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Article 1. Entry into force, scope and revision

The present regulations shall enter into force from the moment of their publication on the website www.stib.brussels. They can also be consulted on the website www.taxibus.be via the users’ personal accounts, and they are available upon simple request from the STIB-MIVB Customer Care service, as mentioned below.

By using the STIB-MIVB «TaxiBus» network, including the taxis provided by private or public operators with whom STIB-MIVB has concluded a cooperation agreement, users acknowledge that they have read these regulations and agree to abide by them without reservation.

STIB-MIVB may modify these regulations at any time for legitimate reasons, in particular due to limitations related to its public service mission, compliance with decisions made by the public authorities or operational constraints. The modifications are enforceable against users as soon as they are published on the website www.stib.brussels and users are obliged to comply with them, without compensation.

Article 2. Purpose

Without prejudice to the transport regulations applicable to the regular STIB-MIVB network, the present regulations define the specific conditions under which passengers may be transported by the specialised public transport service for disabled people «TaxiBus» within the geographic area defined below in the article «Geographic coverage and authorised journeys».

«TaxiBus» is a specialised door-to-door public transport service which is available upon request by disabled people. On prior reservation, it provides transport for the user, from the departure address to the destination address.

«TaxiBus» does not include the provision of medical assistance, support or assistance to people with disabilities. The drivers have no training in this field, and can under no circumstances be required to provide any services in this regard.

The drivers providing service as part of the «TaxiBus» service shall not enter the buildings to call, drop off or provide any assistance to a passenger.

Article 3. Terms for accessing the service

3.1. AUTHORISED PEOPLE

«TaxiBus» is available exclusively to people recognised as disabled with a general certificate issued by the Federal Public Service (FPS) Social Security or with a national discount card for public transport, which shows at least one of the following elements:

> a reduction of autonomy of at least 12 points;
> a permanent invalidity of the lower limbs which cause at least 50% invalidity;
> a complete paralysis or an amputation of the upper limbs;
> a visual handicap of at least 90% incapacity degree.

> children (up to 21 years old) who are recognized as being at least 80% in pillar 1 relating to increased family allowances for children.

If the user does not have sufficient autonomy and/or capacity to travel alone, they must be accompanied by a maximum of one person of their choice.
The application includes:
> the duly completed registration form for «TaxiBus»;
> a copy of the general certificate issued by the FPS Social Security
  or a copy of the national discount card for public transport;
> a copy of the identity card or passport of the applicant.

Applicant users must send their completed registration application by post to the
Customer Care.

If the application is in conformity, a confirmation of registration to «TaxiBus» shall
be sent to the user by the Customer Care. A justified refusal shall be notified to the
applicant by post or e-mail. All applications shall be processed as swiftly as possible.

The registration remains valid as long as the user has made a journey in the current year.

If the general certificate issued by the FPS Social Security or the national discount
card for public transport indicates a date of end of validity, the registration shall
automatically be suspended from this date. The user is compelled to send any new
certificate or card in good time so that the validity of their registration to «TaxiBus»
can be extended.

3.4. GEOGRAPHIC COVERAGE AND AUTHORISED JOURNEYS

«TaxiBus» only covers travel within the territory of the Brussels-Capital Region, with
possible extensions up to a maximum of 500m (bird’s eye) beyond the boundaries
of the Brussels-Capital Region which are served by the regular network. «TaxiBus»
does not serve Brussels Airport. The precise details of service are integrated into the
planning software.

Whatever the reason, no type of travel is a priority, or prohibited. However, journeys
of less than 500 metres shall be refused.

People travelling with larger technical aids (wheelchairs, mobility scooters, etc.)
run the risk of a significant reduction of the service offered, or even complete
incompatibility with «TaxiBus».

3.3. REGISTRATION AND VALIDITY PERIOD

Applicant users must complete a registration application which is available from
the STIB-MIVB Customer Care: STIB – Customer Care
Rue Royale, 76
1000 Brussels
070 23 2000
www.stib.brussels

A disabled child can also travel alone on the condition that he/she has the
necessary autonomy and capacity to do so. Children (disabled or able-bodied)
and people placed under disability status shall be transported under the same
conditions as adults. No specific supervision is provided, and no special adaptations
are made to the vehicle. They travel under the sole responsibility of their legal
representatives. The drivers shall not assume any liability in this respect.

The drivers shall not verify the level of autonomy of the passenger or their ability
to travel alone; this assessment shall be carried out under the sole responsibility of
the passenger, their parents or legal representatives, as the case may be, without
prejudice to what is provided for below in the article «Passenger conduct».

Furthermore, «TaxiBus» may be available to the able-bodied children travelling with a
disabled person. They shall consequently travel under the responsibility of this person.

3.2. SPACE REQUIRED BY PEOPLE TRANSPORTED WITH THEIR WHEELCHAIRS

In order to benefit from «TaxiBus» in optimal comfort and safety conditions,
people in wheelchairs must be able to be transported in adapted taxis for which
the dimensions have been specified by the Brussels-Capital Region.

The available height for the person sitting in their wheelchair is maximum 1.35 m,
while at the point of entry into the vehicle, the maximum height is 1.24 m.
The available length is 1.30 m while the width is 0.70 m.

People travelling with larger technical aids (wheelchairs, mobility scooters, etc.)
risk the risk of a significant reduction of the service offered, or even complete
incompatibility with «TaxiBus».
The pickup and drop-off points shall be identical for the disabled person and, where applicable, the person accompanying them.
The minimum time between the drop-off and the pickup of a passenger is one hour.

3.5. RANGE OF SERVICE

AVAILABILITY OF VEHICLES
The service is operational every day of the year, excluding public holidays. The first pickup shall take place at the departure address at 5.00am, the last drop-off at the destination address shall take place at 1.00am.

AVAILABILITY OF RESERVATION SERVICES
Via the website www.taxibus.be:
> 24 hours a day.

BY TELEPHONING CUSTOMER CARE, AT THE NUMBER 02 515 23 65:
> from Monday to Friday, from 7.00am until 7.00pm;
> on Saturday from 8.00am until 4.00pm.

These times may be adapted depending on operational constraints (holidays, etc.). Users shall then be notified by message on the vocal server.

Telephone reception is not available on Sundays and public holidays.

Calls to Customer Care shall be recorded for quality and service improvement purposes. Users shall be informed of this during their call.

3.6. RESERVATION – CANCELLATION – INFORMATION

RESERVATION
«TaxiBus» must be reserved via the personal account of the user, on www.taxibus.be or by telephone, via the Customer Care. In all cases, the reservation must be made no later than the working day before the transport, at the closing of the Customer Care.

When reserving, it is essential to specify, for the return journey:
> the surname and first name of the user;
> the presence of an accompanying person or children;
> the day and date of the journey;
> the exact address of the place of boarding;
> the exact address of the place of alighting;
> the most important time, chosen between departure time and arrival time.

At the time of the reservation, the user must communicate his most important time constraint. At the same time, STIB-MIVB shall communicate an indicative pickup time, taking into account the communicated time constraint.

The transport operator (STIB-MIVB or a subcontractor) is chosen automatically by the management software. The user does not have the possibility to choose the operator.

It is advisable to envisage a reasonable time between the time constraint communicated at the time of reservation and the actual envisaged constraint of the appointment. Indeed, «TaxiBus» is subject to the road traffic, of which the risks are impossible to anticipate with accuracy.

Before confirming the reservation, the user is invited to check if the encoded data correspond to his request.

In order to allow all users to be served quickly, the number of reservations made during the same telephone call may be limited, depending on the circumstances. However, there is no limit to the number of reservations made on www.taxibus.be.

CANCELLATION
To the extent that, for whatever reason, the user cannot make a scheduled journey, he must cancel the journey either via www.taxibus.be, or by calling the Customer Care, at the latest the working day before the journey at 7.00pm. Any journey not cancelled within this period shall be charged at the normal current rate.

In the event that the passenger is absent at the agreed place and time, without the service having been previously informed of the cancellation, the journey shall automatically be cancelled, without prejudice to the application of a surcharge as provided below under «Rates». Moreover, «TaxiBus» reserves the right to cancel any other journeys scheduled on the same day.

If the passenger fails to cancel his journeys and «TaxiBus» makes a journey unnecessarily, the passenger risks being banned from the service.
INFORMATION

«TaxiBus» may adapt the agreed schedule without changing the time constraint communicated at the time of reservation, in order to facilitate the optimal planning of all the orders. After fine-tuning the planning, «TaxiBus» shall send an SMS to the user, on the day before the journey at 8.00pm, to inform them of the definitive pickup time. This may differ by about twenty minutes from the time confirmed when the reservation was made; it nonetheless always respects the initial constraint (Arriving before or Leaving after).

Before the arrival of the vehicle, the passenger will receive an SMS indicating that the vehicle is approaching the pickup point. This SMS also indicates which operator (STIB-MIVB or subcontractor) is assigned for the transport.

SMS messages are sent to the extent possible, as soon as possible and at no extra cost.

The information pertaining to the reserved journeys, as well as the scheduled times (which are definitive from the day before the journey at 8.00pm) can be consulted at any time via the passenger’s personal account on www.taxibus.be. The passenger can also consult the balance of journeys remaining and his order history for the current year. He can also manage his favourite addresses and certain elements of his profile from his personal account on www.taxibus.be.

3.7. PICKUP

The passenger shall be picked up at the address where the appointment has been scheduled. He must be ready for boarding, outside the building, when the vehicle arrives. As such, the driver is not authorised to enter buildings; he is under no obligation to ring the doorbell to signal his arrival.

The driver shall assist the passenger between the threshold of the building and the vehicle. He shall help the passenger board and alight the vehicle if necessary, and help him get installed in the vehicle. He shall operate the chair lift, secure the wheelchair if necessary, and check that each passenger’s seat belt is fastened.

The driver shall ensure that any other mobility aid stowed on board does not present a danger to other users. However, the owner remains responsible for their presence on board and any damage caused by this equipment.

Except for incidents outside the driver’s control, «TaxiBus» shall set off no later than the anticipated time. If the user is absent, the driver shall alert his dispatching. «TaxiBus» is not obliged to wait beyond the scheduled time, nor to offer an alternative to the passenger in default, whatever the reason.

3.8. SAFETY

Seat belts must be worn on board.

The passengers must comply with the safety instructions. In particular, the driver shall ensure that each passenger and accompanying person is wearing a seat belt, and that all wheelchairs are secured in the vehicle.

If technical aids are used to facilitate his travel with «TaxiBus», the passenger shall ensure that such equipment is in perfect technical condition. If not, transportation may be refused.

No specific technical aids (backrests, etc.) or car seats may be fitted to the seats of the vehicle.

3.9. PASSENGER CONDUCT

In the event of difficulties arising from the user’s conduct, STIB-MIVB may stipulate that the user is accompanied by an able-bodied person, or may ban the user from «TaxiBus».

In addition, any person who misuses «TaxiBus», or who is found guilty of identity theft, is liable to be banned from «TaxiBus» and be prosecuted by STIB-MIVB.

Article 4. Rates and payment of transport tickets

STIB-MIVB offers various types of transport ticket, each with specific characteristics in terms of validity period, geographic range, the procedures for obtaining them, the type of medium, etc. The rates of the various transport tickets are set by the Brussels-Capital Region Government in accordance with Article 18 of the Ordinance of 22 November 1990.

At all times and without any compensation, the user shall comply with any (tariff or other) amendment of his current transport ticket as well as any change of the STIB-MIVB offer or more generally the access and use conditions of the public transportation services, following a decision taken by the competent authority or organ within the respect of the applying rules, or following modifications decided by or agreed upon with the authorities or organs in charge of the other public transport networks with whom STIB-MIVB interoperably works with (De Lijn, TEC and SNCB-NMBS).
4.1. RATES
The price of a journey is that fixed according to the current price list on the day of payment.

If the passenger is absent at the place and time of pickup, he shall be subject to a surcharge as specified in the current price list.

4.2. PAYMENT OF TRANSPORT TICKETS
Confirmation of the reservation is subject to the prepayment of reserved journeys.

The passenger must credit the STIB-MIVB bank account with the price of multiples of ten journeys.

The minimum amount paid on the STIB-MIVB account is equivalent to the price of 10 journeys, while the maximum is limited to 50 journeys.

All payments must be made exclusively by bank transfer to the STIB-MIVB bank account number BE45 0963 2094 1089, along with the structured communication received at the time of registration. No cash, cheques, service cheques or other valuables may be given to the drivers.

It is essential to use the correct structured communication for payments. Payments made without a structured communication or with incorrect communication cannot be processed by the transport planning software. This may make it impossible to organise the transport.

The amounts paid are converted into the number of journeys in the transport planning software. The validity period of journeys is one year from the last payment.

Passengers can obtain an overview of their account via their personal account on www.taxibus.be or by telephone, via the Customer Care.

The amounts paid on the STIB-MIVB account shall only be reimbursed upon request in the event of the death of the user, or manifest error. In this case, in order to cover part of the administrative costs, the value of five journeys shall be deducted from the balance to be reimbursed.

Article 5. Transport conditions for animals and miscellaneous items

5.1. ANIMALS
Service animals are admitted. However, they must be kept on a leash by their owner.

Small pets may also be allowed if they are carried by their owner. In no event may these animals foul the vehicle, inconvenience passengers or be a nuisance or threat to them or to the driver.

Under no circumstances can STIB-MIVB or any of the public or private operators it may solicit to provide the service be held liable for accidents caused by animals. The owner of the animals has sole liability for any damage the animals may cause.

The driver is not authorised to handle animals.

5.2. PACKAGES
The following are admitted and may be transported free of charge:
  > a small hand luggage or
  > a package for which the largest dimension is less than one metre;
  > a stroller.

Under no circumstances can STIB-MIVB or any of the public or private operators it may solicit to provide the service be held liable for accidents caused by these items. The user has sole liability in this respect.

The driver is not authorised to handle packages.

5.3. FOOD
All food must be transported in hermetically sealed containers.
Article 6. Lost or stolen items

Neither STIB-MIVB nor any of the public or private operators it may solicit to provide the service shall be liable for lost or stolen items. STIB-MIVB shall keep objects found in its vehicles for three months. The user can contact the Customer Care at any time to inform it that an item was lost during transport.

Article 7. Complaints

Possible complaints or requests for reasonable practical adjustments of those rules of use can be addressed to 070 23 2000, on www.stib.brussels or in writing to: STIB – Customer Care

Rue Royale, 76
1000 Brussels

STIB-MIVB endeavours to respond to any complaint within 15 working days following receipt.

Article 8. Violations

Violations duly noted by sworn officers may give rise to prosecution, as well as the application of penalties provided for by the various legal and regulatory texts in force.

Article 9. Protection of personal data and cookies

Personal data communicated by users or their legal representatives are stored and processed by STIB-MIVB in accordance with the Privacy Policy as published on the site www.stib.brussels. STIB-MIVB is responsible for processing such data and may be contacted via the Customer Care, whose contact details are given below.

The data is processed for the following purposes:
1. pre-contractual and contractual management of transport services (including after-sales service);
2. measuring the changing profile of public transport users (statistics through encrypted or anonymous data);
3. combating fraud.

The possibility of using the services of «TaxiBus» is subject to the explicit consent of the user or his legal representative as regards the processing of the personal data of the user. This consent must be given when registering to «TaxiBus» via the registration form. The user or his legal representative is entitled to withdraw his consent at any time. The withdrawal of consent does not render the processing carried out before the withdrawal unlawful.

Telephone conversations conducted in the context of making a «TaxiBus» reservation shall be recorded for control and service improvement purposes. Users shall be informed of this during their call.

The data may be transmitted to other natural or legal persons who are contractually linked to STIB-MIVB as subcontractors (e.g. public or private operators, whom STIB-MIVB may solicit to provide the «TaxiBus» service). In this case, they will only have access to what they need in order to carry out their task. For the rest, the data collected shall not under any circumstances be sent to third parties.

In accordance with the legislation of Belgium and Europe in force with regard to data protection (including the European regulation no. 2016/679, also known as «GDPR») , users of STIB services have a right of access to information concerning them, a right of correction and a right to obtain erasure of their personal data. If users wish to exercise these rights, they must contact STIB-MIVB at the following address: STIB-MIVB - Customer Care, Rue Royale 76, 1000 Brussels.

Moreover, the STIB-MIVB website uses cookies to facilitate your navigation. The policy regarding the use of cookies is available on the site www.stib.brussels.
Article 10. Additional information

10.1. Besides these special provisions, all applicable legal provisions of the regular network of the public transport service in Brussels are also applicable for the «TaxiBus» service.

Any additional information can be obtained at:
STIB – Customer Care
Rue Royale, 76
1000 Brussels
070 23 2000
www.stib.brussels

10.2. Once a reservation has been registered by STIB-MIVB, both STIB-MIVB and the public or private operators which it may solicit to provide the «TaxiBus» service, shall do everything possible to provide the transport under the best possible conditions and to respect the agreed schedules. However, for reasons beyond their control, the service may be subject to delays in drop-off and/or pickup, or the service may be disrupted (e.g., due to winter conditions, road closures, cases of force majeure, etc.). In the event of disruption of the service, to the extent possible and as swiftly as possible, the passenger shall receive an SMS or a telephone call to notify him of the disruption. Subject to what is provided for in the following paragraph, delays and disruptions shall not entitle users to any refund.

10.3. STIB-MIVB may only be held liable towards users (except in the case of accidents and physical injury) to the extent that it, or the public or private operator which it may solicit to provide the services specified as part of the «TaxiBus» service, has committed serious error or wilful misconduct in the performance of its duties. If such error has led to a cancellation, delay or any disruption to the user’s journey, the maximum compensation that could, where appropriate, be awarded by STIB-MIVB is calculated at a flat rate at the value of one journey, for which STIB-MIVB can make payment in kind or equivalent to the exclusion of any other direct or indirect compensation. In other cases, compensation for any material damage caused to the user by STIB-MIVB cannot exceed a maximum amount of 150 EUR.

10.4. «TaxiBus» is a public transport service. It is normal that the driver might not take the most direct route between the departure and arrival points of the same passenger when picking up or dropping off one or more other passengers.

Moreover, «TaxiBus» is an individual transport service which is not intended for the organisation of group trips. A reservation is always valid for one single passenger and, where appropriate, their accompanying person. Several users making the same or similar journey shall not necessarily be transported together, and no priority is given to them in this respect.

10.5. Any dispute between STIB-MIVB and a user falls under the exclusive competence of the jurisdiction of the District Court of Brussels and is decided in accordance with Belgian law.