

# Government Regulations on using the FIL BLEU network

Updated on 28/02/2017

Pertains to all the bus, tram and taxi activities (Urban and suburban lines), the Park and Ride facilities (P+R), Velociti, the Bicycle Parks (P+V) and the carriages allocated by Tours Plus to Keolis Tours.

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# 1 General characteristics

## 1.1 Scope of application

These regulations define the terms and conditions under which the customers may use the entire Fil Bleu network. They specify their rights and especially their obligations.

The Fil Bleu network refers to all the Bus and Tramway activities (urban and suburban lines, contracted lines and transport on demand), the Park and Ride facilities, the Bicycle Parks, Velociti and the Carriages that the Tour(s)Plus Metropolitan community has assigned to Keolis Tours, hereinafter referred to as the Operator.

These regulations supplement the laws and regulations in force, i.e.:

- Order no. 2016-541 of 03 May 2016 on safety and rules of conduct in railways and guided transport and certain other public transport.
- Act no. 2016-339 of 22 March 2016 on the prevention and combating of anti-social behaviour, against threats to public safety and against terrorist acts in public passenger transport.
- Articles 529-3, 529-4, 529-5 of the [French] Code of Criminal Procedure.

Under all circumstances, the customers must observe the requirements of these regulations, brief extracts of which are clearly displayed inside the vehicles, and comply with any special instructions which may be given to them on the spot by the Operator's staff or the security services.

## 1.2 Scope of application in the Park and Ride facilities

The Park and Ride facilities operational on the date of publication of these regulations are the following:

### Automated parking facilities

- Tranchée Park and Ride facility, rue des Bordiers in Tours.
- Lac Park and Ride facility, avenue du Général Niessel in Tours
- Daniel Mayer Park and Ride facility, rue Daniel Mayer in Tours
- Heure tranquille Park and Ride facility - centre commercial de l'heure tranquille - 2 Lions in Tours

### Attended parking facilities

- Sagerie Park and Ride facility, rue de la Sagerie in Chambray-lès-Tours

- Vaucanson Park and Ride facility, rue Colombier in Tours
- J. Monnet Park and Ride facility, in Joué les tours

The provisions of these regulations or of its relevant extracts are available in each of the Park and Ride facilities at the entrance.

### **1.3 Scope of application on the bus and tram network**

These regulations apply to the entire bus and tram network: urban lines, suburban lines, circuits serving educational institutions, special circuits, in buses, trams and at the stops.

Significant extracts from these regulations are displayed in buses and trams.

### **1.4 Scope of application for renting the Velociti bicycles**

These regulations shall also apply to renting Velociti bicycles.

The lease agreement is prepared and signed at our sales office, 9 rue Michelet in Tours.

### **1.5 Scope of application in the sales office**

These regulations are also applicable within the sales office located at 9 rue Michelet in Tours.

The provisions of these regulations or of its relevant extracts are available in the sales office.

### **1.6 Scope of application for the carriage**

These regulations shall also apply on board the carriage.

The provisions of these regulations or of its relevant extracts are available with the coachman.

### **1.7 Scope of application for the Bicycle Parks**

These regulations shall also apply to the 8 Bicycle Parks in use on the date of publication of these regulations:

- Vaucanson automated Bicycle Parking located in the Vaucanson P+R in Tours, 30

- places
- Monconseil automated Bicycle Parking located at the Monconseil station in Tours, 36 parking spots
  - Marne automated Bicycle Parking located at the Marne station in Tours, 36 parking spots
  - Beffroi automated Bicycle Parking located at the Beffroi station in Tours, 36 parking spots
  - Verdun automated Bicycle Parking located at the Verdun station in Tours, 36 parking spots
  - Jean Monnet automated Bicycle Parking located at the Jean Monnet station in Tours, 36 parking spots
  - Rotiere automated Bicycle Parking located at the Rotière à Joué station in Tours, 36 parking spots
  - Sagerie Bicycle Parking located in the Sagerie P+R in Chambray les Tours, 46 parking spots. Access to this last one is free

## **2 Access to Fil Bleu network**

### **2.1 Access to buses and trams**

#### **In the buses**

Entry is only by the front door (except for wheelchairs, which are accessible through the central door) and at the network stops. After showing the ticket to the driver and getting it validated, the passengers shall make their way to the back of the bus in order to facilitate access for other passengers. Passenger parking in front of the bus should be avoided so as not to interfere with the visibility of the driver.

The passengers shall exit only by the centre and back doors. Stop request shall be made using the buttons provided in the vehicles and must be made well before the exit stop.

#### **In the trams**

Trams can be entered and exited at tram stations using all doors. Passengers wishing to enter the trams must move away from the doors to give priority to the exiting passengers. Do not move towards the doors after the sound signal and the visual closing of doors have been initiated.

After getting their ticket validated, the passengers are asked to clear the platforms in order to facilitate access for other passengers and to limit the boarding time at the stations

### **2.2 Access for young children**

Children under the age of 5 are free.  
They will not be asked for any ticket.

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

Strollers and similar items used for carrying young children are allowed on buses and trams without extra charge. Customers should ensure that they do not obstruct the traffic corridor, or interfere with vehicle entrances and exits. It is advised to use strollers during non-peak hours.

In addition, it is strongly advised not to use the single tram doors at the front and rear of the tram, which are primarily reserved for exiting.

Customers should take all necessary precautions to ensure the safety of their children, while entering, exiting and being inside the vehicles.

Children are placed under the direct supervision and responsibility of their accompanying adult, and must be looked after by them.

On entering or exiting a vehicle, the customer, as an exceptional case, can ask the driver to open the front door and, if necessary, to ask for assistance from other passengers.

## **2.3 Reserved seats**

In buses and trams, seats are identified and reserved by priority and in order of importance for persons with disabilities, invalid war veterans, the blind, disabled workers and civilians, pregnant women or persons with children (less than 4 years old), senior citizens or physically impaired persons or any person with reduced mobility.

## **2.4 Access to buses for persons in wheelchairs**

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

Wheelchair users get on the bus through the second door equipped with a retractable pallet. Other persons with reduced mobility get on to the bus through the front door. Only one Wheelchair space is available in the bus, the maximum number of wheelchairs permitted in buses is one.

### **Additional wheelchair specific recommendations**

- to get on to the bus, the passenger stands on the platform and gives a signal

- to the driver
- the passenger shall come in front of the second door and press on the button with the UFR pictogram
- the driver lowers the access ramp. When this is in place, the passenger can get in. The passenger shall get his/her ticket validated. It is recommended to stay positioned with one's back to the direction of travel at the spot provided for this purpose.
  - in the case of buses provided with manual ramps, the driver shall call upon a third person to open and close the ramp in accordance with the pictograms displayed in the vehicles.
- in order to exit the bus, the passenger presses on the blue button with the “wheelchair” pictogram so that the driver can again lower the ramp. The passenger shall come in front of the second door in order to exit the vehicle.
  - in the case of buses provided with manual ramps, the driver shall call upon a third person to open and close the ramp in accordance with the pictograms displayed in the vehicles.

Electric scooters (vehicles with 2 or 3 wheels, electric) are prohibited.

## **2.5 Access to trams for persons with reduced mobility**

Stations of the tramway line are all accessible (except Tranchée, Mi-Côte and Place Choiseul stations) and allow persons with disabilities in wheelchairs or with reduced mobility to access the platforms and the ticket distributors.

The electric scooters (vehicles with 2 or 3 wheels, electric) are prohibited.

Identification of doors accessible to persons with reduced mobility (double doors) is integrated into the design of the vehicle, as well as on the platform (bands perpendicular to the platform extending on both sides of the double doors of the tram), a User in Wheelchair pictogram (UFR) also indicates the accessible doors;

Tranchée, Mi-Côte and Place Choiseul stations do not meet accessibility standards for wheelchairs due to a slope exceeding 2% on the access path to the station and have been granted a waiver. For these three stations, information has been put in place to warn passengers about the non-accessibility. Therefore, the use of these three stations by persons with reduced mobility (or wheelchairs) is their sole responsibility.

On the platform, the train is accessed on the same level with the platform and without any obstacle. Two

places on board the trains are reserved primarily for persons with reduced mobility. They are marked on the doors with a UFR pictogram.

Passengers shall facilitate the movement of persons with reduced mobility on the platforms and in the trains, as well as their access to the platforms.

## **2.6 Access for bicycles in buses and trams**

Bicycles are prohibited on buses, except folding bicycles if they are folded and do not exceed 90 cm in width. The bicycles thus folded must be kept by their owner so as not to cause any inconvenience to the other passengers.

Bicycles are allowed inside trams 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 stationary by its owner without obstructing access to corridors or validators

As a gesture of goodwill towards other passengers, if there is overcrowding in a train, bicycle owners are asked to wait for the next train in order to cause less disturbance.

In case of rush or obvious discomfort, the agents appointed by the Operator reserve the right to prohibit access to bicycles inside the tram.

## **2.7 Access in Park and Ride facilities**

Only vehicles that meet the following criteria are permitted to circulate and park in the Park and Ride facilities and on their service roads:

- their overall height must be less than the height restriction indicated on the signboards at the entrance to the facilities, i.e. 2 meters.
- their total laden weight must not exceed 3.5 t.
- they must not tow a trailer.
- they shall not carry equipment that may be hazardous to the facilities and other users, or cause discomfort due to their odour or fumes.

Rules of the highway code apply to all the Park and Ride facilities of the Fil Bleu network.

The speed limit in the parks is 10 km/h. Drivers are required to travel on the roads and lanes reserved for this purpose. It is therefore prohibited to park on these roads.

A vehicle must be parked in the places specially demarcated for this purpose, without encroaching on the travel lanes and without crossing the boundaries of the adjacent parking places. The customer must switch off the engine as soon as the parking manoeuvre is completed and start moving as soon as the engine is started.

### **2.7.1 Access terms and conditions**

Only Fil Bleu network's customers are allowed to drive and park their vehicles in the Park and Ride facilities. Driving in the facilities and leaving a car in one of the demarcated parking spot implies unreserved acceptance of the terms and conditions of these regulations.

To access the Park and Ride facilities, the customers must have a valid subscription to the Fil Blue network or purchase a ticket for the Park and Ride facilities, failing which, during spot checks, our agents can give a fine to the persons involved in the fraud.

### **2.7.2 Opening hours**

The attended Park and Ride facilities (Vaucanson P+R, Jean Monnet P+R, Sagerie P+R) are open from Monday to Saturday from 7 am to 7:30 pm throughout the year with the presence of one agent during these hours. The opening hours are displayed at the entrance on the information display boards. They are accessible to the Fil Bleu subscribers from 5 am in the morning.

They are closed, except under special circumstances, from 7:30 pm to 7 am from Monday to Saturday. The barrier remains open on Sunday and public holidays.

Vehicle can leave at any time.

The Automated Park and Ride facilities (Lac P+R, Tranchée P+R, Mayer P+R, L'heure Tranquille P+R) are accessible 24 hours a day, except for Heure Tranquille P+R (24 hours a day for subscribers and from 7 am to 10 pm for casual users)

Vehicles may remain parked in the Park and Ride facilities during the operating hours of the Fil Bleu network (from 5 am to 2 am the following morning). Parking is prohibited during the non-operating hours of the transport service (from 2 am to 5 am).

### **2.7.3 Use prohibited and fixed fine**

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

During routine car park checks, any person not able to show a valid ticket will be fined for ticket missing (3<sup>rd</sup> class fine "Entry without valid transport ticket in a FIL BLEU transport service facility with access not free or falsified").

## **2.8 Access to the Velociti service**

A lease agreement is signed at the sales office, 9 rue Michelet in Tours, (or in the municipalities participating in the development of the service between the lesser (the Fil Bleu Operator) and the lessee. The lessee must comply with the general terms and conditions mentioned on the back of the Velociti lease agreement, which sets the terms of the contract pertaining to:

- obligations of the lessee
- payment of the rent
- maintenance and repair
- delivery and return
- security deposit
- civil liability

Bicycles are to be collected from the bicycle shop which, on the date of publication of these regulation, is Détours de Loire, 35 rue Charles Gille in Tours.

## **2.9 Access to the sales office**

The sales office is open to the public from Monday to Friday between 7:30 am and 7 pm and on Saturday between 10 am and 5 pm all year round.

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

The public has no right to enter outside the space reserved for its reception. The Internet terminal can be freely accessed and used, as well as the commercial documents made available to the public.

## **2.10 Access to the automated Bicycle Parks**

As on the date of publication of these regulations, the Automated Bicycle

Parks are as follows: Vaucanson P+V, Monconseil P+V, Marne P+V, Beffroi P+V, Verdun P+V,

Rotière P+V and Jean Monnet P+V.

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

They are also accessible to holders of a “Liberté” contract under the fare conditions described below.

The Automated Bicycle Parks can be accessed using the Fil Bleu contactless card validated on the entry reader.

### **Special features of using Bicycle Parking with a Liberté ticket**

When validated at the entrance of the Bicycle Parking, the Liberté trip is counted and is therefore immediately valid for 1 hour of travel on the network

Bus + Tram: validation when getting onto the bus or the tram will be considered as a connecting trip.

At the time when the bicycle is taking out, if the customer has validated his Liberté ticket on board a bus or tram within the hour, the validation action for entering in the Bicycle Parking shall be considered as a connecting trip. If the user has not used the bus or the tram or has been gone for more than one hour, then validation at the entrance of the Bicycle Park for retrieving the bicycle, shall count as a Liberté trip.

## **3 Transport tickets**

### **3.1 Terms and conditions of using the transport tickets**

To legally travel on the Fil Bleu network, the 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 the user to undertake connecting trips and return trips during this time.

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

The 1-hour family ticket is valid for 1 hour (connecting trips and return trips are possible) for 3 to 4 people travelling together on Saturday, Sunday and holidays.

The 24-hour ticket is valid for 24 hours and the park and ride ticket is valid throughout the day.

Group tickets can be used during off-peak hours (from 8:30 am to 4:30 pm, except during school holidays when the ticket can be used at any time of the day) for groups of 10 to 20 or 21 to 40 people travelling together.

The 2-trip ticket allows its holder and only he/she can make 2 valid trips each of one hour. Monthly subscriptions give right to travel freely from the first to the last

day of the month. Tickets on JVMalin card must be systematically validated for each trip including for connecting trips, regardless of the type of ticket used (subscription, trip, reduced fare, free, etc.). The transport tickets must be used in accordance with the terms and conditions of use specified on the information display boards available on the Fil Bleu network. Detailed information about various types of transport tickets can be found at the network's sales office, the Fil Bleu telephone service and on the website [www.filbleu.fr](http://www.filbleu.fr).

### **3.2 Purchasing tickets**

Customers can purchase their tickets from bus drivers, ticket distributors in tram, tempo stations and at a few transit points, at the Fil Bleu sales office (9 rue Michelet in Tours), at re-loading points (ticket agents/retailers) or through dematerialised services such as Fil Eclair (direct debit) or via internet sales.

Prices are fixed once a year by the Tour(s)plus Community Council.

The customer must pay the exact amount (Art L 112-5 of the [French] monetary code of the financial law) when purchasing from the driver. Banknotes of value greater than or equal to €20 shall be refused at the driver's station.

### **3.3 Charges for creating cards and prices for contactless tickets**

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

A card replacement fee is also claimed in the following cases:

- the card is at its "end of life" and must be renewed
- the card is lost
- the card is damaged
- the customer wants to change a piece of information on his/her card (photo, last name, first name, etc.)
- the customer's card has been confiscated by the verification agents in case of use by a third party
- the card is attached to the violation report sent to the police court

In all these cases, the card is created at the Fil Bleu sales office, 9 rue Michelet in Tours. Till such time that the customer renews his/her card, he/she must purchase a ticket before boarding a Fil Blue vehicle or from the driver. The customer may not demand any compensation or refund for the tickets purchased during this interim period.

To encourage re-use, a fee is charged first purchase of the

“Contactless ticket” media. The rate is mentioned at the sales office and on the website [filbleu.fr](http://filbleu.fr)

It is not possible to re-use contactless tickets in the Fil Bleu Automated Park and Ride facilities

The card and the contactless ticket have a lifespan of 8 years and 2 years respectively. When this date is reached, the media becomes permanently unusable. In order to continue travelling on the Fil Bleu network, the customer must go to the Fil Bleu sales office at 9 rue Michelet in Tours to get a new media made. The tickets present on the expired media can be fully transferred to the new one. A fee is charged for creating the new media. It is not possible to get any refund for the tickets.

### **3.4 Validation of the tickets**

It is mandatory to validate the tickets as soon as you get on the bus or the tram including for connecting trips. If a validating machine is not working, the customer must use one of the other devices provided in the vehicles. If all the validating devices are not working, the customer must immediately go to the driver on the bus or contact the driver using the call buttons in the tram cars to be in compliance with the regulations and inform the driver of the situation. The customer may not give an excuse during spot checks that the ticket has not been validated because the validator was not working.

Non-validation of a ticket, including for connecting trips, shall attract a fine in the case of checking.

## **4 Inspections and violations**

### **4.1 Ticket inspection**

The agents appointed by the Operator can check tickets at any time in the vehicles throughout the Fil Bleu network.

The customers must present their valid and validated ticket to them on their demand.

In case of inspection, it is not possible to validate the ticket or make a purchase from the driver.

In the Park and Ride facilities, the contactless ticket permitting the use of the facilities is inspected at the exit. The customer must then be in possession of a valid ticket for the Fil Bleu network: a ticket on the Multipass card or on the contactless

ticket with a P+R ticket must have been validated.

Under all circumstances, if a ticket is validated on account of an inspection, this constitutes an illegal action liable to a fine. *The fine amount is specified in Article 4.3.*

## 4.2 Violations

### 4.2.1 3<sup>rd</sup> class violations in the Transport Policy

#### **Ticketless travel**

Entering an area where access is reserved to holders of a ticket or travelling in a vehicle used for collective public passenger transport without holding a valid ticket supplemented, where applicable, by operations incumbent on the passenger such as validation.

*If a customer owns a card that is properly loaded with a subscription to the Fil Bleu network, but is unable to present it during an inspection, he shall be fined on the grounds of "Travelling without a Fil Bleu network's public road transport ticket".*

*If, after verifying the usage and at the customer's request, it is found to be the first oversight, this customer shall not be liable to pay the flat-rate fine and the report will be converted into a fine on the grounds of non-validation amounting to €5. Under all circumstances, at the time of the fine the customer must present his card, properly loaded, with a subscription of the Fil Bleu network, within 48 hours at the Fil Bleu "Passenger Inspection Mediation Prevention" department, or be excluded from being able to benefit from this facility.*

#### **Ticket not validated**

*All customers must validate their ticket, before making their first trip on the Fil Bleu network, or when they are undertaking a connecting trip. Or else they may attract a fine on the grounds of "Ticket not validated", even if they have a card or a TSC correctly loaded with a subscription to the Fil Bleu network at the time of the inspection.*

*If, after verifying usage, it is found to be the first oversight, then the subscribed customers shall not be liable to pay the flat-rate fine, the fine shall be cancelled and a letter reminding them of the regulations shall be sent to them. From the second oversight onwards, in the last twelve months, they will be liable to pay a flat-rate fine of €5.*

*Under all circumstances, they should resolve their situation within 48 hours at the Fil Bleu "Passenger Inspection Mediation Prevention" department, or be excluded from being able to benefit from this facility.*

#### **Ticket unreadable or torn**

**Ticket reserved for use by a third party** and retention of the card as proof of the infringement

**Ticket outside the validity period by more than half an hour**

**Ticket used outside the valid time periods** (Family, group or event ticket, etc.)

**Violation of the smoking prohibition** (including electronic cigarettes) in vehicles and associated facilities of a public road transport service

#### **4.2.2 4<sup>th</sup> class violations in the Transport Policy**

- entering through the rear doors of the bus
- non-compliance with terms and conditions of access of animals
- travelling on a machine in the transport space
- packages left unattended
- decompression of doors or obstructing closure
- damage to the displays
- drunkenness in the transport space
- modifying or disrupting the working of equipment
- hazardous, bulky, disturbing objects
- refusal to obey the injunctions of the operator's agents
- standing on the steps when the vehicle is moving
- leaving smears (feet on the seats, spitting, etc.)
- getting towed by a public transport vehicle
- disturbing the peace of the customers
- unjustified use of an alarm or an emergency call device

#### **4.2.3 *Violations related to vehicles parked in the Park and Ride facilities***

- parking outside the operating hours of the Fil Bleu network (from 5 am to 2 am) is prohibited. Leaving one's vehicle outside the operating hours of the Fil Bleu network entails payment of a fixed fine per night; (4<sup>th</sup> class violation, Non-compliance with the conditions of entry)
- The Operator reserves the right to get any vehicle remove that is in breach with this point of the regulations at the expense and risks of the users.
- the Operator may be required to impound the vehicle after 5<sup>th</sup> consecutive record of presence.

### **4.3 Settling the violations**

In order to avoid any criminal prosecution, the customer may pay a fixed fine, either immediately to the sworn Agent and against a receipt or within the statutory deadlines stipulated in the report; the payment must be made to the Operator's "Passenger Inspection Mediation Prevention" department.

In case the fixed fine cannot be paid immediately, a report of the violation is drawn upon presentation of an ID. Refusal or inability to produce an official ID gives the sworn Agents the powers to resort to police action. A recovery file is then prepared with an extra file fee of €40. If no payment is made, deferred and within three months, legal proceedings are initiated. The offender's file is forwarded to the Public Prosecutor who tasks the State agencies with recovery of the debt.

#### **Pass Pass**

Depending on the customer's profile, the inspector can offer an alternative to the fixed fine by exchanging the report with a subscription. On the enforcement officer's proposal, the customer has 6 days to go to the sales office and take a subscription (Pass Pass) for the current month + the following month. This transaction cancels the report.

Conditions for benefiting from the scheme:

- it should be proposed by the enforcement officer
- offender should not hold a subscription card that has been used in the last 12 months.
- offender should never have benefited from this scheme
- Offender should not have any ongoing case

### **4.4 Access rights to information**

Information gathered by the sworn Agents is processed by the computer. In accordance with [French] Law No. 78-17 of 6 January 1978 "Information Technology and Freedom Act", as amended, the customers have the right to access and rectify information that concerns them. In order to exercise this right and to get personal information, the concerned persons must contact the Fil Bleu network's "Passenger Inspection Mediation Prevention" department.

### **4.5 Agents authorised to record violations**

Violations of these regulations shall be noted by the sworn and certified Agents of the Operator.

## **5 Obligations**

### **5.1 General Obligations**

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

Officers are sworn and any instructions given by them must be followed. Any offender may be refused access to the Fil Bleu network or be obliged to leave it, at their request, even if he/she possesses a valid ticket. A 4<sup>th</sup> class fine can be imposed on any customer who refuses to comply.

### **5.2 Occupation of seats and passages**

It is forbidden to inappropriately occupy seats with items or other objects or to create obstacles which hinder free movement in the corridors, passages, staircases, doors, on the entire Fil Bleu network.

## **6 Security**

### **6.1 In different modes of transport**

For the safety of passengers, the passengers are required:

- to hold on to the handles and support posts
- to not interfere with the automatic operation of the doors
- to not climb into vehicles with bulky packages or packages containing hazardous materials
- to comply with the regulations on animals outlined in this document
- to comply with the regulations on precautions regarding children outlined in this document

## 6.2 Accidents

In the event of an accident on the Fil Bleu network, the Operator may be held liable only if the customer can produce the valid ticket, which he should be carrying in order to justify his presence inside the modes of transport or facilities of the Fil Bleu network. Failure to comply with these obligations shall release the Operator from any liability. The customer must come forth or make himself known to the driver in order to report and establish the accident.

With regard to the Park and Ride facilities and Bicycle Parking, the customers are responsible for personal injuries as well as the property damage that they could cause inside the facilities both to vehicles and to the installations. They are obliged to report to the Operator's representative present in the park any damage or accidents caused by them. If there is no 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 due to bad weather or meteorological phenomena. In the event of property damage and/or personal injuries, the accidents between users are managed as on the public road either by friendly report or by police report.

## 7 LIABILITIES

The user is liable for damages that he/she causes to others, or for those caused by the action of the persons or things that are under his/her custody. (Articles 1382, 1383, 1384, 1385, 1386 of the [French] Civil Code)

### 7.1 Park and Ride facilities

The permission to park a vehicle in the Park and Ride facilities is granted only at the user's sole risk. The user therefore waives any recourse in case of theft, casualty, fire or damage caused to his/her vehicle for any reason whatsoever.

The Operator cannot be held liable for waiting time at the entrance or the exit for reasons that are not attributable to him/her (traffic density, vehicle breakdown, etc.).

### 7.2 Automated Bicycle Parks

The permission to park one's bicycle in the Bicycle Parks is granted only at the user's risk. The user therefore waives any recourse in case of theft, casualty, fire or damage caused to his vehicle for any reason whatsoever. Cyclists are reminded that they must attach their bicycles to the devices provided for this purpose.

## 7.3 Lost and found objects

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

## 7.4 Safeguarding

Objects, other than the perishable food items, found on the entire Fil Bleu network are centralised by the Operator.

For the network, the found objects are centralised the day after their discovery at the maintenance and operation centre, rue D. Mayer in Tours. They can be returned to their owner upon presentation of proof at the Fil Bleu sales office, 9 rue Michelet in Tours.

10 days after being held in custody by the Operator, if the objects are not claimed by their owner and returned, they are handed over to the Lost & Found department of the city of Tours.

Perishable food items are destroyed the same evening.

# 8 TRANSPORTING ANIMALS AND MISCELLANEOUS OBJECTS

## 8.1 Animals

Animals are prohibited throughout the Fil Bleu network and inside the sales office except in the special cases mentioned below.

The following cases are acceptable:

- guide dogs for the blind and hearing impaired are allowed if muzzled and kept on a leash.
- small domestic animals are permitted to travel free of charge if they are carried in suitably closed

baskets, bags or cages and are held on the laps. These animals must not, under any circumstances, dirty the premises, inconvenience customers or

disturb them or occupy a seat. If the animal cannot be held on the lap, a ticket must be purchased, and it must be kept on a leash with a muzzle.

The following cases are prohibited:

- dogs of category 1 ([French] Law No. 99-5 of 6 January 1999).

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

Under no circumstances shall the Operator be held liable for the consequences of accidents that the animals may have suffered, or for any damage caused to them.

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

## **8.2 Bulky items, luggage, packets**

Hand luggage or small parcels which can be carried by one person are permitted and transported free of charge under the full responsibility of their owner. Under no circumstances shall the Operator be held liable for the destruction or damage suffered by these parcels or baggage in an accident for which they are responsible. Their owner will be held responsible for the damages that these objects may cause.

All hand luggage or parcels must be restrained to prevent them from falling and injuring a bus or tram passenger.

It is prohibited to enter the buses and trams of the Fil Bleu network with bulky packages (luggage exceeding 10 kg with a width greater than 90 cm).

It is prohibited to sneak in hazardous, inflammable, toxic or explosive materials on the entire Fil Bleu network.

Anyone who breaches these provisions is liable for the physical and material consequences of its behaviour.

# **9 MISCELLANEOUS PROHIBITIONS AND DIRECTIVES**

## **9.1 Miscellaneous prohibitions on the entire FIL BLEU network included at the sales office**

At the risk of paying a fine (Art. 04-03), customers are prohibited from doing the following on the Fil Bleu network:

- obstructing access to the Operator of the compartments or technical cabinets located in the buses and trams, in the Park and Ride facilities and, more in general, disrupting the Operator's actions
- Unnecessarily speaking to the Operator's staff when he/she is

- on professional duty or conducting technical intervention
- entering the tram's driving cabin without clear permission
- verbally or physically assaulting the Operator's staff
- sitting on the floor or lying down; putting feet up on the seats
- doing any kind of begging
- playing any sports or games
- entering the bus with bicycles, mopeds, tricycles or "supermarket" type trolleys in any type of vehicle.
- travelling wearing rollerblades, roller skates, skateboards, with scooters or similar items, as well as holding on to the outside of vehicles, whether they are stationary or in motion. Persons with these types of objects must take them off as soon as they enter the vehicles and as soon as they enter the Operator's fixed facilities
- eating and drinking within the Fil Bleu network
- smoking and vaping in all the installations and modes of transport accessible to the public
- causing flames, sneaking in inflammable materials
- selling or consuming alcohol or any other illegal substance
- using any device or any mechanism causing sound disturbance: alarms, sirens, loudspeakers, horns; playing music or performing a show of any kind. *Such activities may be authorised by the Operator, at the time and place that he/she decided*
- distributing leaflets or flyers without special authorisation from the Operator.
- affixing handwritten material of any nature or printed material (leaflets or posters, etc.) in all the Fil Bleu network facilities
- asking for the signing of petition, indulging in any propaganda, holding rallies and, more in general, disturbing in any way whatsoever the peace of the customers in the vehicles and in fixed installations
- offering, renting or selling anything, indulging in any advertising on the entire Fil Bleu network other than in the spaces assigned for this purpose and without the corresponding permission of the Operator
- taking photographs or videos or making sound recordings inside the vehicles or inside fixed installations without special permission from the Operator. *Such professional activities may be authorised by the Operator at the time and place to be decided in accordance with the work authorisation procedures necessary for all operations in all its installations*
- giving tips to the Operator's staff
- climbing on a bus pallet with an armchair or a vehicle weighing more than 250 kg
- all motor vehicles with handlebars are prohibited in the vehicles

## 9.2 Prohibitions pertaining to equipment

Customers are prohibited from:

- using any alarm or safety devices without any reason.
- shifting or modifying the signage or the temporary protective means installed by the Operator
- changing, shifting or damaging vehicles, buildings as well as the devices and materials of any kind used for the operation
- damaging or hindering the proper functioning of the devices provided to the customers
- dirtying, damaging or harming the rolling stock, the bus stops, the stations and the installations of any kind as well as the signs, notations or displays that are placed in there
- leaving behind or throwing in the vehicles, stops and installations of any kind, all papers (newspapers, packaging, transport tickets, etc.), residues or litter of any kind that may be detrimental to the hygiene and cleanliness of the premises or disturb the other customers or that may cause operating problems at the installations
- making graffiti on the fixed or rolling equipment

## 9.3 Prohibitions pertaining to the Park and Ride facilities

Customers are prohibited from:

- remaining inside a parked vehicle.
- causing flames, bringing on inflammable materials with the exception of the normal content of the vehicle's fuel tank
- carrying out repairs to the vehicle, any maintenance, cleaning or washing of the vehicle.
- damaging the facilities or the vehicles while parked

## 9.4 Prohibitions pertaining to the sales office

Customers are prohibited from:

- verbally or physically assaulting the Operator's staff
- sitting on the floor or lying down; or even putting feet up on the seats and benches
- doing any kind of begging

- playing any sports or games
- entering with bicycles, mopeds or “supermarket” type trolleys
- travelling wearing rollerblades, roller skates, skateboards, with scooters etc.
- eating, drinking, smoking and vaping inside the sales office premises
- causing flames or bringing in inflammable materials
- selling or consuming alcohol or any other illegal substance
- using any device or any mechanism causing sound disturbance: alarms, sirens, loudspeakers, horns; playing music or performing a show of any kind. *Such activities may be authorised by the Operator, at the time and place that he/she decided*
- distributing leaflets or flyers without special authorisation from the Operator
- affixing handwritten material of any nature or printed material (leaflets or posters, etc.)
- asking for the signing of petition, indulging in any propaganda, holding rallies and, more in general, disturbing in any way whatsoever the peace of customers in buses and in fixed installations

## 10 MISCELLANEOUS

### 10.1 Commercial information – Complaints

When the driver or any of the Operator’s agents is unable to answer a request from the customer concerning commercial information, he/she must contact Fil Bleu network’s sales office located at 9, rue Michelet In Tours or contact the operator via his telephone service.

In case of dispute of the proposed services, the customers can send written complaints at the address mentioned in Fil Bleu, customer service, avenue de Florence, 37705 Saint Pierre des Corps cedex.

## 10.2 Customer information

These regulations (or the significant extracts) are displayed throughout the Fil Bleu network. They are available at the Fil Bleu sales office, 9 rue Michelet, on request. These regulations may be sent by post to any customer who asks for them or through the Website [www.filbleu.fr](http://www.filbleu.fr).