

RULES OF TRANSPORT OF THE STIB

I. INTRODUCTION.....	2
II. STIB	2
III. DEFINITIONS	3
IV. TRANSPORT TICKETS AND FARES	4
IV.1. General	4
IV.2. Transport tickets	5
IV.3. Fares.....	5
IV.4. Cases of transport ticket refunds	5
IV.5. Conditions of use for transport tickets	6
a. Rules common to all transport tickets	6
b. Specific rules of use for the MOBIB cards	7
c. Special rules concerning transport tickets paid by EMV bank card.....	9
V. STANDARDS OF BEHAVIOUR OF USERS	11
V.1. General standards of behaviour	11
V.2. Specific standards for passengers carrying a bicycle, step or other mobility device	14
V.3. Specific standards for passengers with reduced mobility.....	16
VI. COMPLAINTS, FORCE MAJEURE, LIABILITY & APPLICABLE LAW	16
VI.1. Notification of grievances and complaints.....	16
VI.2. Force Majeure	16
VI.3. STIB liability (excluding accidents and injuries)	17
VI. 4. STIB liability in the framework of its activities of private security	17
VI. 5. Applicable law.....	17

I. INTRODUCTION

This document (including its Annexes) constitutes the Rules of Transport of the STIB and its objective is to provide users with non-exhaustive information about the rules which they must comply with while using the urban public transport service in the Brussels-Capital Region.

By using the STIB network, users acknowledge that they have read and agree to comply with these Rules of Transport unreservedly. STIB may modify the Rules of Transport at any time for legitimate reasons, especially due to limitations related to its public service mission, compliance with decisions made by the public authorities or operational constraints related to the infrastructure, network or resources. Users shall be bound to comply with such modifications, without compensation.

Furthermore, both STIB and its users are subject to the legal and regulatory provisions applicable to the urban public transport service and must comply with any change to these provisions with immediate effect.

II. STIB

The Société des Transports Intercommunaux de Bruxelles (STIB), or Brussels Public Transport Company, with its head office at Rue Royale, 76, 1000 Brussels, is an association governed by public law and is responsible for operating the urban public transport system within the Brussels-Capital Region.

Its structure and the organisation of its activities are governed by the Order of 22 November 1990 on the organisation of public transport in the Brussels-Capital Region and its implementing decrees, together with its management contract and specifications, decisions by Government and various management bodies and through the legislation and regulations applicable to public transport in the Brussels-Capital Region, particularly in terms of transport ticket inspection. The service provided by STIB is also dependent on agreements with the authorities and operators of other public transport networks which STIB works with, in the framework of interoperability.

The conditions, terms and fares of transport are set by government decree:

- The rules of behaviour are set by the decree of the Government of the Brussels-Capital Region of 13 December 2007 which sets certain conditions for operating the public transport in the Brussels-Capital Region;
- The price for transport tickets and mediums, as well as the other costs related to these tickets and mediums, are set by the decree of the Government of the Brussels-Capital Region setting the prices for the passengers transport on the urban and regional transport network of the Brussels-Capital Region (so-called “fares decree”).

In case of contradiction between these Rules of Transport and a legal or regulatory provision, in particular the decree of the Government of the Brussels-Capital Region of 13 December 2007 or the fares decree

mentioned above, the legal or regulatory provision prevails. Under no circumstances can users invoke the provisions of these Rules of Transport to exempt themselves from their legal and regulatory obligations.

The STIB is also subject to provisions of Chapter 6, Section 3 of the Act of 2 October 2017 regulating private and personal security.

III. DEFINITIONS

For the purposes of these Rules of Transport:

- **Connection:** is a change of vehicle during a journey.
- **Infrastructure:** all spaces used by the STIB, as determined in article 1, 2° of the decree of the Government of the Brussels-Capital Region of 13 December 2007 which sets certain conditions for operating the public transport in the Brussels-Capital Region, i.e. the stops, vehicles and surface and underground stations of the network, with the exception of spaces occupied by third parties having a valid title.
- **Journey:** use of the vehicles and facilities of one (or several) public transport operator(s) during a period and on a radius determined by the validity of the transport ticket used for this purpose.
- **Line:** is the route of a bus, tram or metro line from terminus to terminus.
- **Medium interoperability:** opportunity to travel, regardless of the medium, on the networks of the different public transport operators, as long as this medium is loaded with a transport ticket that is valid on the network of these operators. Every public transport operator is responsible for the cards that it issues and the related customer service.
- **MOBIB card:** is a personalised, smart card valid for 5 years which stores virtually any transport ticket purchased by or for its holder and works using contactless technology. This personalised card is nominative and holds all STIB ticket and season ticket information, combined tickets and season tickets and tickets for other Belgian public transport operators and other service providers. The card contains the following information: surname, name, date of birth, identity photo, tariff profiles, language, gender and postal code along with the transport tickets purchased and the last 3 validations.
- **MOBIB Basic card:** is a non-personalised smart card valid for 5 years that holds just ticket information (no season ticket information).
- **Mobility device:** device as defined in Article 2.15.2 of the Traffic Regulations , namely either a non-motorized mobility device (i.e., any vehicle that does not meet the definition of cycle, that is propelled by the muscular force of its occupant(s) and that is not equipped with an engine, such as a step), or a motorized mobility device (i.e., any motor vehicle with one or more wheels that cannot, by construction and by the power of its engine alone, exceed the speed of 25 km/h on a horizontal road, such as an electric step).
- **Paper ticket:** is a disposable anonymous ticket with an integrated electronic chip which holds just ticket information (no season ticket information).
- **Passenger or user:** is a physical person who uses the urban public transport service operated by STIB in the Brussels-Capital Region.

- **Payment by EMV:** payment of a transport ticket using a bank card equipped with NFC (Near Field Communication) contactless technology or a bank card issued on a NFC smartphone (or other connected device) via an electronic wallet (such as Google Pay, Apple Pay) or a payment application, which allows contactless payment, both of which are hereinafter referred to as "**EMV bank card**". EMV are the abbreviations for Europay, MasterCard and Visa.
- **Public transport operator:** the STIB, De Lijn, the TEC and the SNCB.
- **STIB network:** is all the bus, the tram and the metro lines operated by STIB and the facilities that it manages.
- **Transport ticket:** is the authorisation for the user to use all or part of the STIB (or SNCB, De Lijn and/or TEC) network in accordance with the features of the transport ticket in question, as described in Chapter IV and in the laws and regulations in force, particularly the Government decrees setting the fares for transport tickets. There are two types of tickets: service tickets and season tickets. The transport ticket is produced physically or electronically on the medium determined by STIB, this medium being proof of payment for the transport ticket. Alternatively, it may be purchased by EMV bank card, in which case the purchase and validation are carried out at the same time by simply presenting the EMV bank card in front of the EMV validator specially provided for this purpose.
- **Transport ticket interoperability:** opportunity to travel with the same transport ticket on the networks of the different public transport operators, as long as this ticket is valid on the network of these operators. The terms of use for STIB transport tickets held on a personalised or non-personalised MOBIB card issued by another operator are the same as those applicable for a MOBIB card issued by the STIB when using the STIB network. When using another transport operator's network, the passenger agrees to comply with this operator's conditions of carriage, regardless of which transport operator issued the MOBIB card. The rules of transport of other transport operators are available on their websites.
- **Validation:** presenting a paper ticket, a MOBIB card or a MOBIB Basic card or an EMV bank card in front of a validator on boarding a public transport vehicle or entering a metro or pre-metro station, and also, when it is necessary, at the exit of a metro or pre-metro station.
- **Validator:** is a device used to validate transport tickets held on a MOBIB card, MOBIB Basic cards or paper tickets or used to purchase and validate transport tickets paid by EMV bank card.

IV. TRANSPORT TICKETS AND FARES

IV.1. General

STIB offers various transport ticket types, each with specific characteristics in terms of validity, geographical radius of the access, the procedures for obtaining it, the type of medium or means of payment, etc. For each transport ticket these characteristics are identified in the description given in these Rules of Transport and its Annexes. Fares for the various transport tickets are set by the Brussels-Capital Region Government in accordance with Article 18 of the Order of 22 November 1990.

At all times and without compensation, users must comply with any change (fare or otherwise) to their current transport ticket as well as any change to the STIB offer or more generally to the conditions for accessing and using the public transport service, and this following a decision made by the competent authority or body in

respect of the regulations in force, or following modifications decided by or agreed with the authorities or bodies in charge of the other public transport networks which STIB works with, in the framework of interoperability (De Lijn, TEC and SNCB).

The ticket in itself has its own validity period starting from the date of purchase in the case of service tickets or from its date of commencement of validity in the case of season tickets:

Regarding service tickets, the duration is 18 months from the date of purchase (for more information, please see the [Annex "Transport tickets issued by the STIB"](#)).

Regarding season tickets, the validity period is specific for each season ticket formula and runs from the date of commencement of validity as stated at the time of purchase (for more information, please see the [Annex "Transport tickets issued by the STIB"](#)).

The removal of a transport ticket from the list of transport tickets in the Annex "**Transport tickets issued by the STIB**" does not mean that this ticket can no longer be used, but simply that it is no longer sold; it can be used as long as its validity period is not exceeded.

IV.2. Transport tickets

The transport tickets currently issued by STIB are listed and described in the [Annex "Transport tickets issued by the STIB"](#).

The transport tickets issued by other public transport operators and which are also valid on the STIB network are listed in the [Annex "Transport tickets issued by other public transport operators valid on the STIB network"](#). The description of their characteristics is available from the other operators, in particular on their websites.

IV.3. Fares

Fares for the transport tickets issued by STIB as well as the charges and surcharges due in the event of infringement of the decree of the Government of the Brussels-Capital Region of 13 December 2007 which sets certain conditions for operating the public transport in the Brussels-Capital Region, are determined by the fares decree available by clicking [here](#).

At any time, the users are required to comply with the fare changes.

IV.4. Cases of transport ticket refunds

Only 12 months-season tickets can be subject to a refund request, except for school season tickets, which are non-refundable.

However, no refund can be given for a refund request submitted after the expiration date of the season ticket in question. Refunds shall only be made by bank transfer or by issuing a voucher. The amount to be refunded by STIB shall correspond to the amount paid on the purchase of the ticket minus:

- 30% of the value of the season ticket for the first month of use and 10% more for each month initiated. Each initiated month counts as a full month of use; and,
- administrative charges of 10.00 (ten) euros.

In order to get a refund of a season ticket, the user must show proof of identity.

The service tickets are in no case refunded.

IV.5. Conditions of use for transport tickets

a. Rules common to all transport tickets

All users of the STIB network must have a valid transport ticket. By exception, children under the age of 6 travel free and without transport ticket on the STIB network.

A user is in possession of a valid transport ticket only if this transport ticket has been validated prior to every journey, as determined by article 3,7° of the decree of the Government of the Brussels-Capital Region of 13 December 2007 which sets certain conditions for operating the public transport in the Brussels-Capital Region, combined with the fares decree of the Government of the Brussels-Capital Region.

Users must thus validate their transport ticket prior to every journey. At aboveground stops, the transport ticket must be validated every time the user boards or connects to a bus or a tram. In underground metro and pre-metro stations, users must validate their transport ticket at the automatic turnstiles, or, if there are no turnstiles, at the validators at the entrance to the stations.

Unless all validators are faulty, users who do not manage to validate their transport tickets for technical reasons must purchase another transport ticket in order to make their journey. Users are then asked to visit BOOTIK so that STIB can provide the appropriate customer service.

Users must present their transport tickets on request to a member of STIB staff acting in the course of their duties. For transport tickets loaded on a MOBIB card or paper ticket, the user must present his MOBIB card or paper ticket. For transport tickets purchased by EMV bank card, he must present the EMV bank card he used to pay for and validate the transport ticket. Users in possession of a personalised transport ticket must also prove their identity on request to any member of STIB's inspection staff acting in the course of their duties.

A single transport ticket may never be used simultaneously or successively by several users, except for transport tickets which are expressly valid for several people (such as ten journeys or school group tickets).



As a consequence, a service ticket which has already been validated by a user may no longer be used by a different user, even if its validity has not yet expired.

It is prohibited to be in a vehicle or controlled area without being in possession of a valid transport ticket, such as determined by article 3,7° of the decree of the Government of the Brussels-Capital Region of 13 December 2007 which sets certain conditions for operating the public transport in the Brussels-Capital Region. In the event of violation of the aforementioned provision, no transport contract is formed and the surcharge imposed by the STIB constitutes a lump-sum compensation for the inconvenience caused in accordance with article 11 of the aforementioned decree, the amount of which is set by the fares decree of the Government of the Brussels-Capital Region.

Moreover, in accordance with articles 171 to 172 of the Act of 2 October 2017 regulating private and personal security, security agents may refuse access to a controlled area, in which a transport ticket is required, to people who are not in possession of a valid transport ticket, or ask a person in a controlled area without a valid transport ticket, to leave the area, if necessary by using force. They may also ask these persons to present or transmit identity documents, control them, copy them or retain them, in accordance with Articles 174 to 184 of the aforementioned Act.

Moreover, if the user fails to comply with the abovementioned rules or in the event of fraudulent use of a transport ticket, STIB reserves the right to seize the transport ticket that the user presents at the time of the control in the form of a paper ticket or a MOBIB card and/or to refuse the user the right to use the transport tickets that are in the user's possession for a given period.

b. Specific rules of use for the MOBIB cards

There are two types of MOBIB cards: personalised cards and non-personalised, 'Basic' cards.

Personalised MOBIB card

The personalised MOBIB card is personal. It contains any transport ticket concluded with STIB or with another operator by or for its holder and its use is reserved exclusively for its holder as identified in the STIB database. The holder must inform STIB immediately in the event of loss or theft of the card or if there are any changes to the data provided in the registration form for issuing the card. The holder agrees to use the MOBIB card in accordance with its operating instructions, these Rules of Transport and the applicable regulations.

For any card issued, charges will have to be paid by the customer to STIB at a price set using the price grid applicable on the day the card is issued, as approved by the government of the Brussels-Capital Region pursuant to Article 18 of the Order of 22 November 1990. These charges are to be immediately and fully paid as soon as the card is issued. The MOBIB cards and the data they contain remain the property of STIB.

The card holder may pay for the travel of anyone accompanying him if he has a transport ticket type that allows this. The accompanying person or persons in question must remain with the card holder for the entire duration of the journey.



In the event of theft, loss or damage to the MOBIB card due to a use that does not comply with the operating instructions or negligence, users can request a new card in the form of a duplicate card, at their own cost (a duplicate fee will then be due in accordance with the price grid applicable on that date). Valid transport tickets loaded on the card to be replaced are transferred to the new card.

In case of recognized technical failure during the five-year period of validity of the card, the user may request its replacement without any charges. Beyond this five-year period of validity, the replacement of the card is compulsory and the user must pay a user fee for the new issued MOBIB card at a price set according the price grid applicable on the day the card is issued, as set out in the fares decree. Valid transport tickets loaded on the card to be replaced are transferred to the new card.

The MOBIB card holder waives all claims related to the use of the card or its content, except in the event of fraud or gross negligence by STIB.

STIB reserves the right to demand the return or exchange of the MOBIB card at the first request and/or to prevent the use thereof if its use exceeds 5 years or for technical reasons.

MOBIB Basic card

The conditions of use for the MOBIB Basic card are identical to those of the personalised MOBIB card subject to the following differences:

- it is neither personalised, nor individual,
- it cannot contain personalised transport tickets such as individual season tickets,
- no duplicate can be issued to its holder,

Priority rules for ticket validation on MOBIB and MOBIB Basic

When the user presents his/her MOBIB (Basic) card at a STIB validator and the card contains several valid tickets, the validator will automatically select and validate the ticket in the following order of priority :

1. In case of connection, the transport ticket already validated but still within its validity period
2. Brupass XL or Brupass season ticket (if both are present on the same card, the season ticket with the earliest validity end date will be validated first)
3. STIB season ticket
4. Brupass 1 day
5. STIB 100 Journeys
6. Brupass XL 10 Journeys
7. Brupass XL 1 Journey
8. Brupass 10 Journeys
9. Brupass 1 Journey



For journeys departing from Zaventem (Brussels Airport) to Brussels, when the user presents his/her MOBIB card at a STIB validator, the validator will automatically select and validate the ticket in the following order of priority :

1. STIB-MIVB + Airport line season ticket
2. Go2City 10 Journeys
3. Go2City 1 Journey

If the user immediately validates again, STIB considers this to be a journey for an additional traveler and an extra journey will be validated.

c. Special rules concerning transport tickets paid by EMV bank card

Conditions of Use

Passengers can obtain a transport ticket by presenting their EMV bank card (i.e. a bank card with NFC contactless technology or a bank card issued on an NFC smartphone, or other connected device) in front of a specially designed EMV validator.

No PIN code must be entered.

Currently, only Maestro, Bancontact, V PAY and Visa Debit cards and Visa and MasterCard credit cards equipped with contactless technology (indicated by a specific logo on the card) are accepted.

Unlike transport tickets loaded on MOBIB cards or paper tickets, which must be purchased before they can be validated, the validation of the transport ticket in the EMV system is done at the same time as the purchase, since it is done by presenting the EMV bank card to the EMV validator.

Green LEDs on the EMV validator and an audible signal from the EMV validator indicate that the transaction (purchase and validation) has been completed. The message "OK" is also displayed on the validator screen. If, on the other hand, the card is rejected, red LEDs, an audible signal and an error message indicate that the transaction has not been accepted. The negative result can have several reasons: insufficient balance on the linked current account, EMV bank card reported lost or stolen, etc. In this case, the passenger is not in possession of a valid transport ticket. In the event of a problem or question in this respect, the user is invited to go to BOOTIK or to contact the STIB Customer Care.

Once the transaction has been accepted, the user can travel freely on the network under the modalities of a single-journey ticket. A new validation, by presentation of the same EMV bank card before an EMV validator, must be carried out at each connection. If this takes place during the hour of validity, the new validation of the bank card will not be charged and the journey may be completed even if the one-hour duration has

expired, without being able to exceed a maximum duration of 2 hours. The validation of the connection is validly carried out if the validator indicates that the transaction is OK.

It is not possible to use the same EMV bank card to pay and validate several tickets for several passengers. In other words, the same EMV bank card can only be used for one and the same passenger.

The fares of the transport tickets in the EMV system consists of a fare per journey made (within a given period and on a radius determined by the validity of the purchased transport ticket, i.e. a single journey or a Go2City) and a maximum daily fare in case of multiple journeys on the same day. To obtain the best fare, the same EMV bank card must be used.

The STIB reserves the right to refuse the use of the EMV bank card presented by the user (for example, if the bank card linked to it is reported stolen or if the balance available on this card is insufficient).

By using the EMV system to pay for his transport ticket, the user authorises the STIB to reserve, on the first use of the EMV bank card on the first day, the maximum daily fare on the current account linked to the EMV bank card until the final execution of the payment transaction in accordance with Article 75 PSD II, which covers payment transactions for which the amount is not known in advance. Therefore, when using an EMV bank card, the balance on the linked bank account must be sufficient, i.e. it must be at least equal to the maximum daily fee.

The presentation of the EMV bank card in front of an EMV validator authorises the STIB to automatically debit the amount corresponding to the fare of the journey(s) made.

Right of withdrawal

The user does not have the right to waive his purchase of a transport ticket purchased using an EMV bank card, as this ticket is validated and therefore consumed as soon as it is purchased.

Inspection

In the event of an inspection, the user must present the STIB agent with the EMV bank card he used to purchase and validate his transport ticket. The ticket inspector can use a specific inspection terminal to check whether the card has been used to pay for and validate a transport ticket.

If the user has purchased and validated his ticket using a bank card issued on an NFC smartphone (or other connected device) via an e-wallet or payment application, he must ensure that his smartphone (or other connected device) is sufficiently charged at all times during his journey to be able to prove that he is in possession of a valid transport ticket. If the user is unable to present his smartphone (or other connected device) in working order to the ticket inspector at the time of the inspection and thus to prove that he is in

possession of a valid transport ticket, the user will be considered as not having a valid transport ticket and will be charged the corresponding surcharge set out in the fares decree.

Payment

The amount due to the STIB for all journeys made during a day (which extends from the opening time of the STIB network on day D to the closing time of the network on day D+1) is calculated at the end of that day. Settlement is made by automatic debit, in principle within a few days. In exceptional cases, it may take up to 30 days.

If the STIB fails in obtaining the settlement, a claim arises against the user. The STIB will automatically attempt to settle this claim through the bank for 30 days. The user can also pay the debt by contacting Customer Care. An open debt prevents the user from using his EMV bank card again on the STIB network. The EMV bank card can be used again after the debt has been paid.

Customer Portal

The user has the possibility of registering on a duly secured customer portal, accessible from the STIB's website, by entering his EMV bank card data. This registration provides an online overview of the transactions carried out with the EMV bank card concerned on the STIB network (ticket purchases/validations and associated fares).

The user is not required to register in the customer portal in order to use the EMV system.

EMV validators

EMV bank cards must be presented to the specially appointed validators with the appropriate information. The EMV validators display the logos of the accepted EMV bank cards.

A faulty EMV validator displays the message "out of order". In this case, the user must either use another EMV validator or purchase another valid transport ticket and validate it before another validator.

V. STANDARDS OF BEHAVIOUR OF USERS

V.1. General standards of behaviour

When using the public transport service operated by STIB, users must comply with the following standards of behaviour, as determined by the decree of the Government of the Brussels-Capital Region of 13 December 2007 which sets certain conditions for operating the public transport in the Brussels-Capital Region, without prejudice to the other legal and regulatory requirements that are imposed on them when they use public transport in the Brussels-Capital Region, or standards of manners and decorum which apply to everyone in society.

In accordance with the Order of 22 November 1990 on the organisation of public transport in the Brussels-Capital Region and the decree of the Government of the Brussels-Capital Region of 13 December 2007 which sets certain conditions for operating the public transport in the Brussels-Capital Region, failure to comply with such standards of behaviour may result in the payment of surcharges as lump-sum compensation for the inconvenience caused, the amount of which is determined by the tariff decree, or in the payment of administrative fines.

1. On the network, in STIB stations and vehicles, it is prohibited to:

1. damage or make improper use of the infrastructure, facilities or rolling stock;
2. block or wilfully slow down the rolling stock, enter or exit vehicles during or after the audio warning that the doors are closing;
3. place signals or any other object on the tracks, particularly material or waste;
4. touch or imitate the signals or obstruct their visibility;
5. touch the cabling or electrical installations;
6. build crossings on the rails giving access to residential buildings, unless this installation does not interfere with the movement of rail vehicles at any point outside;
7. be in a vehicle or controlled area, without being in possession of a valid and validated transport ticket;
8. be in the service offices and at any location where the prohibition is indicated by a notice, without permission;
9. play or distribute music without STIB's authorisation;
10. beg, hawk or conduct any other activity without STIB's authorisation;
11. smoke;
12. use the emergency control for the doors when the vehicle is moving and in the absence of an emergency;
13. abuse the emergency alarm;
14. place any object that may obstruct free movement, in this respect, it is forbidden to leave bicycles or any mobility device unattended or to store them, as well as backpacks, suitcases or any other bulky object in the infrastructure of the STIB. These will be removed immediately.
15. activate the escalator or lift stop unnecessarily;
16. throw or drop any object that could:
 - a) injure or scare
 - b) soil
17. spit or defecate;
18. be in possession or make use of dangerous objects or packages which, by their size, nature or smell may:
 - a) injure or expose to danger;
 - b) soil, disturb or inconvenience people;
19. disturb the peace or disturb or upset the people present:
 - a) by being in an obviously intoxicated state;
 - b) by being in an obviously unclean state;
 - c) through unwanted physical contact;
 - d) through offensive, immoral or threatening words or actions;

- e) by using mobility scooters, with the exception of those used by people with reduced mobility;
 - f) by disrupting people boarding or disembarking;
 - g) by preventing access and exit to/from the infrastructure exits or escalators;
 - h) by consuming food;
20. soil the infrastructure, facilities or rolling stock;
21. lean on or climb over fences and security signs or climb onto or hold on to the vehicles.
22. consume food in the vehicles.
23. Adopt a behaviour likely to endanger the health of the public, users and STIB staff during a period of health crisis, in spaces and places forming part of the infrastructure:
- a) By not wearing a mask (or any other fabric alternative) covering the mouth and nose, except for children up to the age of 12. In accordance with regulatory provisions, wearing a face shield is only accepted when wearing a mask is not possible for medical reasons. In addition, people who are unable to wear a mask or face shield due to a disability are not required to wear protection. People in either of these situations must have a certificate from their doctor attesting to the medical situation or disability.;
 - b) By occupying seats marked with a prohibition sign;
 - c) By endangering other people by intentionally carrying out gestures or actions that create a risk of contamination;
 - d) Throwing or leaving behind objects which present a risk to health;
 - e) Spitting;
 - f) By preventing individuals from complying with the measures set out in points a) and b)
2. When making use of the public service organised by STIB, the customers must follow the instructions given by the staff for the smooth running of the public transport operation.
3. Customers must identify themselves using a valid identity document at the request of inspection staff.
4. Passengers must give up seats for disabled people, the elderly, pregnant women and people carrying children. They must also allow such people to board the vehicle first.
5. Anyone wishing to buy a transport ticket by cash payment must have the correct change. Staff is only required to give change under the conditions set out in the fares decree. When purchasing a transport ticket in a KIOSK, staff is not required to be able to provide change of more than €5.
6. Passengers must present and hand over their transport tickets or the EMV bank card used to pay for a transport ticket every time a member of the inspection staff requests it.
7. The bus must be accessed through the doors at the front of the vehicle, except for shuttle buses. On articulated buses you can access through all the doors except on line 12.
8. The following can be transported free of charge:

- Domestic pets that can be carried on the knees without disturbing other users;
- Guide dogs for the blind or visually impaired and assistance dogs for any person with a disability;
- Dogs accompanying police officers or inspection agents.

All other animals must have a paid transport ticket. All dogs must be kept on a lead and dogs presenting a potential danger to passengers must wear a muzzle.

9. Strollers can be transported free of charge. We kindly ask users of a foldable stroller to fold it spontaneously at busy times.

10. Bicycles and steps can be transported free of charge. The user of a folding bicycle or step is invited to spontaneously fold his bicycle or step.

V.2. Specific standards for passengers carrying a bicycle, step or other mobility device

The transport of bicycles, steps or other mobility devices on the STIB network is subject to the rules set out below:

1. Folding bicycles and steps, when completely folded, as well as other mobility devices and children bicycles are authorised on board the metro cars, trams and bus because they are considered to be packages. Point 2 below is therefore not applicable to them.

2. Passengers with a **non-folding** (or non-folded) **bicycle or step** are allowed to bring their bicycles or steps **only** on board the **low-floor metro cars and trams** (T2000, T3000 and T4000), thus exclusive of high-floor trams (7700 and 7900) and bus, every day of the year during normal operating hours **except** for work days (Monday through Friday) between 7 AM and 9 AM and between 4 PM to 6:30 PM, and this as long as doing so does not disturb other passengers.

Cyclist passengers must enter low-floor metro cars and trams exclusively by the doors indicated with a bicycle pictogram. The maximum number of bicycles allowed simultaneously on the platforms onto which these doors provide access is indicated beside the pictogram.

Once on the vehicle, passengers must hold their bicycle or step firmly at all times (with the kickstand folded up). If bicycle pictograms are present in the vehicle, they will indicate the place where cyclist passengers must stand with their bicycle. Passengers will be careful not to impede the opening, by the conductor, of the door leading from the passenger car to the driver's cabin. On trams, passengers must put their bicycle or step along the door opposite the one through which they boarded. If the configuration of a stop requires it, they will quickly move away from the door to enable passengers to either board or leave the tram. If need be, they will get off the vehicle with their bicycle or step for the time it takes passengers to get on or off.

In the event that a metro car or tram must be evacuated between two stations, the passenger must leave its bicycle or step behind. They can pick up their bicycle or step on the platform of the nearest station or at the STIB lost and found office after the event.

3. Cyclo-sharing vehicles, within the meaning of the Ordinance of 29 November 2018 on the use of modes of shared transport in a free fleet as an alternative to the car (e.g. shared bicycles and steps, available in a free fleet), as well as tandems, bicycles with auxiliary motors (except bicycles with electric pedalling assistance) and bicycles with a trailer are excluded from the present rules and are forbidden on the premises, on metros, trams and bus at all times.

4. It is expressly noted that passengers carrying a bicycle or step never have priority over other passengers and that courtesy is a must. In any event, the conductor and station, management and control staff will decide whether a bicycle or step can be brought on board (notably when the vehicle is too full, since the bicycle or step can bother other passengers).

In order to enter in metro premises and gain access to a metro car or tram, cyclist passengers must be in possession of a valid Ticket as soon as they enter a paying zone. Their bicycle or step will be transported free of charge.

It is strictly forbidden to ride a bicycle on metro or pre-metro premises, whether by bicycle or by means of a mobility device, except for those used by persons with reduced mobility.

In order to use the escalators with their bicycles or steps, the passengers must follow all general safety rules for their use as shown in the pictograms on or near them. Passengers taking an escalator with their bicycle or step must pay special attention to the following rules:

- They cannot be on their bicycle or step and must hold at their side
- They must position themselves in such a way as to ensure their stability and that of the bicycle or step, preferably by holding the escalator handrail with one hand and the bicycle or step with the other. The wheels of the bicycle or step must be on the steps; it is forbidden to carry the bicycle or step;
- They must stand in such a way as to keep the bicycle or step away from walls (notably skirting boards where sensitive equipment is located) and they must be careful how the pedals are positioned with respect to the walls and skirting boards
- As a responsible User, they must make sure that there is enough space - and no other users nearby - both in front and behind them.

Elevators in certain metro stations are accessible to bicycles if they are of the right size. These elevators have a blue "bicycle" pictogram. In any event, cyclist passengers must give way to other passengers without impeding their movement.

5. As mentioned in point V.1, it is strictly forbidden to leave bicycles or any other mobility device (step or other) unattended or to store them in the STIB infrastructure in places other than those expressly provided for this purpose, as these bicycles and mobility devices may hinder free passage.

At no time may a deposit contract be created between the STIB and the person who abandons the bicycle or mobility device. The STIB reserves the right to have them removed in order to clear the way. The STIB

declines all responsibility in case of damage or loss. Violation of the prohibition will give rise to the payment of a surcharge either when the facts are established or when the means of transport is returned to its owner.

6. Cyclist passengers or passengers equipped with a mobility device and/or the person who has civil liability for an under-age person commits to responding to any complaints that may be made by another passenger or STIB as a result of bodily or material damage caused by a bicycle or mobility device . Likewise, cyclist passengers or passengers equipped with a mobility device waive all recourse toward STIB, its staff and the Brussels-Capital Region (unless there is wilful representation or serious fault) for any accidents whatsoever that might occur as a result of bicycle use or use of the mobility device on the infrastructure of STIB.

V.3. Specific standards for passengers with reduced mobility

Access to the bus network for people in wheelchairs is based on two factors: the use of suitable vehicles and the accessibility level at each stop. Thus, every line cannot be accessed by people in wheelchairs.

STIB evaluates and communicates the accessibility levels of stops to both its users and its staff. Customers must decide for themselves the level of accessibility that meets their needs.

A map of accessible stops is available on the Internet site via the [following link](#), in the vehicles and at stops. Drivers/conductors are not authorized to use their vehicle's special equipment at stops that are designated as inaccessible. The classification method used for stops is available on request.

For further information, the guide for passengers with reduced mobility is available [here](#).

VI. COMPLAINTS, FORCE MAJEURE, LIABILITY & APPLICABLE LAW

VI.1. Notification of grievances and complaints

Any user grievance or complaint must be sent to STIB in writing within thirty (30) calendar days from the moment the user became aware or should reasonably have become aware of the fact of the grievance or complaint. Once this deadline has passed, the grievance or complaint shall be considered inadmissible.

VI.2. Force Majeure

STIB can in no way be held liable in the event that the public transport service cannot be provided in whole or in part for reasons beyond its control, for example, in the event of measures taken by the authorities. Except in cases of gross negligence or wilful misconduct, it shall also not be liable for the detrimental consequences of events such as fire or flood, strike, riots, pandemics or epidemics, breakdowns, technical problems or interruptions even temporary and for whatever reason, or with regard to the issuing of transport tickets, an interruption in Belgian or foreign telecommunication services or postal services.

In the event of force majeure, STIB may and without prior notice partially or fully suspend its services. Such an interruption cannot, under any circumstances, give rise to an entitlement to compensation on the part of the user. STIB shall attempt to inform users of interruptions within a reasonable timeframe and also endeavour to limit the duration of such interruptions as much as possible.

VI.3. STIB liability (excluding accidents and injuries)

STIB can only be held liable with regard to users (excluding accidents and injuries) if it has committed an act of gross negligence or wilful misconduct in the performance of its duties. If this act causes a cancellation, delay or any disruption to the user's journey, the maximum compensation that could, if appropriate, be granted by STIB is calculated at a flat rate at the value of one journey, for which STIB can make payment in kind or equivalent to the exclusion of any other direct or indirect compensation. In the other cases, compensation for any material damage caused to the user by STIB cannot exceed a maximum amount of 150 EUR.

Minors travel under the responsibility of their parents or guardian. In addition, for safety reasons, children under the age of 6 cannot travel alone and must be accompanied by a person at least 12 years of age. The STIB declines all responsibility in this respect and reserves the right to call the police and/or social services to take charge of a child under the age of 6 who is alone in the STIB's facilities.

VI. 4. STIB liability in the framework of its activities of private security

STIB, registered with the Crossroads Bank for Enterprises under number 0247.499.953, is insured against bodily injury or material damages occurring in the exercise of its private security activities. The affected persons may address themselves directly to the insurance company Ethias, Rue des Croisiers 24, 4000 Liège. The insurance policy number is 45.311.755.

VI. 5. Applicable law

Any dispute between STIB and a user is judged in accordance with Belgian law.