

1. Procedures for passenger transport in passenger trains

- 1.1. A passenger shall use the public transport services within a route network on the basis of a contract of regular carriage of passengers, in accordance with which the carrier undertakes to carry the passenger for a specific fee to the stop selected by him or her in the relevant route and the passenger undertakes to pay for the public transport service. The contract of regular carriage of passengers shall come into effect at the time when the passenger commences to use the public transport service (gets on a public transport vehicle).
- 1.2. In order to use the public transport service, a passenger shall buy a ticket, but to carry the baggage – a baggage ticket. A ticket shall confirm that the passenger has paid for the public transport service provided by the carrier.
- 1.3. A valid ticket shall confirm the passenger's right to use the train.
- 1.4. When boarding a train, the passenger shall have a valid electronic ticket or a ticket purchased at the ticket office, or the ticket shall be purchased immediately after boarding the train from a train conductor controller or attendant (hereinafter – conductor controller).
- 1.5. Tickets of all types can be purchased 10 days in advance.
- 1.6. Upon receipt of the ticket, the passenger shall check that it has been issued in accordance with his/her request. The passenger shall retain the purchased ticket until the end of the trip.
- 1.7. Sales of subscription tickets and three-day, four-day and five-day tickets at the ticket offices are suspended five minutes before the train departs.
- 1.8. Tickets for one trip in line zones with transfer, crossing Riga, Torņkalns and Zemitāni stations, are executed as follows:
 - 1.8.1. one ticket with transfer is issued at the ticket office;
 - 1.8.2. on the train by the conductor controller: in the first train a ticket for a trip along a particular line according to the zone tariff is purchased, whereas when departing the second train – upon presenting the ticket purchased on the first train, the ticket is continued according to the number of zones.
- 1.9. Tickets for one trip, if one of the stops is outside the zone's tariff operation, are executed at the ticket office or on the train by the conductor controller from the particular stop to a particular stop within a single line only.
- 1.10. A passenger travelling with transfer from a station or stop where the ticket office is out of service, and who has purchased a ticket from a conductor controller, is entitled to purchase

a ticket from the conductor controller of the train, on which he/she transferred, at no additional charge.

- 1.11. A passenger boarding a train from a station or stop where a ticket office operates, or wants to continue the journey beyond the station or stop indicated on the ticket shall purchase a ticket from the conductor controller at an additional charge of **0.50 EUR**.
- 1.12. A group of passengers consists of not less than 10 people. A passenger group shall not include passengers using train fare discounts.
- 1.13. When purchasing a ticket with a specified seat number, the passenger shall occupy the seat indicated on the ticket. If a ticket with no seat number has been issued for a train wagon with numbered seating, the passenger shall occupy a free seat only with the permission of the train conductor controller.
- 1.14. Trains with numbered seating in each wagon (except for the comfort class cabin) are provided with 5 (five) additional seats. A standing ticket does not guarantee a seat.
- 1.15. If the passenger train is equipped with a door opening button, in order to open the door, the passenger shall push the opening button.
- 1.16. Passengers must observe cleanliness and order in the train. It is prohibited for the passengers to:
 - 1.16.1. get on or off the train while it is in motion;
 - 1.16.2. damage the train and its equipment, or carry out activities that would endanger road safety;
 - 1.16.3. unnecessarily activate emergency switches, brakes and other devices;
 - 1.16.4. travel in dirty or smelly clothes, smear the cabin or eat food or chemicals that may smear the cabin or other passengers' clothes;
 - 1.16.5. smoke, ignite matches or lighters and similar items;
 - 1.16.6. be noisy, sing, play musical instruments or use sound producing devices;
 - 1.16.7. travel under the influence of alcohol, narcotic, psychotropic, toxic or other intoxicating substances if the passenger behaves rudely or aggressively, or use alcohol, narcotic, psychotropic, toxic or other intoxicating substances;
 - 1.16.8. bother other passengers or the carrier's employees by his/her actions;
 - 1.16.9. place ads or notices on the train, as well as carry out promotional activities not coordinated with the carrier;
 - 1.16.10. draw or write on the surfaces of the train;
 - 1.16.11. leave domestic animals unattended on the train;
 - 1.16.12. carry baggage that may endanger the safety or health of passengers or the carrier's employees, or significantly affect the convenience of passengers or the carrier's

employees, and that may interfere with the operation of the train or damage the equipment of the train.

- 1.17. During use of the train the passenger shall be liable for damages caused by his/her actions in accordance with the procedures and to the extent prescribed by the Civil Law.
- 1.18. If the train is unable to continue the journey for technical or other reasons, the train staff shall inform the passengers thereof. The carrier shall take steps to bring the passengers to the nearest station or stop, or the station or stop indicated in the passenger's ticket.
- 1.19. Persons with reduced mobility requiring assistance shall notify the carrier of the planned journey at least 48 hours before the start of the journey on weekdays from 8.00 to 17.00 calling toll-free telephone number **80001181** or electronically to email **uzzinas@ldz.lv**.