



# TRAVEL REGULATIONS

## 8.1 TRAVEL RULES

For correct use of the service, users are required to observe some important rules.

### Access to transport service

- 1) All stops are on-demand. Your desire to board must be communicated in advance with a hand signal to facilitate the bus's stopping maneuvers. Therefore, please arrive at the stop a few minutes early.
- 2) Boarding is done through the front door and alighting through the rear or central door (on buses with three doors).
- 3) Boarding and alighting must be done while the bus is stationary.
- 4) In case of overcrowding, travellers with the longest journey will have priority at the start of the journey.
- 5) Wheelchair users with mobility impairments can access public transportation on all buses. To ensure adequate assistance, APAM recommends telephone reservations at 0376 230339.

### Travel documents

- 1) To be entitled to transport, you must be in possession of a valid and validated travel ticket, appropriate for the route traveled.
- 2) Subscription must always be validated when boarding the train. Tickets must be validated at the ticket validators upon boarding and, in any case, before taking a seat and before reaching the next stop. Please note that digital tickets purchased via the app must be validated manually in the app itself before boarding, using the "Validate" button in the "Tickets" section with Dropticket or "Activate" in the "My Tickets" section with MooneyGo
- 3) If a validator malfunctions or fails to function properly, the driver must be notified immediately and the ticket validated at another validator.
- 4) It is necessary to keep the travel ticket as it is rechargeable.
- 5) The travel document must be shown at every check carried out by Company personnel.
- 6) Passengers without a ticket (including holders of forgotten or unrenewed passes) can purchase one on board using a contactless credit or debit card (only on urban transport) or ask the driver to regularize their journey. The driver will issue a suitable ticket with the applicable on-board surcharge. Purchases on board are permitted only with coins or €5 or €10 notes.  
If passengers refuse to regularize their situation by purchasing the necessary ticket on board, they may be fined or, as a last resort, asked to disembark. Traveling and security personnel are authorized to call in law enforcement officers if necessary.
- 7) For mandatory school internships, a reduced-price pass can be requested directly at the APAM Infopoint at Piazza Cavallotti 10. The request must be supported by a declaration from the school indicating the location and period of the internship.

### Behavior in the vehicle

- 1) The passenger is required to observe correct and polite behavior throughout the journey.
- 2) Each passenger may occupy only one seat, with priority given to those with disabilities, the elderly, pregnant women, or those carrying infants. Please remember that seats reserved for disabled passengers must be kept free.
- 3) If standing, passengers must hold on to the grab handles provided. Standing on the steps in front of the doors or obstructing the boarding and alighting areas is prohibited.
- 4) It is forbidden to use the stop signal or emergency devices without real necessity.
- 5) Smoking (including e-cigarettes) and any behavior that might disturb the driver or other passengers and/or jeopardize the safety of the trip (e.g., leaning out of windows, carrying dangerous substances, stealing safety hammers, etc.) are prohibited.

6) It is prohibited to soil or damage the vehicle. In the event of damage ascertained by inspection personnel, the Company reserves the right to seek compensation from those responsible.

7) It is forbidden to disturb the driver while driving, but he is available to provide information during stops and rest periods.

8) Users are required to strictly comply with the Company's provisions and instructions, which are communicated through company operators, to whom users are required to provide their personal details upon request.

#### Transporting children and strollers

1) Passengers with valid travel documents may carry one child no taller than 1 meter free of charge. If multiple children no taller than 1 meter are traveling, one ticket must be purchased for every two children. Children may occupy as many seats as tickets purchased.

2) Strollers are permitted free of charge, provided that, for safety reasons, they are folded and locked when boarding and remain so for the entire duration of the journey.

#### Animal transport

Up to 3 animals are allowed per vehicle:

1) Guide dogs for blind or visually impaired passengers are permitted without a ticket, on a leash and, if explicitly requested by the driver or passengers, wearing a muzzle. (L.60/2006 – art. 1 – comma 5).

2) Small or medium-sized dogs (max. 1 per passenger) are permitted with a standard ticket, on a leash and wearing a muzzle.

3) Guide dogs and small dogs are allowed on board without time restrictions, while other dogs are prohibited during peak hours (7:30 a.m. to 8:30 a.m., 12:30 p.m. to 2:00 p.m., and 5:30 p.m. to 7:00 p.m.).

4) The accompanying person must ensure that the dog does not climb onto the seats, soil or damage the vehicle, or cause harm to passengers. Should this occur, the accompanying person is liable for compensation for any damage.

#### Luggage transport

1) Only one piece of luggage per traveller is permitted free of charge, provided that its dimensions do not exceed 50x30x25cm..

2) Any item exceeding 50x30x25cm requires a separate ticket; the maximum dimensions of baggage (suitcases, bicycles, scooters, or other items) permitted on board must be 80x45x25cm and weigh no more than 20kg.

3) Folding bicycles and scooters may only be transported on buses if closed. To transport bicycles and scooters, a standard ticket must be purchased in addition to the passenger's ticket. It is recommended that they be positioned so as not to pose a hazard or cause an obstruction or damage to other passengers.

4) It is strictly forbidden to bring bicycles and electric scooters on board buses.

#### Video surveillance

For reasons of collective safety and protection of company assets, a closed-circuit video surveillance system is installed on vehicles. The images recorded are processed and stored in accordance with current privacy legislation. Viewing of the recordings is permitted only to law enforcement and/or judicial authorities who request it in accordance with the law. In cases provided for by specific company regulations, viewing is permitted to designated personnel.

## 8.2 VIOLATIONS AND FINES

Travelers without a valid\* ticket are in violation of the law and are required to pay an administrative fine equal to one hundred times the cost of a single ticket in the lowest class. Please remember that if you forget your season ticket, you must always have a ticket. Failure to do so may result in a "forgotten season ticket" violation, subject to proof of valid season ticket ownership and a €10 administrative fee.

If abuse of season tickets or free circulation passes is detected, in addition to the payment of the fine and the ticket price, the Company will confiscate the document and report it to the judicial authorities. Users who violate the travel regulations may be denied access to the vehicle, issued a warning, or have their season ticket suspended.

If Company inspectors deem it appropriate, travelers who violate travel regulations may be asked to disembark the bus before the end of the trip.

Depending on the severity of the incidents violating travel regulations, the Company reserves the right to take criminal action.

The regularization of fines can take place

- at the APAM Infopoint in Piazza Cavallotti 10 in Mantua;
- at the APAM Infopoint in Brescia in Viale della Stazione, 47;
- at the Tourism and Mobility Infopoint on Viale della Stazione in Brescia;
- via postal order to postal account no. 10095461;
- by postal order made out to APAM, Via dei Toscani 3/c (Mantua);
- on the website [www.apam.it](http://www.apam.it) in the section dedicated to the online shop.

Violation entails payment of €160.00, reduced to one-third of €64.00, including a €10.00 administrative fee, if settled within 60 days. If payment is made within 5 days of the fine being issued, the amount to be paid is €47.00, including a €10 administrative fee.

In the event of repeated violations within three years, the amount of the second fine is deemed to be doubled (art. 46 of Law R.L. 06/12).

A reasoned appeal against the violation is permitted, to be submitted to the Management of APAM Esercizio SpA - Via dei Toscani, 3/c - 46100 Mantua within 30 days of delivery or notification of the report.

## 8.3 ACCESS TO OFFICES

Users can use various communication channels to contact APAM.

### Corporate Customer Care

APAM Customer Care can be contacted at 0376 230339 and is available to users for any type of information or request (information on the service or travel tickets, reports of inconveniences or complaints). The service is available every day from 7:30 a.m. to 7:00 p.m.

### Lost Property

You can also contact Customer Care for information on lost items, providing information about the location and time of the presumed loss. Operators will conduct appropriate checks and, if the item is found, will respond within 48 hours.

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\* the fare document corresponding to the route to be traveled is valid, provided it is validated.

The found objects will be kept for two months and can be collected at the APAM headquarters in Via dei Toscani 3/c - Mantua.

After two months

- identity documents are sent by post to the municipality that issued them;
- all other items are donated to the Municipality of Mantua or to charities that can be identified.

Found items can be collected at APAM headquarters at Via dei Toscani 3/C in Mantua, Monday to Friday, 8:00 a.m. to 12:00 p.m. and 2:00 p.m. to 4:00 p.m.

A dedicated section of the website [www.apam.it](http://www.apam.it) contains helpful information for customers regarding claims of their items.

### Social

APAM offers WhatsApp: for real-time information, simply send a message to the dedicated number 348 2317678 and APAM Customer Care will respond immediately with all the necessary information. The APAM social world also includes: the official Facebook page (<https://www.facebook.com/apam.mn/>), the official Twitter page (@apam\_mn), the official Instagram page (apam.mn), the YouTube channel (apammn) and APAM mobile (the app that allows you to consult timetables and itineraries, view news and complete timetables).

### Web

The APAM website [www.apam.it](http://www.apam.it) provides information on lines, any changes, and all the latest service updates.

For specific questions not answered on the website, please send an email to [customer.care@apam.it](mailto:customer.care@apam.it).

### Direct access

You can also request information at the APAM Infopoint at Piazza Cavallotti 10\* or the APAM Infopoint in Brescia at Viale della Stazione, 47\*\*.

## **8.4 COMPLAINTS**

In the event of a problem or non-standard service, a written complaint can be submitted to APAM Esercizio SpA using the following channels:

- at the APAM Infopoint in Piazza Cavallotti, 10;
- at the APAM Infopoint in Brescia in Viale della Stazione, 47;
- by email to [customer.care@apam.it](mailto:customer.care@apam.it);
- via the form on the website [www.apam.it/it/reclami](http://www.apam.it/it/reclami);
- by regular mail to the address APAM Esercizio SpA - Via dei Toscani, 3/C - 46100 Mantua;
- by fax to 0376 230330.

Responses to the processing and outcome of complaints occur within a maximum of 5 days for telephone reports and within a maximum of 15 days for written notifications or cases requiring investigation.

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\*dallunedì a venerdì dalle ore 7.30 alle ore 18.30; sabato dalle ore 7.30 alle ore 13.30; domenica chiuso.

\*\* da lunedì a venerdì dalle ore 9.00 alle ore 15.00; sabato e domenica chiuso.

After 90 days from the date of submission to APAM, it is possible to submit a report to the Transport Regulatory Authority, pursuant to Regulation (EU) No. 181/2011 on passenger rights in bus and coach transport, via:

- registered mail to the address: Transport Regulatory Authority – Via Nizza, 230 – 10126 Turin;
- by sending an email to [pec@pec.autorita-trasporti.it](mailto:pec@pec.autorita-trasporti.it);
- specific electronic access (SiTe) on the website [www.autorita-trasporti.it](http://www.autorita-trasporti.it).

## 8.5 REFUNDS

For refund requests, you can write an email to [customer.care@apam.it](mailto:customer.care@apam.it), write to APAM Esercizio SpA, Customer Care, Via dei Toscani, 3/C, 46100 Mantova, or send a fax to 0376230330.

All refund requests must be detailed, documented, and allow for the reconstruction of the incident, including the date, time, route, and description of the company's failure to comply. Please note that refunds are provided in the event of serious disruptions clearly attributable to the company and if APAM has failed to provide a replacement service.

In this case:

- if the user travels with a single ticket, the value of the purchased and unused ticket will be refunded;
- if the user travels with a season ticket, the value of the single journey ticket for the route in question will be refunded.

Refunds are not available for requests resulting from service disruptions due to force majeure or factors beyond the Company's organizational capacity (e.g., traffic delays, road closures and route diversions, bad weather, etc.).

The Company does not provide refunds for tickets and multi-trip carnets except in exceptional and duly justified cases. Requests must therefore be submitted in writing and duly justified. If the request is accepted, the refund will not be issued in cash but through replacement travel documents.

Refunds may be requested for incomplete annual passes. The refund must be requested in writing and upon return of the pass. The refund will be equal to 100% of the difference between the selling price and the price due for one or more corresponding monthly passes for the period of use, considering fractions of a month as a full month. The refund will be paid in cash.

Refund requests for weekly and monthly passes are accepted in the event of actual impossibility to use public transportation, which must be duly documented, and only if the ticket has not been validated, or in any case before the start of the validity period. The request must be submitted to APAM in writing. The refund is subject to a 10% penalty, subject to the return of the pass, and is paid in cash.

A reduced-price pass for mandatory school internships can be requested directly from the APAM Infopoint in Piazza Cavallotti. The request must be supported by a declaration from the school indicating the location and period of the curricular internship.

## 8.6 COMPENSATION FOR DAMAGES

Claims for compensation are allowed:

- For personal injuries resulting from falls from or into a bus or from involvement in road accidents for which insurance coverage is provided;
- for damage to clothing or objects directly attributable to the Company's responsibility, up to a maximum of €100.

To obtain compensation, you must immediately report the damage to the driver and submit a timely, detailed, written request to the company management. The company reserves the right to respond, after conducting an investigation, within 25 days. The response will indicate any compensation options.

In cases where requests are rejected, the Company informs the applicant of the procedures (timeframe, authority) for appealing the rejection. APAM favors all forms of amicable resolution of any dispute with users, with a focus, in the event of failure, on forms of out-of-court settlement (e.g., arbitration).

