

I. 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 of 4 December 2014 amending the price for the passenger transport on the urban and regional transport network of the Brussels-Capital Region.

The objective of this document 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 this document unreservedly. STIB may modify this document 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. Under no circumstances can users invoke the provisions of this document to exempt themselves from their legal and regulatory obligations, which take precedence over the content of this document in case of contradiction.

In case of contradiction between this document and a legal or regulatory provision, in particular the decree of the Government of the Brussels-Capital Region of 13 December 2007 or the decree of the Government of the Brussels-Capital Region of 4 December 2014 mentioned above, the legal or regulatory provision prevails.

II. GLOSSARY

For the purposes of this document:

- Online purchases: are the web pages that are used to purchase transport tickets and MOBIB cards.
- Magnetic card: is the ticket with an anonymous magnetic strip that holds just ticket information (no season ticket information).
- 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).
- Connection: is a change of vehicle during a journey.
- 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.
- 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 from another operator are the same as those applicable for a STIB MOBIB card when using the STIB network. When using another transport operator's network, the customer agrees to comply with this operator's conditions of carriage, regardless of which transport operator issued the MOBIB card. The conditions of carriage are available from every transport operator
- Line: is the route of a bus, tram or metro line from terminus to terminus.
- Ticket validation machine: is a device used to validate magnetic cards.
- Public transport operator: STIB, De Lijn, TEC and SNCB.
- STIB network: is all the bus, tram and metro lines operated by STIB and the facilities that it manages.
- Contactless ticket: is a disposable anonymous ticket with an integrated electronic chip valid for three year from the date of purchase and which holds just ticket information (no season ticket information).
- 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 III and in the laws and regulations in force, particularly the Government decrees setting the fares for transport 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.

- Validation: inserting a magnetic card in a ticket validation machine or presenting a contactless transport ticket, a MOBIB or a MOBIB Basic 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 contactless MOBIB, MOBIB Basic cards or tickets.
- Journey: use of the vehicles and facilities of one (or several) public transport operator(s) during a period and radius determined by the validity of the transport ticket used for this purpose, validation of the final connection can be made up to 59 minutes included after the first validation and authorises the passenger to complete the journey in the same vehicle to the terminus of the line.
- Passenger or user: is a physical person who uses the urban public transport service operated by STIB in the Brussels-Capital Region.

III. TRANSPORT TICKETS AND FARES

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, etc. For each transport ticket these characteristics are identified in the description given in this document. 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).

All users of the STIB network must have a valid transport ticket. By exception, children under the age of 6 travel free as long as they are accompanied by an adult with a valid transport ticket and this adult is not travelling with more than 4 children under the age of 6. The price of a transport ticket for one (1) journey must be paid for every additional child.

III.1. Transport tickets

The following tickets exist:

- Jump 1 or 10 journeys
- Jump 5 journeys
- STIB-MIVB 1 journey



- STIB-MIVB 24h
- Jump 24, 48 or 72h
- JUMP Return trip
- School group
- STIB season ticket
- Season ticket PRRB
- Season ticket
- School season ticket
- MTB school season ticket
- J season ticket
- MTB season ticket
- 65+ season ticket
- 65+ PRRB season ticket
- 1 journey/10 journeys BUS Airport
- STIB season ticket + Airport Line surplus
- Blind person or visually impaired + free guide
- Patriotic reasons + guideTaxibus fare

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. Users must 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 tram. In underground metro and pre-metro stations, users must validate their transport tickets in the inspection areas. Users must present their transport tickets on request to a member of STIB's inspection staff acting in the course of their duties. Users in possession of a personalised MOBIB card must prove their identity on request to any member of STIB's inspection staff acting in the course of their duties.

The removal of a transport ticket from the list of transport tickets above does no longer mean that this ticket can no longer be used, but that it is no longer sold. The ticket itself has its own validity period:

Three years for the tickets (Jump, Jump 24h-48h-72h, ...); A specific time for each season ticket, without exceeding the original due date of the season ticket.

When a transport ticket is removed, it remains valid until the due date of its validity period. Not finding a particular transport ticket in the list that you have bought, does not mean that you can't use it on the STIB network anymore: you can use it as long as its validity period is not exceeded.

The tickets information sold on a magnetic medium will no longer be commercialised as from 1 February 2016. On 30 June 2016, it will no longer be possible to use them. It will be possible to exchange the unused tickets information on magnetic cards either against contactless tickets (valid only on the STIB network) or against a MOBIB (or MOBIB Basic)* until 31 January 2019. The exchange points will be published on the website of STIB.

*In this case, the MOBIB card will be sold at the current rate.

Jump 1 or 10 journeys:

- Number of journeys: 1 or 10 journeys depending on the ticket purchased.
- Geographical area: the Jump area, i.e. (i) the entire STIB network (except the Bourget-Brussels Airport section) with the possibility to change lines, (ii) the TEC and De Lijn urban networks in the Brussels-Capital Region and (iii) the SNCB rail network in the Brussels-Capital Region.
- Medium: MOBIB or MOBIB Basic card.
- Customers: All customers.

Jump 5 journeys:

- Number of journeys: 5 journeys.
- Geographical area: the Jump area, i.e. (i) the entire STIB network (except the Bourget-Brussels Airport section) with the possibility to change lines, (ii) the urban and suburban networks of TEC and De Lijn in the Brussels-Capital Region and (iii) the SNCB rail network in the Brussels-Capital Region.
- Medium: MOBIB or MOBIB Basic card.
- Customers: All customers.

STIB-MIVB 1 journey:

- Number of journeys: 1 journey.
- Geographical area: the entire STIB network (except the Bourget-Brussels Airport section) including connections during 60 minutes after the first validation.
- Medium: contactless ticket.
- Customers: All customers.

Jump 24h, 48h or 72h:

- Number of journeys: unlimited number of journeys over a 24, 48 or 72 hour period depending on the selected duration and starting from the first validation on the STIB network.
- Geographical area: the Jump area, i.e. the entire STIB network (including the Bourget-Brussels Airport section) with the possibility to change lines, (ii) the TEC and De Lijn urban networks in the Brussels-Capital Region and (iii) in 2nd class on the SNCB rail network in the Brussels-Capital Region.
- Medium: MOBIB or MOBIB Basic card.
- Customers: All customers.

JUMP Return trip:

- Number of journeys: 2 journeys, the 2nd journey being made within a maximum of 24 hours from the first validation of the first journey.



- Geographical area: the Jump area, i.e. the entire STIB network (except the Bourget-Brussels Airport section) with the possibility to change lines, (ii) the TEC and De Lijn urban networks in the Brussels-Capital Region and (iii) in 2nd class on the SNCB rail network in the Brussels-Capital Region.
- Medium: MOBIB or MOBIB Basic card.
- Customers: All customers.

STIB-MIVB 24h

- Number of journeys: an unlimited number of journeys valid for 24 hours after the first validation.
- Geographical area: the entire STIB network (including the Bourget-Brussels Airport section) with the possibility to change lines.
- Medium: contactless ticket.
- Customers: All customers

School group:

- Number of journeys: an unlimited number of journeys can be made during one day starting from the first validation of the first journey until the end of service.
- Geographical area: the entire STIB network (except the Bourget-Brussels Airport section).
- Medium: MOBIB Basic card.
- Customers: pupils and students of preschools, primary and secondary schools under 18 years old travelling with one or two chaperones from the school in question or young people under 18 years old travelling for educational or leisure activities. The school card is valid for 30 people maximum, including two (2) adult chaperones maximum.

STIB season ticket:

- Number of journeys: an unlimited number of journeys can be made over 1 or 12 months depending on the selected duration, from the season ticket start date set by the user on purchase.
- Geographical area: the entire STIB network (except the Bourget-Brussels Airport section).
- Medium: MOBIB card.
- Customers: All customers.

PRRB season ticket:

- Number of journeys: an unlimited number of journeys can be made over 1 or 12 months depending on the selected duration, from the season ticket start date set by the user on purchase.
- Geographical area: the entire STIB network (except the Bourget-Brussels Airport section).
- Medium: MOBIB card.
- Customers: people up to 64 years old (included) with a PRRB status recognised by the health insurance funds. Required document: Electronic Identity Card (eID).

S season ticket:



- Number of journeys: an unlimited number of journeys can be made over 12 months, from the season ticket start date set by the user on purchase.
- Geographical area: the entire STIB network (except the Bourget-Brussels Airport section).
- Medium: MOBIB card.
- Customers: people, including those over 65 years old, who are domiciled in one of the 19 municipalities of the Brussels-Capital Region and, together with their beneficiaries, are dependent on one of the 19 Brussels CPAS (public social services centres) for a social integration income or an equivalent to social benefits. Required document: Electronic Identity Card (eID).

MTB season ticket:

- Number of journeys: an unlimited number of journeys can be made over 1 or 12 months depending on the selected duration, from the season ticket start date set by the user on purchase.
- Geographical area: (i) the entire STIB network (except the Bourget-Brussels Airport section), (ii) the TEC and De Lijn urban networks in the Brussels-Capital Region and (iii) in 2nd class on the SNCB rail network in the Brussels-Capital Region.
- Medium: MOBIB Card.
- Customers: All customers.

Preferential fares: see the price grid under point 3.2

School season ticket:

- Number of journeys: an unlimited number of journeys can be made over 12 months, from the season ticket start date set by the user on purchase.
- Geographical area: the entire STIB network (except the Bourget-Brussels Airport section).
- Medium: MOBIB card.
- Customers: Students between 12 and 24 years old (included)
Students between 12 and 24 years old (included) who are part of a family of 2 or more children, benefit from a specific fare profile allowing them to travel on the STIB network at a discounted rate (except the Bourget-Brussels Airport section) during 12 months. For families with 2 children, the discount is applied on the purchase of the 2nd season ticket (purchased after 1 February of the current year) upon presentation of a family composition (dated after 1 February of the current year) where the child appears as the son, daughter, step-son or step-daughter of the head of the household, the spouse or the legal cohabitant; for any other situation a certificate of placement issued by the judge must be presented.
The 1st season ticket purchased within the family from 1 February of each year shall be considered as the "1st season ticket" and shall be sold at the price set for the 1st child. Then, until 31 January of the following year, additional season tickets purchased within the family will benefit from the 2nd and 3rd season ticket fares.
Students over 18 years at the time of purchase who are enrolled in a secondary or higher education establishment in Belgium, need to prove that they follow full day courses (minimum 20 hours spread over 4 days/week) or evening courses (minimum 9 hours spread over 3 days/week) by means of a school certificate for the current academic year that is duly completed by the school

establishment. These documents can only be completed by a Belgian secondary or higher education school. Only the documents required by STIB certify the client's status as a student.

MTB school season ticket:

- Number of journeys: an unlimited number of journeys can be made over 12 months, from the season ticket start date set by the user on purchase.
- Geographical area: the entire STIB network (except the Bourget-Brussels Airport section), the TEC and De Lijn urban networks in the Brussels-Capital Region and in 2nd class in the Brussels zone of the SNCB network.
- Medium: MOBIB Card.

- Customers: Students between 12 and 24 years old (included)

Students between 12 and 24 years old (included) who are part of a family of 2 or more children, benefit from a specific fare profile allowing them to travel on the STIB network at a discounted rate (except the Bourget-Brussels Airport section) during 12 months. For families with 2 children, the discount is applied on the purchase of the 2nd season ticket (purchased after 1 February of the current year) upon presentation of a family composition (dated after 1 February of the current year) where the child appears as the son, daughter, step-son or step-daughter of the head of the household, the spouse or the legal cohabitant; for any other situation a certificate of placement issued by the judge must be presented.

The 1st season ticket purchased within the family from 1 February of each year shall be considered as the "1st season ticket" and shall be sold at the price set for the 1st child. Then, until 31 January of the following year, additional season tickets purchased within the family will benefit from the 2nd and 3rd season ticket fares.

Students over 18 years at the time of purchase who are enrolled in a secondary or higher education establishment in Belgium, need to prove that they follow full day courses (minimum 20 hours spread over 4 days/week) or evening courses (minimum 9 hours spread over 3 days/week) by means of a school certificate for the current academic year that is duly completed by the school establishment. These documents can only be completed by a Belgian secondary or higher education school. Only the documents required by STIB certify the client's status as a student

J season ticket:

- Number of journeys: an unlimited number of journeys can be made from the date of the season ticket until the day before the 12th birthday of the child in question, the date on which the season ticket automatically expires.
- Geographical area: the entire STIB network (except the Bourget-Brussels Airport section).
- Medium: MOBIB Card.
- Customers: children between 6 and 11 years old (included).

65+ season ticket:

- Number of journeys: an unlimited number of journeys can be made over 12 months, from the season ticket start date set by the user on purchase.



- Geographical area: the entire STIB network (except the Bourget-Brussels Airport section).
- Medium: MOBIB card.
- Customers: people 65 years old and over.

Special fare conditions (see the price grid under point 3.2 below):

65+ PRRB season ticket: 65+ season ticket issued under the following conditions:

- Customers: people 65 years old and over with a PRRB status recognised by the health insurance funds.
- Required document: Electronic Identity Card (eID).

1 journey/10 journeys BUS Airport:

- Number of journeys: 1 or 10 journeys depending on the ticket.
- Geographical area: the entire STIB network (including the Bourget-Brussels Airport section) with the possibility to change lines.
- Medium: MOBIB or MOBIB Basic card / contactless ticket (only 1 journey Airport Line).
- Customers: All customers.

STIB season ticket + Airport Line surplus

- Number of journeys: an unlimited number of journeys can be made over 1 month from the season ticket start date set by the user on purchase.
- Geographical area: the entire STIB network (including the Bourget-Brussels Airport section) with the possibility to change lines.
- Medium: MOBIB card.
- Customers: All customers.

Taxibus fare:

- Number of journeys: 1 Journey
- Geographical area: the entire STIB network, using a STIB Taxibus.
- Medium: Contactless ticket.
- Customers: Only on request by people with reduced mobility on presentation of either (i) a valid certificate issued by the FPS Social Security, (ii) or a "National public transport discount card", (iii) or a SNCB "Free Carer" card.

III.2. Fares

Fares for the transport tickets issued by STIB are as [follows](#).

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

Users using personalised transport tickets agree to inform STIB immediately of any change of address.

III.3. Season ticket refunds

Only annual season tickets can be subject to a refund request.

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 post. The amount to be refunded by STIB shall correspond to the amount paid on the purchase of the ticket minus:

- the cost of a corresponding monthly season ticket in force on the season ticket start date multiplied by the number of months of use (rounded up). For school passes, depending on the case, the cost of the monthly STIB or monthly MTB in force on the season ticket start date shall be taken into account. The refund shall always be made in relation to the price of the cheapest season ticket of the family concerned.
- administrative charges of 10.00 (ten) euros.

In order to refund a season ticket, STIB must be in possession of the MOBIB card containing the season ticket to be refunded.

III.4. Conditions of use for transport tickets

a. General conditions of use

Users must present their transport tickets on request to a member of STIB staff acting in the course of their duties. 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.

If the user fails to comply with the above rules or in the event of fraudulent use of a transport ticket or failure to pay, STIB reserves the right to seize the transport ticket, refuse the user access to its facilities and vehicles and refuse the user the right to use the transport tickets in his possession for a period, without prejudice to other sanctions provided by this document or the applicable regulations.

b. Specific terms 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, this document and the applicable regulations.



For cards issued before 01/11/2012, a security deposit is paid at the latest when the card is delivered to the user. The MOBIB card and the data it contains remain the property of STIB. The card's holder has five user rights in return for the fee for this card, each for a duration of one year. The price for these user rights and the security deposit is 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. Payment is made in the following way: the price is deducted annually in advance from the amount given as a security deposit for the use of the card. After five years, use of the card is free of charge.

For any new MOBIB card issued after 01/11/2012, the administrative fee charged to the customer will be debited by STIB at the 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 administrative fees must be paid in full and immediately when the card is issued. MOBIB cards issued after 01/11/2012 and the data they contain remain the property of STIB.

Above ground, the MOBIB card must be validated every time the user boards or connects to a bus or tram. At metro and pre-metro stations, users must validate their MOBIB cards at the automatic turnstiles. 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.

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 (in accordance with the price grid applicable on that date). Duplicates issued after 01/11/2012 are non-refundable.

The MOBIB card has an estimated life span of at least five years. In the event of a technical malfunction in the first five years of use, users can request a replacement free of charge. Replacement of the card after this period shall be subject to administrative fees charged to the customer at the 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.

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.

In the event that a MOBIB card holder voluntarily returns a card issued prior to 01/11/2012, the user can ask for a refund of a portion of the amount paid under the following conditions: this portion shall be four fifths of the amount paid if the card is returned in the first year, three fifths of the amount paid if the card is returned in the second year, two fifths if the card is returned in the third year and one fifth if the card is returned in the fourth year, if the card is returned in the fifth year or later, there will be no refund. A card issued after 01/11/2012 is non-refundable if it is returned.



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,
- it is non-refundable.

IV. STANDARDS OF BEHAVIOUR OF USERS

When using the public transport service operated by STIB, users must comply with the following standards of behaviour, without prejudice to the legal and regulatory requirements that are imposed on them when they use public transport in the Brussels-Capital Region, or the standards of manners and decorum which apply to everyone in society.

Failure to comply with such standards of behaviour may result in the payment of surcharges as lump-sum compensation as well as the payment of administrative fines in accordance with the Order of 22 November 1990 on the organisation of public transport in the Brussels-Capital Region and its implementing decrees.

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 as defined in the Decree of the Government of the Brussels-Capital Region of 13 December 2007 establishing certain operating conditions for public transport in the Brussels-Capital Region, without being in possession of a valid 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 the Company's authorisation;
10. beg, hawk or conduct any other activity without the Company'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;
15. activate the escalator or lift stop unnecessarily;
16. throw or drop any object that could:
 - o injure or scare
 - o 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:
 - o injure or expose to danger;
 - o soil, disturb or inconvenience people;
19. disturb the peace or disturb or upset the people present:
 - o by being in an obviously intoxicated state;
 - o by being in an obviously unclean state;
 - o through unwanted physical contact;
 - o through offensive, immoral or threatening words or actions;
 - o by using mobility scooters, with the exception of those used by people with reduced mobility;
 - o by disrupting people boarding or disembarking;
 - o by preventing access and exit to/from the infrastructure exits or escalators;
 - o 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.

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 must have the correct change. Staff is only required to give change under the conditions set out in the decrees establishing the price of transport tickets.

Anyone who does not have money or the right change must inform the driver, or if at a station, the counter staff. In this case, they may obtain a replacement document and must follow the procedure mentioned therein by the Company. When purchasing a transport ticket on board of a vehicle, the driver is not required to be able to provide change of more than €5.

6. Passengers must present and hand over their transport tickets every time a member of the inspection staff requests it.

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 for the buses 12 and 21.

7. 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.

8. Foldable strollers can be transported free of charge. They must be folded at busy times.

9. The transport of bicycles on the STIB network is subject to the regulations in the Bicycle guide for passengers:

Bicycle guide for passengers

Cyclists are allowed to bring their bicycles on board **low-floor metro cars and trams** (T2000, T3000 and T4000) every day of the year during normal operating hours, as long as doing so does not disturb other passengers. However, bicycles are **strictly forbidden** on metro cars and trams on work days (Monday through Friday) between 7 AM and 9 AM and from 4 PM to 6:30 PM.

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 and on metros and trams at all times. Under-age cyclists who bring their bicycle into a station or bring it onto a metro car or tram do so under the responsibility of their parents or legal guardians. In addition, children under 14 must travel with a person 18 or older. When completely folded, folding bicycles are not included in the present rules because they are considered to be packages. It is expressly noted that cyclist passengers 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 can be brought on board (notably when the vehicle is too full, since the bicycle can bother other passengers).

In order to circulate on 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 will be transported free of charge.

It is strictly forbidden to ride a bicycle on metro premises. Cyclist passengers who want to use the escalators 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 must pay special attention to the following rules:

- They cannot be on their bicycle and must hold it at their side
- They must position themselves in such a way as to ensure their stability and that of the bicycle, preferably by holding the escalator handrail with one hand and the bicycle with the other. The wheels of the bicycle must be on the steps; it is forbidden to carry the bicycle
- They must stand in such a way as to keep the bicycle 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. 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, cyclist passengers must hold their bicycle 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.

Cyclist 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, cyclist passengers must put their bicycle 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 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 cyclist passenger must leave their bicycle behind. They can pick up their bicycle on the platform of the nearest station or at the STIB lost and found office after the event.

Cyclist passengers 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. Likewise, cyclist passengers 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 on premises and vehicles managed by STIB.

Equipment for the disabled

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.

Customers must decide for themselves the level of accessibility that meets their needs. STIB evaluates and communicates the accessibility levels of stops to both its customers and its staff. A map of accessible stops is available on the Internet site, 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.

V. COMPLAINTS, FORCE MAJEURE, LIABILITY & JURISDICTION

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.

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, 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.

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.

4. Competent jurisdiction and applicable law

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

VI. PROTECTION OF PRIVACY

The personal data provided by users (through the MOBIB form or remote electronic transmission of data on the MOBIB card or the card issued by an operator other than STIB) is stored in the STIB files.

STIB is responsible for processing such data and may be contacted via its Customer Care department, the contact details of which are given below. Data is processed for the following purposes:

1. manufacture, distribution and use of the MOBIB card;
2. conclusion and management of transport contracts (including customer service);
3. measurement of the changing profile of public transport customers (statistics through coded or anonymous data);
4. combating fraud;
5. targeted mailing of a sales promotion and/or newsletter as part of direct marketing activities.

STIB or its subcontractors may be required to perform processing operations that are not yet included in the above list. In this case, STIB shall re-contact the users before it can use their data in order to inform them of the planned changes and give them the opportunity, where appropriate, to refuse this re-use.

Answers in the fields of the MOBIB form preceded by two asterisks are not compulsory and failure to provide a response to these has no bearing on the granting of the MOBIB card.

Data may be sent to other natural or legal persons contractually linked to STIB as subcontractors (e.g. card manufacturers) in compliance with Art. 16 of the Law of 8 December 1992 on the Protection of Privacy. 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 Law of 8 December 1992 on the Protection of Privacy with regard to personal data, users of STIB's services have the right to oppose any processing of their data for direct marketing purposes free of charge, the right to access information about them and a right to correct such data. If they wish to exercise these rights, they must contact STIB at the following address: STIB, Customer Care, Rue Royale, 76, 1000 Brussels.