.4 Reserved Seating

On buses and trams, seats are indicated and reserved as a priority and in order of importance for people with disabilities, war invalids, blind people, disabled workers and civilians, pregnant women or people with young children (under 4 years old), elderly or impotent people, and anyone 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 ramp and a wheelchair space, located at the second door of the converted 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 it is impossible due to their disability. In this case, the ramp must be operated to facilitate access. The maximum number of wheelchairs allowed on the buses is conditional on the number of spaces provided and arranged in each bus. Most of the time, it is a single unit.

Résabus coaches and 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 passenger presents himself in front of the second door and presses the button indicating the UFR pictogram
- The driver operates the access ramp. When this is in place, the passenger can get on. The traveller validates his or her ticket. The safety position to be adopted is as follows: with your back in the direction of travel in the position provided for this purpose, brakes applied and the safety bar lowered if necessary.
  - o For buses equipped with a manual ramp, 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 presents himself in front of the second door to leave the vehicle.
  - o For buses equipped with a manual ramp, the driver will call on a third party to open and close the ramp in accordance with the pictograms displayed in the vehicles.

It should be noted that electric scooters (2, 3 or 4-wheeled vehicles, electric) are not allowed.

## 3.6 Access to the tramway for people with reduced mobility

The stations of 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.

Electric scooters (2, 3 or 4-wheeled vehicles, electric) are not allowed.

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 Wheelchair User (UFR) pictogram also indicates the accessible doors.

The Tramway Tranchée, Charles Barrier and Place 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 the 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 without obstacles. Two spaces on board the trains are reserved in priority for people with reduced mobility. They are indicated on the doors by a UFR pictogram.

Passengers shall ensure that it is easier for people with reduced mobility to move around the platforms and in the trains, as well as their access to the tram platform.

Passengers shall ensure that it is easier for people with reduced mobility to move around 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 prohibited on buses 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 maintained by their owner so as not to cause any inconvenience to other passengers.

Bicycles are allowed inside the tramway under the following conditions:

- Bicycle parking must be 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 hindering access to the lanes or validators Out of goodwill towards

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

In the event of crowding or obvious 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 inconvenience 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 passenger's lap or legs.

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

- The electric scooter must be foldable and folded
- The owner must make sure to be next to the folded scooter and 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 crowding or obvious 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 inconvenience passengers, or to constitute a risk of accident.

### **3.9 Park and ride access**

Only vehicles meeting the following criteria are allowed to circulate and park in park-and-ride facilities and on their service roads:

- Overall height below the height limit indicated by the signs at the entrance to the parks, i.e. 2 metres
- Gross vehicle weight of less than 3.5 t
- They must not tow a trailer
- they must not carry materials that may present a danger to the installations and other users, or an annoyance 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 purpose, so it is forbidden to park on these lanes.

Parking a vehicle must be carried out in spaces specially demarcated for this purpose, without encroaching on traffic lanes and without crossing the limits of adjacent spaces.

The customer must turn off the engine as soon as the parking manoeuvre is completed and drive as soon as the engine is started.

### **3.8.1 Conditions of access**

Only customers of the Fil Bleu network are allowed to drive and park their vehicles in the Park and Ride facilities. Driving in the parks and leaving your vehicle there on a delimited 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; Otherwise, during checks, our agents will be able to fine the people in fraud.

### **3.8.2 Opening hours**

Park and 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 am to 7:30 pm all year round with the presence of an agent during these hours. Opening hours are displayed at the entrance on the information boards. They are available to Fil Bleu subscribers from 5 a.m.

They are closed, except in special circumstances, from 19:30 to 7:00 from Monday to Saturday. The barrier remains open on Sundays and public holidays.

A vehicle can be collected 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 subscribers and from 7:00 am to 10:00 pm for non-subscribers)

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 a.m. to 5:00 a.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 a check in the car parks, any person who is unable to present a valid ticket will be fined for not having a ticket (3rd class fine "Entry without a valid ticket into an outbuilding of the FIL BLEU transport service of non-free access or falsification").

### **3.9 Access to the sales office**

The sales office is open to the public from Monday to Friday between 7:30 am and 7:00 pm, and on Saturdays between 10:00 am and 5:00 pm 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 area reserved for its reception. The commercial documents are not available to the public, nor are they freely accessible and used. Any request for information, schedules and itinerary should be made to the Customer Relations Center on 02 47 66 70 70.

### **3.10 Access to Automated Bike Parks**

On the date of publication of these regulations, automated Bicycle Parks are listed in article 2.6.

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 any other person who has taken out an annual Pass Parcs à vélo subscription at € 15 or a Ticket Parcs à Vélo at € 1 for 24 hours. This subscription and ticket do not allow you to travel on the Fil Bleu bus+tram network. The bike park ticket gives access to all P+V for 24 hours. It is only available on the M-Ticket holder in the Fil Bleu application.

This service consists of a collective locker with access control.

Automated Bicycle Parks are reserved for the exclusive use of non-motorized cycles. In particular, it is therefore forbidden to park motorcycles, scooters, mopeds or other thermal motorized vehicles, as well as scooters or electric motorcycles.

Customers must ensure that their bicycle is secured to the hoops provided for this purpose using a lock of their choice, and not provided by Fil Bleu.

Access to the Automated Bike Parks is done by validating the contactless card or M-Ticket Fil Bleu, loaded with a valid ticket, on the reader located next to the entrance door.

The Bike Parks service is not an extended time garage service.

Parking must be provided for a short period of time. If this is not the case, Fil Bleu collects the bike, according to the following procedure:

- After 15 days without moving the bike, Fil Bleu will post an ultimatum on the bike indicating that the bike will be removed 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 on



02.47.66.70.70 to pick up his bike.

- At the end of this period, in the absence of any demonstration by the owner, the bike is donated to a local integration association. The owner of the bicycle will no longer be able to request a return of the bicycle or compensation from this period.

The provision of collective locker spaces with access control does not imply either the storage or custody of the cycles at the expense of Fil Bleu. The above procedure is also applicable to padlocks left on bicycle parking spaces in P+V.

Any measures implemented to ensure the safety of property in the Automated Bicycle 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 in accordance with the legal rules in force.

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

## **4 Transit 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 an M-Ticket or a contactless card loaded with a valid and validated ticket.

The single ticket and the travel tickets are valid for 1 hour. They give the right to matches and returns during this hour.

The 2-journey ticket is valid for one person only, each journey 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 during 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 traveling together.

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

Tickets on a JVMalin or M-Ticket Fil Bleu card must be validated systematically for each journey, including connecting journeys, regardless of the type of ticket used (subscription, journey, reduced fare, free travel, etc.).

Tickets 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 in the network's sales office, the Fil Bleu telephone reception and on the [www.filbleu.fr](http://www.filbleu.fr) website.

### **4.2 Purchase of securities**

Customers can obtain their tickets from the drivers on the buses, from ticket machines at tram and tempo stations, at some places of passage, at the Fil Bleu sales agency (9 rue Michelet in Tours), from recharging points (depository traders) or through dematerialised services such as Fil Eclair (direct debits). online sales or smartphone tickets (M-Ticket).

On the buses, the drivers sell Unity, 2 journeys and 24h tickets exclusively on contactless tickets. A specific fare is applied on board on single and 2-trip tickets.

In coaches and Résabus, the drivers only sell Unité tickets on board on pre-encoded media. No ticket can be recharged on board a coach and a Résabus.

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

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

### **4.3 Card creation fees and contactless ticket prices**

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

Card reconstitution fees are also required in the following cases:

- the card is reaching "end of life" and must be renewed
- The card is lost
- The map is deteriorated
- The customer wants to change an element on their card (photo, last name, first name, etc.)
  
- The customer's card has been entered by the verification agents in case of use by a third party
- 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 remade, he must pay for a valid ticket to travel. The customer may not demand any compensation or reimbursement of the title(s) purchased during this period.

To encourage the reuse of the voucher carriers, fees are applied to the first purchase of the "Contactless Ticket" medium. The price is indicated at the sales office and on the [filbleu.fr](http://filbleu.fr) 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 to transfer the vouchers present in the expired medium to a new medium. A creation fee is charged. No redemption of securities is possible.

### **4.4 Validation of credentials**

Ticket validation is mandatory at the start of the journey on the Fil Bleu network, including connections. In the event that a validator does not work, the customer must use one of the other devices available to them in the vehicles. Smartphone tickets (M-Ticket) are validated using the QR Codes available in the vehicles.

In the event that the entire validation system does not work, the customer must immediately report to the driver on the bus or contact him using the call buttons located in the tram trains to comply and inform the driver of the situation. The customer will not be able to mention during an inspection that his ticket is not validated because the validator did not work.

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

## **5 Controls and infringements**

### **5.1 Title Control**

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

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

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

In Park & Ride facilities, the contactless ticket equivalent to an authorisation to use the park is checked at the exit of the facilities. The customer must then be in possession of a valid Fil Bleu network ticket: a ticket on the JV Malin 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 auditor constitutes an irregular situation punishable by a fine. The amount of the fines is specified in Article 4.2.

## 5.2 Infractions

### 5.2.1 3rd class offences against the Transport Police

- **Untitled**

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

If a customer holds a card correctly loaded with a Fil Bleu network subscription, but cannot present it during a check, they will be fined on the grounds of "Travelling without a public road transport ticket on the Fil Bleu network".

If, after the usual checks and at the request of the customer, 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 fine, with a subscription to the Fil Bleu network, within 48 hours to the "Prévention Médiation Contrôle Voyageur" service of Fil Bleu, under penalty of being excluded from the benefit of this measure.

- **Unvalidated title**

All customers must validate their ticket before making any journey on the Fil Bleu network, including connecting flights. Otherwise, they risk being fined on the grounds of "Ticket not validated", even if they are in possession of a contactless card correctly loaded with a subscription from the Fil Bleu network during the check.

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 beyond the validity period of more than half an hour**
- **Ticket used outside of time periods** (Family, group or event ticket)
- **Violation of the ban on smoking** (including e-cigarettes) in vehicles and outbuildings of a public road transport service

### 3<sup>rd</sup> class lump sum allowances

Wording Offence	Amount	art Inter	art sanct
Subscription or connection not validated	€ 5.00	Article 5-1	Article 15-I
Loaded title not validated	€ 40.00	Article 5-1	Article 15-I
Overtime < 30 minutes	€ 40.00	Article 5-1	Article 15-I
Lack of title	€ 62.00	Article 5-1	Article 15-I
Title reserved for third party use	€ 62.00	Article 5-1	Article 15-I
Illegible or torn title	€ 62.00	Article 5-1	Article 15-I
Title used out of period	€ 62.00	Article 5-1	Article 15-I

### 5.2.2 4th class offences against the Transport Police

- Mounted through the rear doors of the bus
- non-compliance with animal access conditions
- Ride on a machine in the transport area
- Unattended Packages
- Decompressing doors or preventing them from closing
- Deterioration of displays
- Obvious drunkenness in the transport area
- Modify or disturb the operation of equipment
- Dangerous, bulky, annoying objects
- refusal to comply with the injunctions of the operator's agents
- stay on the footboards while walking
- soiling (feet on seats, spitting, etc.)
- being towed by a public transport vehicle
- disturbance of the tranquility of the clientele
- Wrongful use of an alarm or emergency call device

## 4<sup>th</sup> class lump sum allowances

Wording Offence	Amount	art Inter	art sanct
Deteriorating or soiling transport spaces Obvious state of intoxication Dangerous, bulky or annoying objects	€ 30.00	Article 5-11	Article 18-2
Failure to comply with animal access conditions Rear door mounted Deterioration of the displays in the transport space	€ 30.00	Article 8	Article 18-8
Modifying or disturbing the operation of equipment Refusing to comply with orders Obstacle to closing or decompressing doors Smoking Use of sound instruments, noise or disturbance of the peace of passengers Leaving an object unattended Unjustified use of an alarm or emergency call signal Staying on the footboards during the walk Being towed by a public transport vehicle Riding on a vehicle in the transport area	€ 30.00	Article 9	Article 16-6
	€ 30.00	Article 10	Article 16-7
	€ 30.00	Article 5-5	Article 16-5
	€ 30.00	Article 5-12	Article 18-4
	€ 30.00	Article 5-16	Article 18-3
	€ 68.00	Article 3	Article 20-1
	€ 68.00	Article 5-4	Article 16-4
	€ 68.00	Article 8	Article 19
	€ 68.00	Article 5-13	Article 18-5
	€ 68.00	Article 5-14	Article 18-6
	130,00 €	Article 5-10	Article 18-1
	130,00 €	Article 5-7	Article
	130,00 €	Article 5-9	16-2
	130,00 €	Article 5-15	Article 17 18-7

### 5.2.3 Park-and-ride vehicle violations

- Any 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 (4<sup>th</sup> class offence; admission conditions not respected)
- the Operator reserves the right to evacuate, at the expense and risk of users, any vehicle in breach of this point of the regulations.
- the impoundment of vehicles may be requested by the Operator, from the 5<sup>th</sup> consecutive observation of presence.

## 5.3 Regularization of Violations

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 on the report; payment must be made to the Operator's "Prevention, Mediation, Passenger Control" department.

If it is not possible to pay the fixed compensation immediately, a report of offence is drawn up on presentation of an identity document. Refusal or inability to produce official identification allows sworn officers to have recourse to the police. A collection file is then drawn up for an additional € 40 for administrative fees. In the event of deferred non-payment and within three months, legal proceedings are initiated. The offender's file is sent 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 may 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 hold a subscription card that has been used in the last 12 months.
  
- have never 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 computerised processing necessary for the management of commercial relations.

It is intended for the Operator, who is responsible for the processing, as well as, where applicable, its partners, subcontractors or service providers located in or outside the European Union and the Keolis Group's subsidiaries. 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](http://www.filbleu.fr).

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

All of these rights are exercised with the Operator:

- by email at [service.clients@filbleu.fr](mailto:service.clients@filbleu.fr)
- by mail to Fil Bleu – Customer Service - Avenue de Florence 37700 ST PIERRE BODIES

If you have any questions about the processing of their personal data, the customer can also contact our data protection officer by email [dpo@filbleu.fr](mailto:dpo@filbleu.fr).

## 5.5 Officers empowered to record infringements

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

## 6 Obligations

### 6.1 General Obligations

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

The officers are sworn in and any injunctions 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 ticket. A 4th class fine may be issued to any customer who refuses to comply.

### 6.2 Seat Occupancy and Passage

It is forbidden to improperly occupy the 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 support terminals
- Do not interfere with the automatic operation of the doors
- Do not get into vehicles with bulky packages or packages containing hazardous materials
- comply with the rules concerning animals explained in this document
- comply with the regulations concerning the 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 or she was required to have in order to justify his or her presence within the modes of transport or installation of the Fil Bleu network. Failure to comply with these obligations releases the Operator from liability. The customer has the obligation to present himself or make himself known to the driver to report and have the accident recorded.

With regard to Park & Ride and bicycle parking, customers are responsible for personal accidents as well as material damage that they may cause inside the car parks, both to vehicles and to facilities. They are required to report any damage or accidents caused to the Operator's representative present in the park. In the absence of a Fil Bleu representative in the car park, they must report any incident through the call terminals present 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 the public highway either by mutual report or by police report.

## **8 Responsibilities**

The user is responsible for any damage he causes to others, or for those caused by the act of persons or things in his care. (Art. 1382, 1383, 1384, 1385, 1386 of the Civil Code)

### **8.1 Park and ride facilities**

Permission to park a vehicle in Park & Ride facilities is granted only at the user's sole 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 waiting in or out for reasons that are not attributable to it (density of car traffic, broken down vehicle, etc.).

### **8.2 Automated Bicycle Parks**

Permission to park one's bicycle in the Bicycle Parking Facilities 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, whatever the cause. Cyclists are reminded that they must lock their bikes to the devices provided for this purpose.

### **8.3 Lost and Found**

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

### **8.4 Guard**

Objects, other than perishable foodstuffs, found throughout the Fil Bleu network 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 on 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 property department of the city of Tours.

Perishable goods are destroyed the same evening.

## 9 Transport of animals and miscellaneous objects

### 9.1 Animals

Animals are prohibited on the entire Fil Bleu network and inside the sales agency, except in special cases mentioned below

The following are accepted:

- Guide dogs for the blind and hearing impaired are allowed if they are kept on a leash and travel free of charge
- Small pets are allowed to travel free of charge if they are transported in suitably closed baskets, bags or cages and held on the lap. These animals must not under any circumstances dirty the premises, inconvenience or cause discomfort to customers or occupy a seat. If the animal cannot stand on its lap, you have to pay a ticket, and it must be kept on a leash with a muzzle.
- Dogs accompanying disabled people, regardless of the type of disability, motor, sensory or mental, and whose owners can prove that the animal has been trained, are exempt from wearing a muzzle on transport, in public places, in premises open to the public as well as those allowing 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 Code of Social Action and Families. Trainers or foster families of dogs undergoing training must also be in possession of the trainer's card or the foster family card. Dogs travel for free.

Dogs that do not fit into the 3 categories above must be kept on a leash with a muzzle. A valid and validated ticket is required to travel with your pet.

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

It is also forbidden to leave animals alone in vehicles parked on Park & Rides.

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

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

## **9.2 Bulky items, luggage, packages**

Carry-on baggage or small packages 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 may the Operator be held liable for any damage or damage to these packages or luggage in an accident caused by them. Their owner will be held responsible for any damage that these objects may cause.

All carry-on luggage 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 (luggage exceeding 10 kg with a width greater than 90 cm).

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

Anyone who contravenes these provisions is responsible for the physical and material consequences of their behaviour.

## **10 Miscellaneous prohibitions and requirements**

### **10.1 Various prohibitions on the entire Fil Bleu network, including at the sales agency**

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

- obstruct the Operator's access to the technical compartments or cabinets located in buses and trams, in Park and Ride and, more generally, to disrupt the Operator's interventions
- speak unnecessarily to the Operator's staff when they are in a professional situation or on a technical intervention
- enter the tram driver's compartment without express permission
- verbally or physically assaulting the Operator's staff
- Sit on the floor or lie down; put your feet on the seats
- practising any form of begging
- practice any sports activity or game

- use bicycles to enter the bus, mopeds, tricycles or supermarket 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 installations
- Eat and drink within the Fil Bleu network
- Smoking and vaping in all facilities and modes of transportation accessible to the public
- Cause flames, introduce flammable materials
- offer for sale or consume alcohol or any illicit substance
- use any appliance or device likely to cause noise pollution: alarms, sirens, loudspeakers, horns; play music or host a show of any kind. Such activities may be authorized by the Operator, subject to the conditions of times and location that it will set
- distribute leaflets or leaflets without special permission from the Operator.
- affix handwritten inscriptions of any kind or printed (leaflets or posters, etc.) 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 of customers in vehicles or fixed installations
- offer, rent, sell or engage in any advertising whatsoever on the entire Fil Bleu network other than in the areas assigned to this use and without the corresponding authorisation of the Operator
- take fixed or mobile photographs or sound recordings inside vehicles or fixed installations without special authorisation from the Operator. Such professional activities may be authorised by the Operator under the conditions of times and location that it will set in accordance with the work permit procedures essential for any intervention on all of its facilities
- Tipping the Operator's staff
- Climb onto a PRM ramp on a bus with a wheelchair or vehicle weighing more than 250 kg
- All motor vehicles with handlebars are prohibited in the vehicles

## 10.2 Equipment Prohibitions

Customers are prohibited from:

- Use all alarm or security devices without a valid reason.
- move or modify the signage or temporary means of protection installed by the Operator

- modifying, moving or damaging vehicles, buildings, as well as equipment and equipment of any kind used for the operation
- Damage or hinder the proper functioning of the equipment available to customers
- soiling, degrading or damaging rolling stock, bus stops, stations and installations of any kind, as well as the signs, inscriptions or posters they contain,
- Abandoning or throwing into vehicles, stops and installations of any kind, any 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
- Posting illegal posters on fixed or rolling equipment

### **10.3 Prohibitions concerning Park and Ride**

Customers are prohibited from:

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

### **10.4 Commercial Agency Prohibitions**

Customers are prohibited from:

- verbally or physically assaulting the operator's staff
- Sit on the floor or lie down, or put your feet on the seats and benches
- practising any form of begging
- practice any sports activity or game
- entering with bicycles, mopeds or "supermarket" type trolleys
- Move around equipped with roller skates, rollerblades, skateboards, scooters or scooters
- Eating, drinking, smoking and vaping on the premises of the commercial agency
- Cause flames or introduce flammable materials
- offer for sale or consume alcohol or any illicit substance

- use any appliance or device likely to cause noise pollution: alarms, sirens, loudspeakers, horns; play music or host a show of any kind. *Such activities may be authorized by the Operator, subject to the conditions of times and location that it will set*
- distribute leaflets or leaflets without special permission from the Operator
- affix handwritten inscriptions of any kind or printed (leaflets or posters, etc.)
- solicit the signature of petitions, engage in any kind of propaganda, hold gatherings and, more generally, disturb in any way the peace of the customers on buses, in fixed installations
- entering the branch while intoxicated
- Disturb the peace of other customers within the commercial agency

## 11 MISCELLANEOUS

### 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 customer is invited to contact the Fil Bleu network's sales office located at 9, rue Michelet in Tours or to contact the operator via its telephone reception.

In the event of a dispute about 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 extracts) are displayed throughout the Fil Bleu network. It is available at the Fil Bleu sales agency, 9 rue Michelet, on request. These rules can be sent by mail to any customer who requests them or through the [www.filbleu.fr](http://www.filbleu.fr) website.