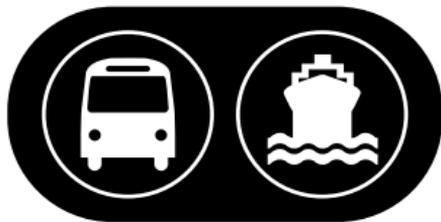


USER MANUAL

METROPOLITAN LINES

GENERAL USE OF PERMANENT REGULAR PASSENGER
SERVICE BY ROAD AND SEA



Edition September 2016



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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 Regional Government of Andalucía in those aspects affecting users. Users must **enter and exit** 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 the Metropolitan Transport Consortium (hereinafter Consortium), as well as the latter's website.

Users have the right to use the metropolitan services provided by the operating companies as per their schedules. Said schedules, duly updated, will always be available to users at the Customer Service telephone number, the offices of operating companies, at maritime terminals or those of the Consortium, as well as the latter's website.

Passengers must wait to board at stops/

maritime terminals in **order of arrival**, and maintain that order, enabling access to the vehicles/boats without crowding or pushing.

Users should enter and exit as quickly as possible for the general good.

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

Who are considered Persons with Reduced Mobility (PRM)?

Any person whose own mobility is limited qualifies. Persons transporting packages do not qualify. Baby strollers do qualify.

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 enter/embark. This indication will be strictly enforced.

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.

In the case of maritime service, instructions from authorized staff must be followed, as they provide what is needed.

No entrance will be permitted to the vehicle/boat in the following circumstances:

1. When packages are carried which due to their size, type, shape and other charac-

teristics 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 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 in prevailing legislation.

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 occupy 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 the Consortium for access to regular permanent public transport service for general use by passengers by road/sea on metropolitan lines. The payment methods accepted by this Consortium are: the Consortium 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 staff at the maritime terminal.

Passengers must **keep their ticket** and the Card (in case ticket is issued with the 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 exit 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 “Consortium 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.

The Consortium 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 ten euros.

Seats on buses/boats will be freely occupied by passengers as they enter with no preference whatsoever, except established 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, 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 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 **prohibited** from:

1. Smoking inside the vehicles/boats
2. Making any type of unnecessary noise

3. Distracting or speaking with the driver/captain when the bus/boat is in motion
4. Littering the bus or boat with paper, shells, or any type of object
5. Eating, drinking, or any other act that is a nuisance to other users
6. Any anti-social behavior on the vehicle/boat
7. Doing anything to endanger the safety of the movement of the vehicle/boat
8. Leaning out the windows, on buses and boats
9. In general, any prohibition set forth in prevailing law and regulations at any time

Should 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.

Disabled passengers, on equipped vehicles or boats, will exit the vehicle through the door marked for that purpose or as instructed by the crew at that time.

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



TRANSPORT CARD

General conditions for use

The Consortium Transport Card is the medium for Consortium transit tickets. There are two types of Card: anonymous and personal.

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 page 51 of this manual).

Modes where the Transport Card can 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 in the Consortium, 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 Transport Consortium.
- Metropolitan services in the other Transport Consortiums in Andalucía: bus, metro and tram.
- Commuter train lines (RENFE Cercanías) in the city centers of Cádiz, Málaga and Sevilla*.

- Middle distance train line (RENFE Media Distancia) between Cádiz and Sevilla and vice versa*.

*Only available on self-service ticket machines at stations: RENFE one-way or round trip train tickets (“Ida”, or “Ida and Vuelta”).

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 Transport

Consortium in Andalucía, tell the driver prior to placing the Card near the card reader to get the ticket.

City lines

If the user decides to use the Transport Card only in the city, the cost per trip will be the same as single ticket fares within the city. On the other hand, for users who transfer to/from intercity lines (bus or boat), the price of the city trip will be lower than the regular fare with a multi-trip city ticket.

In the case of a city fare prior to a transfer to an intercity line, the amount initially discounted from the Transport Card is equal to the single city ticket, and the cost will be adjusted on transferring to the intercity line, on the same terms as the above paragraph.

If an intercity transit is followed by a city ride, the amount to be discounted from the

Transport Card will be directly the Consortium's city fare. Permitted transfers are: from city to intercity and from intercity to city. Transfer from one city bus to another city bus is not possible.

Current transfer time limits are printed on the ticket and correspond to the chart that can be seen through this link:



Transfer conditions with the Transport Card

In one trip, it is possible to use a maximum of 4 different lines provided this sequence is followed: city line, intercity line, intercity line,

city line. Any partial combination of that sequence is valid. Intercity lines may be Consortium metropolitan bus or maritime services.

If the user is going to transfer from one intercity line to another intercity line, the driver or sales staff at the maritime service should be told the user's destination on the second intercity line prior to obtaining the ticket on the first line. The amount to be charged to the Card will be the entire trip on the first line plus the second line. The applicable fare will be that corresponding to the smallest number of zones from the zone of origin to the final zone of the trip, not the specific route or mode of transport used, with the corresponding savings for the user, and therefore, upon boarding the second line, the balance of the Card will not be modified.

The maximum time allowed for transfers are indicated on the ticket issued to the user

on payment with the card, and those time limits can be seen through this link:



How to acquire a Transport Card

A Transport Card may be purchased at any of the points of sale of the Cadiz Bay Consortium, as well as at the offices/ticket sales points of the bus companies and maritime terminals which operate the metropolitan lines.

Cards can also be topped up at any of the sales points and offices of the Transport Consortiums of Andalucía.

The Consortium Transport Card is acquired by making a deposit (as per current amount),

and charging a minimum amount (as per current amount), and a maximum one (as per current amount).

If the user wishes to return the Transport Card, the deposit will be returned but not the balance 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 will be faster.

If you wish to travel on a different route from the one recorded on the Card, simply

inform the driver prior to obtaining your ticket. You can change your recorded preferred route quickly and free of charge at any point of sale as often as you like.

Conditions for topping up your Transport 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 Cádiz Bay Consortium Transport Card with the desired amount at any point of sale in Andalucía, 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.



III

ANONYMOUS TRANSPORT CARD

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

1. 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.
2. It is anonymous and transferable to another user.
3. An unlimited number of trips are permitted provided there is sufficient balance on the Card.



IV

PERSONAL TRANSPORT CARD

The personal 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:

1. It does not allow for multiple cancellations by various users with the same Card.
2. It is personal and non-transferable. It cannot be used by another user.

3. An unlimited number of trips are permitted provided there is sufficient balance on the Card.
4. Proof of the user's identity may be required on board by credentialed staff.

Currently, personal Cards for large families are the only case where social benefits to which they are entitled by law may be applied on means of public transport.

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.



V

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 Consortium 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 Andalucía.

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:

- 1. 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 person with reduced mobility, access to the adapted bus via said ramp will be permitted.**
- 2. If the bus has a forward baggage area, folded seats/strollers should generally be placed there instead of inside the vehicle.**
- 3. On buses, users may board carrying a bicycle, 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 that purpose, if applicable.

4. 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 fare or Consortium 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 catamaran so the boat can 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 embark and disembark 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, the maximum per boat is 6 bicycles and 4 scooters (if the quota of scooters is not reached, it can be completed with that number of additional bicycles). These vehicles will be boarded following the instructions of authorized staff.

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.

Service +Parking in Rota and El Puerto de Santa María:

Parking will be free of charge for users of the Maritime Service with a Consortium Transport Card up to 90 minutes after the last cancelation, with a maximum stay of 20 hours; any stay longer than 90 minutes after the last cancelation of return from Cádiz to El Puerto de Santa María, or 20 hours, will be invoiced at the official rate.

Conditions of use for the Port of Rota:

Parking for passenger cars located at the Puerto Deportivo in Rota for users of maritime transport with a Consortium Card, will

be free of charge on the following conditions:

- 1.** The maximum amount of time credited for a vehicle in the parking lot will be 20 hours.
- 2.** Round trip ticket from Rota to Cádiz by boat on the same day as the vehicle's entry, and pay for ticket with the Consortium Transport Card.
- 3.** Present parking ticket at parking lot office with the round trip travel receipt, to validate parking ticket.
- 4.** There is a 90 minute maximum period from the last cancelation (corresponding to the return trip from Cádiz to Rota) until the vehicle exits free of charge.
- 5.** Any excess time in the two previous cases will be paid by the user.
- 6.** Only one vehicle will be credited per Transport Card and trip.



VII ADVANCE SALES

Advance sales are permitted for travel on the maritime service, whether paid by cash or by card, as per the following **conditions**:

1. Advance sales are only available for tickets for trips to be made in the same day, indicating the return time and up to one hour prior to departure, transmission of same to third parties for profit being prohibited.

Exceptionally, advance sales will be permitted for a longer time during the sum-

mer or other special times when there are larger crowds.

- 2.** Tickets will be issued only for destinations on the same line, excluding transfers to other lines.
- 3.** Changes will be permitted only up to one hour prior to departure and without charge, subject to availability of seats.
- 4.** The amount of a ticket will be returned 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 the Cadiz Bay Transport Consortium on the website www.cmtbc.es



VIII TRANSPORT ON-DEMAND

The Transport Consortium 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. To use this service, in the case of requests through the website, us-

ers 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 the Cadiz Bay Transport Consortium at this telephone number: 856100495.

Requests for on-demand services may be made up to 5 days in advance and until 8:30 p.m. on the day prior to the service. Each reservation may also be cancelled in that same time period. Upon finalizing a reservation, a notification will be sent by email with the details of the reservation.

The Consortium reserves the right to suspend an account if repeated failure to comply with the conditions of use is detected,

notwithstanding the communication to said user of the circumstance so the pertinent clarifications can be made.

+bici

IX

FREE LOAN OF BICYCLES (+BICI)

Cádiz Bay Transport Consortium 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 Consortium Card.

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

With this service, users have access to an interconnection 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 Terminal Marítima de Cádiz (entrance through Plaza de Sevilla).
- At the Terminal Marítima de El Puerto de Santa María (Avda. de la Bajamar. s/n).
- At the bus station in Jerez de la Frontera.
- At the Terminal Marítima de Rota (as of July 2, 2013).
- In Chiclana de la Frontera (Río Iro).
- 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 from the Cadiz Bay Transport Consortium**, and must accept the conditions of service in force, registering their personal data in a file which is the property of the Consortium.

Only one person may be registered per Transport Card.

Users may request an exit from the system at any time, by presenting 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 the Cadiz Bay Transport Consortium

- 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**

In compliance with Spanish Organic Law 15/1999 dated December 13, on Personal Data Protection, we inform you that upon completing and registering the personal data on this form, you give your consent for same to be included in a file called "Datos Nominativos" (Personal Data) to be processed by computer and, if applicable, on paper. You may exercise your right to access, rectify, oppose and cancel your data before the Cadiz Bay Transport Consortium. Glorieta Zona Franca. Edificio Glorieta. Planta 5ª, Módulos 3 and 4. 11011 de Cádiz.

General conditions for use 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 the Consortium, 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 eight hours. After that, the following rates will apply:

Loan period in minutes	Total cost
Between 0 and 8 hours	Free
Between 31 and 60	1,00€
Between 61 and 90	2,00€
Between 91 and 120 (2hours)	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 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 the transport Consortium.
- 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 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 the Consortium, 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 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 the Consortium 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 de 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 **thirty minutes**. After that, the following rates will apply:

Loan period in minutes	Total cost
Between 0 and 30	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.



X

CLAIMS/QUESTIONS ABOUT SERVICE RENDERED

Users may submit claims related to service rendered at any time and in any situation that arises in the use of the transport service and its complementary services, within the scope of Consortium operations.

Users may submit any complaints/claims related to service rendered via fax, telephone or directly at Consortium offices, through the consortium's general registry. They may also consult consumer organiza-

tions in the province for information or use the Claims form on the Virtual Office on the Consortium website www.cmtbc.es.

Users may also complete the proper written form at the companies which operate metropolitan bus/boat service, who will send them to Consortium.

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 damages must be effective, financially assessable and individ-

ualized with relation to a person or group of persons.

It is essential for any claim for damages to **keep the transport ticket.**

In a period not exceeding 10 days, the user will receive a response with the information that a file has been opened and a claim number for follow-up, with a period not to exceed 30 days for its effective resolution.



XI ONLINE OFFICE

The virtual office, located on our website www.cmtbc.es, allows public transport users to carry out operations related to Consortium 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 re-

quests for an appointment to renew or issue a large family discount Card.

Prevailing legislation will govern operations requiring the intervention of Consortium staff. These include questions, suggestions, and claims.



XII SERVICE STAFF

The Inspection Staff 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 staff 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 the Consortium. **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 staff or inspector as applicable.



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