

# USER MANUAL

## METROPOLITAN LINES

REGULAR PUBLIC TRANSPORT AND GENERAL USE OF PASSENGERS  
SERVICE BY ROAD, RAIL AND MARITIME SERVICES

Edition 2023

**Muévete con  
la Tarjeta Única  
de Transporte**





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# I

## USERS' GENERAL RIGHTS AND OBLIGATIONS

Everyone who complies with current regulations and meets the requirements set forth in same has the right to use the vehicles and boats providing metropolitan services, with due guarantee of compliance with the technical conditions for safety and occupancy pursuant to prevailing legislation.

All users must comply with the regulations of the Prevailing Circulation Code, Road Safety Law, and the regulations and applicable law of the Re-

gional Government of Andalusia in those aspects affecting users, as well as with the provisions established by the Renfe Passenger Regulations. Users must **board and alight** the vehicle/boat at the stops/maritime terminals designated for that purpose. Information is available related to **bus stops/maritime terminals** at the Customer Service telephone number, the offices of the companies operating metropolitan bus service, maritime terminals, or the offices of Consorcio de Transportes de Andalucía (hereinafter Consorcio), as well as the stations and Renfe website.

Users have the right to use the metropolitan services provided by the operating companies as per their schedules. These said schedules, duly updated, will always be available to users at the Customer Service telephone number, the offices of operating companies, at maritime terminals, stations and railway line stops or those of Consorcio, as well as on Renfe website.



The waiting time for passengers to board at stops/maritime terminals must be on a **first-come** basis, and maintain that order, enabling access to the vehicles/boats without crowding or pushing.

Users should board and alight as soon as possible for the proper functioning.

Disabled persons will board the adapted vehicle through the door equipped to that end with the proper and necessary measurements, and boats with aid from personnel designated for that purpose.

## **Who are considered to be Persons with Reduced Mobility (PRM)?**

Any person whose own mobility is limited. Persons transporting packages are not considered to be in this group. Baby strollers are considered to be in this category. When a bus is completely full, the entrance door will not be opened. If the

vehicle/boat is almost completely full, the driver/terminal ticket seller will indicate the number of passengers who may board/alight. This indication will be strictly respected. The driver of the vehicle will open the accessible door provided that the reserved space for persons with reduced mobility is not occupied and there is a disabled person at the stop requesting such entry. The ramp or elevated platform will be extended as the vehicle pulls into the curb along the sidewalk at the most suitable place. For rail mode, see Renfe Passenger Regulations.

In the case of maritime service, instructions from authorized personnel must be followed, as they consider as necessary.

**No entrance will be permitted to the vehicle/boat** in the following circumstances (See Renfe Passenger Regulations, for the case of Railway Lines):

1. When packages are carried which due to their size, type, shape and other characteristics cannot be carried by their bearers without reducing the space which should be used by other users or disturbing them, without dirtying the vehicle/boat, or giving off unpleasant odors, except the number of scooters and bicycles allowed.

**Folding bicycles and Personal Mobility Vehicles (PMVs)** will be considered a package for the purpose of these obligations, with users permitted access to the bus carrying those whose dimensions do not exceed 100 × 60 × 25 centimeters provided that, whenever possible, they are properly stored in a bicycle case or bag.

2. Boarding with any type of **animals** except for authorized Seeing Eye dogs. Entrance will be permitted to dogs or other authorized animals which accompany persons with reduced mobility.

Exceptionally, on the maritime service boats, small domestic animals may board, provided they are in the custody of the traveler transporting them, if the other passengers do not object nor find them a nuisance, the former being liable for any damage said animals may cause. Said animals should travel as per the hygiene and safety terms set forth by the legislation in force.

These transports will be limited to small animals, such as dogs, cats, ferrets and birds, whose maximum weight shall not exceed 10 kg. Only one animal shall be admitted per passenger, in a cage or other type of closed container whose maximum dimensions shall not exceed 60 × 35 × 35 cm., and a container which serves to contain and transport any waste.

This transport may be carried out on all boats of the maritime service, although it may be limited due to passenger saturation. A maximum may be established per boat. This transport will not occur

py a seat nor may hold a reserved seat and should be placed in the area equipped for that purpose.

**3. Carrying hazardous, poisonous or toxic substances.**

**4. Being in any state or circumstance that disturbs the due respect that must be shown to other passengers.**

Users have the right and obligation to use any **payment method** accepted by Consorcio for access to regular permanent public transport service for general use by passengers by road/sea on metropolitan lines. The payment methods accepted by Consorcio are: the Consorcio Transport Card and cash.

In case the card is in poor condition and/or the canceling machine cannot read it, users must pay the amount of a single ticket in cash. In these cases, the driver will issue a redeemable ticket. In these cases, users will adjust the balance as per

the amount of excess payment, at the nearest point of sale, with no additional cost and without losing the pertinent credit.

Users who use a single ticket have the right and obligation to ensure it is issued upon payment, being liable in case they do not have one, notwithstanding any liability pertaining to the driver/ authorized personnel at the maritime terminal (See point VII of this manual, for boarding Renfe Cercanías lines and Trambahía service (service of transport within the area of the Cadiz Bay). Passengers must **keep their ticket** and the transport card (in case ticket is issued with the transport card) until the end of their journey, in good condition such that it may be verified during their time aboard the vehicle/boat, as well as showing it when required for inspection. Passengers who use the service without a ticket and/or card will be forced to alight the bus/boat, and will not be covered in case of accident by the Obligatory

Passenger Insurance (O.P.I.). Therefore, if two or more passengers share the same card, the origin and destination should be the same. Users will also be responsible for the validity and proper use of the “Consortio Transport Card” or any other ticket they may use. Only children **under** the age of four may travel for free, properly accompanied by an adult. Passengers who pay by cash on the vehicle or at the maritime terminal will give the driver/collector valid cash in such condition that it is not invalid and **in a maximum amount of 20 euros**. Drivers/collectors are not obliged to give change to amounts over this limit.

Consortio may authorize restrictions on said maximum amount, to ensure safety and commercial speed. Specifically, on certain lines, during services in the early morning (approximately from 6:00 to 8:00 a.m.) and/or services on weekends and holidays, the **maximum amount accepted may be 10 euros**.

**Seats on buses/boats** will be freely occupied by passengers as they enter with no preference whatsoever, except as established by special reserves.

Passengers in wheelchairs will travel in the area reserved for that purpose, according to the number of available spaces. These areas are properly marked by the international accessibility symbol.

Buses adapted for persons with reduced mobility have automatic, manual and mixed ramps, as well as reserved spaces or areas. At the request of a person with reduced mobility, access to the adapted bus via said ramp will be permitted. On buses, users may board carrying a bicycle/PMV, provided the vehicle has a baggage area or space equipped for bicycles/PMVs. The driver should open same and attach the bicycle in the space reserved for that purpose, if applicable.

Users should **behave with proper decorum and composure on the vehicle/boat** without being a nuisance to other passengers. In no case shall the



physical, mental, sensory and/or organic disability of any passenger be contrary to said behavior, and shall not be considered a nuisance to other passengers.

Users are **not allowed** to:

1. Smoke inside the vehicles/boats.
2. Make any type of unnecessary noise.
3. Distract or speak with the driver/captain when the bus/boat is in motion.
4. Litter paper, shells, or any type of object.
5. Eat, drink, or any other act that is a nuisance to other users.
6. Any anti-social behavior on the vehicle/boat.
7. Do anything that may endanger the safety of the movement of the vehicle/boat.
8. Lean out the windows, on buses and boats.
9. In general, any prohibition set forth by the law and regulations in force at any time.

If passengers disagree whether to **open or close side windows**, the weather conditions will determine the outcome. Vehicles/boats will keep windows closed when the air conditioning is on and on boats, while moving across the water.

Passengers who are considered to be persons with reduced mobility, on equipped vehicles or boats, will alight from the vehicle through the door marked for that purpose or as instructed by the crew at that time.

All passengers must alight from the vehicle/boat **at the last stop of the line/destination terminal**. Those passengers wishing to continue their journey will alight and take their turn to board the vehicle/boat again, as if they were boarding for the first time, except on circular lines, when instructed.



## TRANSPORT CARD

### General conditions for use

The Consorcio Transport Card is the means for Consorcio transit tickets. There are two types of card: non-nominative and nominative.

### **Advantages of the Transport Card**

Use of the Transport Card, regardless of its type, offers users a number of advantages:

- Reduced waiting time for a transport ticket, increasing the commercial speed of the buses

and reducing waiting time to acquire tickets for maritime service.

- Travel costs in integrated metropolitan modes are lower than via payment in cash, with savings of about 30%.
- It allows transfers between buses and the maritime service, and city buses, in this case with savings of about 35% over costs of payment in the city.
- It allows free vehicle parking at the maritime terminals of El Puerto de Santa María and Rota (see page 43 of this manual).
- It allows the use of bicycles free of charge on the same day the card is used (+BICI program), (see Chapter X of this manual).

### **Modes where the Transport Card may be used:**

The Transport Card, provided its balance is sufficient, is valid on the following modes of transport:

- Metropolitan bus lines and maritime service at the 7 municipalities within Consorcio, in addition to lines servicing towns with functional integration, currently: Medina Sidonia, Arcos de la Frontera, Sanlúcar de Barrameda, Chipiona and Conil de la Frontera.
- City buses in the 7 municipalities of the Cadiz Bay.
- Metropolitan services in the other Consorcio Transport Networks in Andalusia: bus, metro and tram.
- RENFE Cercanías lines in the city centers including the Trambahía service.
- RENFE Media Distancia line between Cadiz and Seville, Renfe Cercanías lines Málaga and Seville, as means of payment.

## Conditions of use of the Transport Card

### Intercity lines

To get a ticket on intercity lines (metropolitan bus or boat), if the trajectory recorded as preferred on the Transport Card coincides with the destination of the bus, place the card near the card reader and you will get your ticket. If the trajectory you want does not coincide with that recorded as preferred on the Transport Card and/or you need to transfer afterward to another intercity line (1 transfer maximum), or if your Transport Card is from a different Consorcio in Andalusia, please, tell the driver prior to placing the card near the card reader to get the transport ticket.

### City lines

The urban lines of the municipalities belonging to Consorcio.

*\*Please, see all the information in point VII of this user manual, including journeys whose origin and*

*destination are in the same urban area of Renfe Cercanías and Trambahía service.*

## **Conditions for transfer whit Transport Card**

A maximum of 4 different lines may be used on a journey, provided that the following sequence is respected: urban line, interurban line, interurban line and urban line. Any partial combination of the described sequence is valid. Interurban lines can be either metropolitan bus, Consorcio maritime service and Renfe Cercanías lines, including Trambahía service (For railway mode, see chapter VII of this manual).

If the user is going to transfer from one intercity line to another intercity line, this passenger must indicate before obtaining the ticket to the bus driver or to the personnel at the ticket office of the maritime service on the first line, which is the destination area of the second intercity line: the balance

to be subtracted from the card will be that of the full journey of the first line plus the second line. The fare to be applied will be that corresponding to the lowest number of hops from the origin zone to the end zone of the journey, and not the specific route or mode of transport used, with the consequent saving for the user, and therefore, when taking the second line, the balance on the card will not be modified. The maximum deadlines for rail transfers may be consulted in point VII of this manual.

## **How to acquire a Transport Card**

A Transport Card may be purchased at any of the points of sale of Consorcio of the Cadiz Bay, as well as at the offices/ticket sales points of the bus companies and maritime terminals and Renfe Cercanías Stations which operate the metropolitan lines. Within the rail mode in the Cadiz core area of Renfe Cercanías, users of the Consorcio



transport card have the option of topping up and regularizing the balance at the Renfe Cercanías and Trambahía vending machines.

The card may also be topped up at any of the points in the sales network, at the vending machines on the Puerto Real campus, Cadiz bus station, Stations of Renfe Cercanías and Trambahía stops. The Consorcio Transport Card is purchased by paying a deposit (depending on the amount in force), and charging a minimum balance (depending on the amount in force), and a maximum balance (depending on the amount in force).

If the user wishes to return the Transport Card, the deposit will be returned but not the available credit on the card. If the user wishes to replace the card with a new one, the deposit must be paid again for the new card upon reception, unless the card returned is in the same condition as it was when initially purchased, as well as with the normal deterioration due to use.

Upon acquiring the card the user should indicate two locations as the preferred origin and destination, and that route will be recorded on the card's memory. This way access to the intercity bus or obtaining a ticket at maritime terminals and railway mode access (Renfe Cercanías lines/Trambahía service) will be faster. If the passenger wishes to travel on a different route from the one recorded on the card, it is simply necessary to inform the driver prior to obtaining the ticket. The user may change the recorded preferred route quickly and free of charge at any point of sale as often as the passenger likes.

### **Conditions for topping up the card**

Once the card has been acquired, users may top it up as often as necessary for an amount in between the current minimum and maximum.

When the user has recharged the Consorcio Transport Card for the area of the Cadiz Bay with the desired amount at any point of sale in Andalusia, the system will account for the number of cancellations made with the card over the 30 days prior to the day of recharging, increasing the balance of the card in the amount desired by the user plus any corresponding credit, if applicable.





## NON-NOMINATIVE TRANSPORT CARD

The general conditions of use for the Transport Card will be applied to the non-nominative Transport Card in addition to the following:

- The same card may be used for multiple cancellations of several users provided that the destination of the trip is the same and the card balance is sufficient.
- It is anonymous and transferable to another user.

- An unlimited number of trips are permitted provided there is sufficient balance on the card.



## IV

# NOMINATIVE TRANSPORT CARD

The nominative Transport Card links a user's identity to the Transport Card, which allows the user access to additional benefits for which users must identify themselves.

The general conditions of use for the Transport Card will be applied to the personal Transport Card in addition to the following:

- It does not allow for multiple cancellations by various users with the same card.

- It is personal and non-transferable. It cannot be used by another user.
- An unlimited number of trips are permitted provided there is sufficient credit on the card.
- Proof of the user's identity may be required on board by credentialed personnel.

Currently, there are two cases for the application of nominative cards, the large family card, which allows the application of the social benefits to which they are entitled by law on public transport in a cumulative manner, and the youth card, which allows benefits to young people under 30 years of age.

### **Benefits for large families.**

These benefits are subject to the large family category:



General: A 20% discount is applied to transport tickets. When applied to the amount recharged, the credit percentage increases to 25%.

Special: A 50% discount is applied to transport tickets. When applied to the amount recharged, the credit percentage increases to 100%.

Additional credit for large families obtained on recharging will be shown on the receipt of the operation.



## **Benefits of the Youth Transport Card.**

It allows a **20%** discount on the single ticket (in metropolitan areas this discount is added to the

existing **30%** discount on the general card), which will lead to a **50%** discount, which could go up to **100%** for young people in the special category of Large Families.

This right is applied through a 25% discount on recharges and is aimed at all Andalusian residents under 30 years of age. This card is for personal and non-transferable use, so it is printed with the user's photo, name and DNI/NIE (National Identity Card). In the case of a young person and a large family, the card to be issued is the Large Family card, to which the double discount will be applied when topping up, the young person and the large family card, which will be cumulative over the previous ones.





## ROAD SERVICE

The driver cannot stop the vehicle at the stop for longer than needed for waiting passengers to board, without waiting for users who have not moved to the exit soon enough, except for stops at the start of the line and intermediate points where the driver must wait for the scheduled departure time.

On boarding the vehicle, passengers should have their fare or the Consorcio Transport Card ready, whenever possible, in order to avoid delays.

Users will board the bus, once it has stopped, through the front door. It is forbidden to enter

through any other door, except for special indications.

Passengers may travel standing up, in the percentages and on the routes set forth in prevailing legislation (ORDER dated July 26, 1995, on standing passengers on public transport services), which stipulates permanent regulation for general use in Andalusia.

Users who must board the bus with a **baby stroller** must fold it up as per general regulations. They should board through the back door, though if that is not possible, front door access is allowed. Once on board, the following must be considered to avoid accidents or harm to the child and/or third parties:

- Children's seats/strollers may remain open inside the vehicle in the space reserved for persons with reduced mobility except when a user in a wheelchair boards the vehicle, the wheelchair

user having priority, and the seat/stroller should be folded up.

Buses adapted for persons with reduced mobility have automatic, manual and mixed ramps, as well as reserved seats or spaces. At the request of a PRM, access to the adapted bus via said ramp will be permitted.

- If the bus has a forward baggage area, folded seats/strollers should generally be placed there instead of inside the vehicle.
- On buses, users may board carrying a bicycle or non-folding scooter, provided the vehicle has a baggage area or space equipped for bicycles. The driver should open same and attach the bicycle in the space reserved for bicycles/PRM, if applicable. In this case, the driver should be responsible of opening this baggage and of placing the bicycle or non-folding scooter in the corresponding place.

- In case of agglomerations, the driver will determine whether an open baby stroller is an impediment to traveling inside the vehicle.

Users should also use the indicators for **requesting a stop** to notify the driver of their intention to exit the vehicle with sufficient time.



## VI

# MARITIME SERVICE

Passengers, on arrival at the Maritime Terminal, should have their ticket or Consorcio Transport Card ready, whenever possible, to avoid delays, and **should cancel it at the office** at the Terminal, at least **5 minutes prior to departure time**, when ticket sales close.

**The boarding gate will close 3 minutes prior to departure** of the boat so this may depart on schedule. Users will board boats through the place equipped for entry at that time, with entry through any other point prohibited, except for

special indications pursuant to applicable regulations.

Users should board and alight at the departure and arrival terminals and through the doors accessible according to the type of tide and following the crew's instructions, at all times. For bicycles and scooters For bicycles and mopeds, depending on the type of vessel and capacity, the authorized personnel shall follow the indications of the authorized personnel, who shall determine the maximum permitted capacity.

Minors must board the boat accompanied by an adult, with special attention paid during the phases of embarking and disembarking, and minors have the right to occupy their own seat.

Users who board a boat with a **baby stroller** must follow instructions from crew on board.



**Free parking service (+ Parking) is available at the maritime terminals of El Puerto de Santa María and Rota for users of the maritime service.**

**Conditions of use at the terminal in El Puerto de Santa María and Rota:**







## VII RAILWAY SERVICES

The integrated rail mode of the metropolitan area of the Cadiz Bay is made up of the Renfe Cercanías lines and Trambahía services, both operated by RENFE.

The Trambahía service joins the Cadiz Renfe Cercanías core as another transport line, incorporating its stops to the list of stations of the Renfe Cercanías core and allowing passenger mobility between all its stops/stations.

The Transport Cards of the Consorcio Network in andalusia may be used as a valid ticket to tra-

vel on all the services of the integrated rail mode, paying the amount of the trip between origin and destination with the balance of the Transport Card applying the fare of Consorcio of the Cadiz Bay.

The following sections detail the conditions of use of the card in this mode and the options available for recharging or issuing it.

### **Integration of the Transport Card as a valid ticket in the railway mode.**

#### Conditions of use for travel with the Transport Card of Consorcio in Andalusia.

With the Transport Card it is possible to make use of the railway mode of the Cadiz Suburban core (Suburban Lines and TramBahía), to make a trip within Consorcio scope of action, respecting the main features of its fare system, in a transparent

manner for the user, as it is currently done with the different integrated modes of transport, such as bus and boat, even transferring between the different modes of transport.

In this way, the passenger will be able to use his card as an intercity stage in the rail mode, just as he does on a bus or boat in the metropolitan area.

The only difference between the rail mode and the other modes is how the trip is formalized.

While in the other modes of transport, the user must indicate the destination of the trip on the first means of intercity transport he/she accesses, in the railway mode, the destination of the trip is automatically determined at the exit turnstile of the Renfe Cercanías station or at the cancellation machine at the Trambahía stop.

The card may be used to travel in two different ways:

1. To make a trip that runs exclusively between stations/stops of the Cadiz Renfe Cercanías core.
2. To make a trip that exceeds the Cadiz Renfe Cercanías core.

**Journey that takes place between stations within the Cadiz Renfe Cercanías core.**

In this mode, you can directly access the train or streetcar, by means of the turnstiles of the Renfe Cercanías stations, in the first case, or the cancellers of the Trambahía stops, in the second case, without the need to indicate the destination of the trip. The destination of the trip will be determined directly at the exit turnstile of the Renfe Cercanías station or at the Trambahía exit stop. From the economic point of view, the user will be discounted at the access turnstile or canceller the amount corresponding to 0 hops, and at the exit

turnstile or canceller, the final amount of the trip will be regularized, depending on the number of hops made, according to the fare zone of the departure point.

The user has a maximum time of 180 minutes to complete the trip from the time the passenger passes through the entry turnstile or cancellation machine.

If the user exceeds this time, the system considers that a passenger does not have a ticket, as the this said ticket had expired. At the exit, an economic regularization corresponding to the amount of 6 hops will be applied.

From the intermodal point of view, this type of trip will be a single stage trip, whose origin and destination will be within the destinations of the Renfe Cercanías and Trambahía lines of the Cadiz Renfe Cercanías core.

In this mode, multiple passengers will also be allowed access, as long as the Transport Card is

not nominative, presenting the card as many times as there are passengers, and they must be at the same point (stop or station). For multiple trips, users must also present the card at the exit point as many times as there are passengers. The maximum time allowed for grouping passengers is **3 minutes**.

<b>Total number of hops of the intercity trip</b>	<b>Maximum transfer time between intercity lines</b>
Less than 3 hops	60 min.
Between 3 and 4 hops	80 min.
More than 4 hops	100 min.



Total number of hops per trip	Urban transfer at origin (traveling from urban to interurban)	Urban transfer at destination (with multi-stage interurban)
Less than 3 hops	45 min.	75 min.
Between 3 and 4 hops	45 min.	95 min.
More than 4 hops	45 min.	115 min.

## **Journey that exceeds the scope of the Cadiz Renfe Cercanías core.**

There is a second modality of use of the Transport Card, consisting of the purchase of an intermodal trip, whose beginning is the rail mode, and whose destination is within the scope of Consorcio, but exceeds the scope of the Cadiz Suburban core.

In this case, the user must previously choose the final destination of his trip, in the self-sale machines of the stations or stops of the Trambahía.

The amount to be paid will be the amount corresponding to the number of hops of the trip at the Consorcio fare

After the purchase of the trip at the vending machine, it is also necessary to pass the card through the validator, the user has a maximum time of **120 minutes** to start it, validating the trip when passing through a turnstile or ticket canceller. As in the direct access mode, the vending machines will allow the purchase of trips for multiple users for **3 minutes**. After this time, the number of travelers will not be allowed to increase, and the user will be instructed to pass through the entry turnstile to begin his or her trip.

Once the trip has been validated at an entry turnstile or canceller, the user must also validate the trip at the exit turnstile or canceller. The maximum travel time of 180 minutes and the economic regularization in case of exceeding it shall apply, in the same way as in the direct access mode.

In the case of the Trambahía, it is important to remember to formalize the trip at the stop cancellation machines whether starting or finishing a trip on the Trambahía. Failure to formalize will mean that the user is traveling without a ticket and the corresponding economic regularization will be applied.

Finally, there is a 15-minute repentance period, and the user can cancel the trip by passing the card through the validator in those 15 minutes.

### Transport Card Purchase/Recharge and Regularization Operations

Within the railway mode in the Cadiz Renfe Cercanías core area, users of the Consorcio Transport Card have the option of recharging and regularizing the balance at the Renfe Cercanías vending machines, at the vending machines at the Trambahía stops and at the ticket offices at the stations.

In addition, Consorcio of the Cadiz Bay Transport Card may be purchased at the ticket offices.



## VIII ADVANCE SALES

Advance ticket sales are allowed for travel on the maritime service, whether paid in cash or with a Consorcio transport card of the Cadiz Bay, under the following **conditions**:

1. Tickets may only be obtained in advance for trips four days in advance and indicating the time of return and up to one hour before departure, and the lucrative transfer of tickets to third parties is not authorized. Exceptionally, the extension of advance sales will be allowed

in other summer or special periods of greater influx of passengers.

2. Tickets may only be issued for destinations on the line itself, with no possibility of transfers to other
3. Changes will be permitted only up to one hour prior to departure and without charge, subject to availability of seats.
4. The price of a ticket will be refunded only in case of suspension of maritime service.

On the highway service, advance sales are operative on the lines and time periods as posted by Consorcio of the Cadiz Bay on the website [www.cmtbc.es](http://www.cmtbc.es).



## IX

# ON-DEMAND TRANSPORT

Consortio will serve stops located in certain geographical areas or points of interest through the modality of transport on-demand. Transport services circulate by the stops subject to transport on-demand pending a prior request for service by the user. Likewise, those interested in alighting at one of these stops need only inform the driver on entering the bus: no reservation is necessary. In order to use this service, in the case of requests through the website, users must be registered with the on-demand service through a

Fiscal Identification Number and password. For requests sent from a mobile phone or tablet, registration is not necessary given that the request is linked to the identification data of the device. In no case will a transport card be necessary.

Users may also request the service from the office of Consorcio of the Cadiz Bay at this telephone number: +34 856100495.

Reservation requests for on-demand services may be made under the conditions that can be consulted in the following link to our website:



Consorcio reserves the right to suspend an account if a repeated breach of the terms of use is detected, without prejudice to informing the user



of this circumstance so that the user may make the corresponding clarifications.



# +bici

## X

### FREE LOAN OF BICYCLES (+ BICI)

Consortio of the Cadiz Bay has implemented at various locations in the metropolitan area a public bicycle service (**+ BICI**) for the purpose of the free shared use of public bicycles among users of public transport with a Consorcio Transport Card.

As part of this program, there are two loan points located near the University School of Sciences “**Facultad de Ciencias**” and the **ESI** operating from Monday to Friday while classes are in session.

With this service, users have access to an inter-connection among the various university centers at the Campus de Puerto Real and ESI facilitating inner mobility as well as access to all the public transport available to connect the Campus and ESI with the metropolitan area.

Bicycle loan points are located at:

- The Maritime Terminal of Cadiz (entrance through Plaza de Sevilla).
- At the Maritime Terminal El Puerto de Santa María (Avda. de la Bajamar. s/n).
- At the Maritime Terminal of Rota (as of July 2, 2013).
- CASEM at the Campus de Puerto Real
- Escuela Superior de Ingeniería at the Campus de Puerto Real

## User registration in the system

Anyone who wishes to use the +BICI loan system must have a **Transport Card of Consorcio of the Cadiz Bay**, and must accept the conditions of service in force, registering their personal data in a file which is the property of Consorcio.

Only one person may be registered per Transport Card.

Users may request an deregister the system at any time, by submitting a written request and presenting their original I.D. document at any official loan point. To register, users must:

1. Be over 17 years of age.
2. Have a Transport Card from Consorcio of the Cadiz Bay.
3. Have their own bank card or bank account number, or if not, authorization from the owner of same.

- 4.** Notify any changes related to said card or bank account number.
- 5.** Authorize charges of the amounts in force for failure to comply with conditions of use.
- 6.** Have read/accepted the general conditions for access and use of the +BICI public bicycle service.

## General conditions for use of the +BICI program

1. Users of the +BICI service must be **over 17 years of age**, and be registered with the +BICI service.
2. A user may use one of the bicycles available at the loan point where the user is located for free, to be used within the established time period **provided the user has previously, and on the same day, traveled on one of the metropolitan lines of Consorcio, with the Transport Card**, with the exception of conditions of use within the Campus de Puerto Real (see next section).
3. The loan period which is free of charge is **8 hours**. After that, the following rates will apply:

<b>From 8 hours onwards</b>	<b>Total cost</b>
Between 0 and 30 minutes	1,00€
Between 31 and 60	2,00€
Between 61 and 90	3,00€
Between 91 and 120 (2 hours)	4,00€
Between 121 and 150	5,00€
Between 151 and 180 (3 hours)	5600€
Between 181 and 210	7,00€
Between 211 and 240 (4 hours)	8,00€
Between 241 and 270	9,00€
Between 271 and 300 (5 hours)	10,00€
More than 5 hours (during the day's loan period)	15,00€



4. Users must drive, use and park the bicycle with due diligence.
5. Users must return the bicycle in the same condition as they found it, at the same loan point during its service hours and on the same day of the loan.
6. In case the bicycle is not returned on the day of the loan, the user will be immediately and permanently excluded from the service, except for a justified cause and/or force majeure, and will be sanctioned €60 for each calendar day of delay in returning the bicycle, up to a maximum of €180, notwithstanding the judicial proceedings that may be taken by Consorcio.
7. The user may not use the +BICI service again until the amount indicated above in point 6 has been paid.
8. In case of accident, customer service should be notified at this telephone number +34 955 038 665.

- 9.** The user must pay the cost of repairs if damage was the user's fault. The cost of replacing/repairing the bicycle, if any, will be charged by Consorcio, and paid by the user with the bank card / bank account number provided, with a maximum amount of 100 €.
- 10.** Should the bicycle be stolen, customer service should be notified as soon as possible at this telephone number +34 955 038 665. A copy of a theft report must be submitted no later than 3 working days after the theft: at the offices of Consorcio in Cádiz, at Edificio Glorieta s/n, planta 5. Zona Franca, or at the loan points for +BICI service.

## Specific conditions for use of the +BICI program at the campus of Puerto Real

1. A user may use one of the bicycles available at the loan point where the user is located free of charge, to be used within the established time period.
2. Users may return the bicycle to either of the two loan points at the university (The bicycle use guide may be consulted for rental and return policies).
3. The loan period which is free of charge is **30 minutes**. After that, the following rates will apply:

<b>Minutes from the loan</b>	<b>Total cost</b>
Between 0 and 30 minutes	Free
Between 31 and 60	1,00€
Between 61 and 90	2,00€
Between 91 and 120 (2 hours)	3,00€
Between 121 and 150	4,00€
Between 151 and 180 (3 hours)	5,00€
Between 181 and 210	6,00€
Between 211 and 240 (4 hours)	7,00€
Between 241 and 270	8,00€
Between 271 and 300 (5 hours)	9,00€
More than 5 hours (during the day's loan period)	15,00€

- 4.** Users may not use the +BICI service again until the amount indicated in point 2 of the special conditions has been paid. This payment shall be made against the balance of the Transport Card.
- 5.** Service is continuous on weekdays when the university is in session from 8:00 a.m. to 9:30 p.m.





## XI

# CLAIMS/QUESTIONS ABOUT SERVICE RENDERED

Users may file complaints about the service provided at any time and in any situation that arises in the use of the transport service and its complementary services, within the scope of action of Consorcio. In the case of rail lines, only those related to the transport card, those related to vending machines or Renfe services, should be addressed to that entity. For any complaint/claim that the user wants to express about the service provided, it may be submitted through: the vir-

tual office on the Consorcio website [www.cmtbc.es](http://www.cmtbc.es), telephone, or directly at the offices of Consorcio, through the general registry of the same. They may also contact the provincial Consumer Associations to be duly informed, and use the Consorcio web page [www.cmtbc.es](http://www.cmtbc.es) in the place provided for this purpose for users.

Users may also contact the companies operating the metropolitan bus/boat service, where he/she will formulate the appropriate letter, which they will submit to Consorcio.

**Users may also submit claims for compensation for damages** provided they have been sufficiently accredited, and there is evidence of said damages having been caused in the course of the service rendered, and that the damage is direct and effective except for those produced in the case of force majeure, breakdowns, labor conflict, accidents or other causes outside or not attributable to the transport company, in



which no willful misconduct or negligence was shown.

In any case, the alleged damage must be effective, economically assessable and individualized in relation to a person or group of persons. It is essential for any claim for damages to **keep the trip ticket**. Within a period not exceeding 10 days, the user will receive a reply, informing him/her of the opening of the file and assigning him/her a claim and follow-up number, with a term for its effective resolution, according to the regulations in force.





## XII ONLINE OFFICE

The virtual office, located on our website [www.cmtbc.es](http://www.cmtbc.es), allows public transport users to carry out operations related to Consorcio services online, with no need to go to its offices, thus acknowledging the right of citizens to interact with the administration electronically.

Direct operations can be performed independently by the user and the response is immediate. These include requests for certificates of schedules and card use, and requests for an appointment to renew or issue a large family discount card.

The legislation in force will govern operations requiring the intervention of Consorcio personnel. These include questions, suggestions, and claims.



## XIII SERVICE PERSONNEL

**The Inspection Personnel** will constitute the maximum authority while on board the vehicle/boat and their instructions will be followed by the driver/user, notwithstanding any corresponding claims. The main mission of the inspectors will be to verify that passengers hold the proper ticket.

The drivers/authorized personnel and inspectors will prevent access or require the exit of anyone who attempts any of the acts prohibited in this manual and in general to anyone whose behavior, words, gestures or attitude shows a lack

of respect to the other passengers or disturbs the peace.

Users should **refrain from arguing with employees**, follow their decisions and present a claim either at the offices of the Company or the offices of Consorcio. **The corresponding travel ticket should also be submitted.**

If a bus/boat interrupts its service due to an incident, users may take the next bus/boat using the same transport ticket, following the instructions of the driver/authorized personnel or inspector as applicable.



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Consortio Metropolitano de Transportes  
de la Bahía de Cádiz

**Consortio de Transportes Bahía de Cádiz**  
Edificio Glorieta, Planta 5ª, Módulos 3 y 4  
11011 Zona Franca, Cádiz  
Atención al cliente: 955 038 665  
[www.cmtbc.es](http://www.cmtbc.es)