

TRAVEL CONDITIONS

City of Szeged for local, scheduled public transport vehicles

I. Important information:

The scope of the Travel Conditions and the relevant legislation in the administrative area of the City of Szeged with County Rank, on behalf of the Municipality of Szeged City of County Rank, to local public transport service companies, Szegedi Közlekedési Kft., VOLÁNBUSZ Zrt. and Szegedi Környezetgazdálkodási Nonprofit Kft. (hereinafter: Service Provider), as well as to service users (hereinafter: Passenger).

These Travel Conditions - based on other, higher legislation and subject to the conditions set out therein - regulate the obligations and rights of the Passenger and the Service Provider when using Szeged's local, scheduled and public transport services.

Additional conditions are also contained in the General Terms and Conditions of Service Providers, which also apply.

These Travel Conditions in the unified urban timetable publication; displayed on the Service Providers' website, posted in their official premises and ticket offices; and displayed on all vehicles put into service by the Service Provider - at least one place per vehicle (wagon).

II. Entry into force and effect of the Passenger Transport Agreement:

By declaring their intention to provide or use the service (by putting the vehicle into service, as well as the passenger boarding the vehicle running according to the current schedule at the designated place, intending to travel,), the Parties declare that they have read and accept these Travel Conditions – which form an integral part of the transport contract – and their contents as binding on themselves. At the same time, with this implied conduct, a passenger transport contract enters into force between the parties, on the basis of which the Passenger is entitled to use the passenger transport service offered by the Service Provider - in compliance with the Travel Conditions.

The Service Provider may withdraw from the performance of the above-mentioned contract through the Driver representing him on the given vehicle and by his immediate decision if the Passenger intending to conclude the contract violates the Travel Conditions in a visible way, in particular: endangers the safety of the service of public interest (transport); refuses to pay the fare specified in the tariff, to validate the ticket entitling them to travel, to present a valid pass/travel- or discount card and a card suitable for identifying the person.

The Passenger Transport Agreement concluded between the Passenger and the Service Provider is effective from the time of boarding and leaving the local scheduled vehicle.

III. Use of public transport vehicles, right to travel:

1. Use of vehicles

The travel service must be paid for in advance or purchased immediately after boarding without any special notice. Vehicles can be boarded with a single-use pre-purchased ticket, a discounted line ticket (10 collective ticket blocks), as well as a time-based ticket (60-minute ticket, 24-hour ticket, 72-hour ticket, discounted student group 24-hour ticket, "Boulevard day ticket", "Additional Boulevard daily ticket exchanged for paid parking in public areas", 5/30 day ticket), with a valid travel pass or other proof of travel entitlement, you will be entitled to travel, which can be paper or electronic. When boarding the Service Provider's vehicle, it is also possible to purchase a ticket from the driver or a validated ticket from the on-board ticket vending machine located on the vehicles – using contactless payment devices (e.g. bank card, mobile phone, etc.). The price of a ticket purchased in this way is higher than the price of a paper ticket purchased in advance. If the purchase at the on-board ticket machine is

unsuccessful, the Passenger is obliged to purchase a ticket immediately from the driver. **Only higher price driver tickets can be purchased in cash from the driver.**

Passengers boarding on the Service Provider's local public transport vehicles (except trams) with an unvalidated ticket are obliged to board at the front doors or at the doors marked with a pictogram with a stroller and are obliged to validate the tickets with the ticket validation device placed there, using an Aztec (QR) code. Exceptions to the ticket validation obligation upon boarding are the pre-purchase validated time-based or single use tickets purchased from an on-board ticket machine or tickets validated at the first time of travel, or time-based tickets validated in advance at the time of purchase.

If the driver opens only the front door at a stop, the front door shall be designated for boarding. Upon boarding, paper or electronic passes, valid travel passes, previously validated time-based tickets or contactless means of payment must be presented without special request from the driver, as well as paper or electronic line tickets, unhandled pre-emption time-based tickets must be validated immediately after boarding, or tickets must be purchased from the on-board ticket machine using contactless means of payment. Tickets used for the journey shall be preserved until it's completion. For landing, use must be made of the rear doors, which, in the case of the front-door take-off policy, open with a delay.

Upon arrival of the vehicle's final destination, passengers must leave the vehicle for safety reasons.

Strollers, mobility aids, bicycles can only be boarded and disembarked from vehicles – if necessary by requesting the assistance of the driver – at the door indicated by the pictogram.

The passenger must indicate his intention to disembark when approaching the stopping point, at a distance in time sufficient for the vehicle to be brought to a safe stop without sudden braking, without endangering the physical integrity of the passengers or other road users, using the signalling device provided for that purpose.

Without any type of line ticket, time-based ticket, valid pass, travel pass or proper proof of travel entitlement, as well as a Passenger intending to purchase a ticket using contactless means of payment, upon not boarding at the front door or at a door nearest to the on-board ticket machine, he or she waives the possibility of purchasing a ticket in the vehicle and during an inspection immediately following boarding - the person is considered to be an unauthorised user.

Anyone may travel on local regular services with the following exceptions and conditions:

- a. trip must not involve an infectious patient.
- b. Children under 6 years of age and helpless people must be accompanied by an escort.
- c. Children and helpless people accompanied by escorts shall be accommodated in vehicles (sitting or standing), supervised and behaved in accordance with the conditions for their safe journey. The accommodation and supervision of infants transported by stroller is also always the responsibility of the attendant, with the addition that the accompanying person also decides whether to transport them in the stroller or in their lap. Instrollers, small children can only be transported when the stroller is fixed and the child is buckled in. The stroller must be secured against movement even if the child is not travelling in it.
- d. Disabled people and passengers with reduced mobility may travel secured in a designated area for mobility equipment.
- e. reasons for excluding travel or necessitating an escort referred to in points 1 to 2 shall not be examined by the crew of the vehicle. If the passenger nevertheless boards the vehicle for one of these reasons (e.g. concealing the cause, deceiving the driver or others), the resulting damage suffered and caused to a third party or the Service Provider shall be borne by himself, his caretaker, guardian, etc.

May be excluded from travel

- *a person who is drunk or intoxicated,*
- *who behaves scandalously or for other similar reasons is at the expense of fellow passengers,*
- *who fails to comply with the travel conditions and relevant regulations.*

For accident-free travel and safe vehicle movement

It is forbidden:

- get on or off the vehicle after the audible departure warning signal sounds, preventing the doors from closing in any way,
- pressing the "alarm" unreasonably,
- leaning out of vehicle windows, giving or throwing objects inside or outside ,
- bend or stretch beyond the vertical plane marked by the barrier or defined by the border of the stopping point at designated stops adjacent to the lanes of traffic, into general traffic routes; stepping from stopping points in front of an approaching vehicle, leaning over, reaching out , endangering the safety of both public and "general" traffic,
- sell anything or place an advertisement on vehicles, stops, without official – service provider or municipal – permission,
- arbitrarily open the ticketing device and the on-board ticket machine providing contactless means of payment, exposing them to unreasonably strong mechanical effects (punches, jerks),
- cause damage to station information and timetable notices,
- smoking on board at the vehicle and at stopping points (smoking cigarettes, cigars, pipes, ecigarettes),
- operate any appliance audibly by others,
- eating in the vehicle, drinking alcoholic beverages and hallucinogens,
- getting on a vehicle with coned ice cream, opened popsicle to travel, or consume it while travelling,
- boarding the vehicle in roller skates,
- travel with polluting clothing and hand luggage causing pollution.

If the Passenger's conduct hinders regular traffic and the Service Provider suffers damage as a result, it shall be passed on to the Passenger.

Any person who causes damage or abnormally contaminates buses, trolleybuses, trams, passenger facilities, including stop signs and poles and timetable notices, or their furnishings and fittings, shall be obliged to reimburse the costs of cleaning, washing, restoration or replacement.

In order to protect equipment, devices, passengers, the life and physical integrity of the service provider's employees and agents and the national property in a place open to public traffic, at the stop, in the interior of public transport, in the area of its vehicles, the service provider is entitled to conduct surveillance through an electronic security technology system, to take video recordings during surveillance and to manage the image recordings made. The recordings can only be accessed by courts and authorities.

1. Travel conditions:

You are entitled to unlimited free travel:

- child under 14 years of age
The child is entitled to the exemption until the last day of the month in which the child reaches the age of 14. To travel free of charge, it is necessary to present a valid ID card or student ID card of the child on board in the vehicles.
- a blind person who has a valid photo card of the Hungarian Association of the Blind and Partially Sighted or receives personal allowance for the blind, on the basis of a certificate to this effect, and one person accompanying the person travelling with the recipient.
- a person with a hearing impairment who holds a valid photo card from the National Association of the Deaf and Hard of Hearing and one accompanying person travelling with the holder.
- a person for whom or for whom his/her parent or dependant receives a higher amount of family allowance, on the basis of an official certificate issued by the National Directorate General for Pension Insurance or the Hungarian State Treasury (proof of entitlement requires the presentation of an identity card), and one person accompanying the recipient.
- a person receiving disability support, on the basis of an official certificate issued by the Directorate General of National Pension Insurance or the Hungarian State Treasury (proof of eligibility requires the presentation of an identity card), as well as one person accompanying the recipient.
- An employee of the National Ambulance Service is entitled to travel free of charge upon presenting a serial numbered service card equipped with a photo and a valid holographic validation stamp together with a valid identity card.

Person over 65 years of age (regardless of status or nationality) **Proof of eligibility:**

- Identity card or any other personally identifiable document.
- Certificate from the pension disbursing body and any other personally identifiable documents.
- Proof of conditions and identification document.
- the crippled war veteran and the war widow on presentation of the war care card and identity card, and the escort of the crippled war veteran (one person) if the beneficiary needs an escort and it is included in his war care card.
- family member of a war disabled person of at least 75% disability, with proof of eligibility and identity.

Exchange and validity of tickets, season tickets and travel passes:

When purchasing a ticket from the driver, the price of the purchased ticket(s) must be accurately calculated. The Driver is not obliged to exchange currency when selling the ticket(s). In this case, upon a ticket inspection, the passenger without a ticket / season ticket may not invoke his intention to purchase with high-denomination funds as an excuse and is using the service without authorization (may be subject to a surcharge or excluded from the trip).

It is not possible to exchange and redeem any type of line tickets, time-based tickets, even in case of damage.

The driver ticket can be purchased immediately after boarding at the front door as long as the Service Provider's vehicle is at the given stopping point.

When purchasing tickets using contactless means of payment, the ticket and time-based ticket must be purchased immediately after boarding the vehicle.

Any type of Szeged, local public transport line ticket is valid for a single journey from the pick-up point of the given line – to the terminus of Szeged local tram, trolleybus or bus line, without stopping. The line ticket is also valid on the tram-train within the administrative borders of Szeged (up to and including Rókus railway station stop) for a single journey without stopping.

But:

Due to an obstacle caused by traffic, the other end of the line ticket, without foil stripes, must also be validated on the same line when changing to an auxiliary vehicle. (In the case of a ticket "halved" by a validation device containing the line number, the ticket also entitles the ticket to travel to the final destination on an auxiliary service running on the given line.)

Any type of line ticket purchased in advance and from the driver, time-based tickets must be validated by the ticketing device at the start of the journey - immediately after boarding and purchase. Exceptions to the ticket validation obligation are tickets purchased from an on-board ticket vending machine and tickets validated in advance from a vending machine based on the customer's choice, as well as discounted student group 24-hour tickets, because they are already validated at the time of issue of the ticket during purchase, so there is no need to validate them again. A ticket purchased from an on-board ticket machine entitles you to travel from the moment of purchase, which must be kept during the journey until you leave the vehicle or, in the case of time-based tickets, until the end of the validity period.

Tickets purchased in advance and from the driver (any type of line ticket, time-based tickets) can only be used and validated until 31st of December of the year following the reference year. Unused discounted line tickets (10 collective ticket blocks) can be exchanged by paying the difference in value until 31st of December of the year following the reference year. (That is, unused discounted line tickets can be exchanged by paying the difference in value until 31st of December of the year following the year of purchase – the year printed on the ticket).

60-minute ticket validity: *

From the time of validation (day, hour minute), it gives you the right to travel for 60 minutes, and the journey started within this validity period is valid beyond its validity period without further change to the final station on Szeged local tram, trolleybus, bus and tramtrain within the administrative border of Szeged. A time-based ticket purchased in advance without validation must be validated with the timestamped ticketing device at the latest at the start of the first journey, immediately after take-off, and the time printed on it by the validation device must be verified. If the time printed on it is incorrect, this must be reported immediately to the driver. The time-based ticket can be validated from a predetermined time at the time of purchase (e.g. by setting it up at the ticket machine). A time-based ticket purchased electronically must be validated at the start of the first journey, immediately after take-off, using the validation code Aztec (QR code) on the vehicle.

The validity of a 60-minute ticket purchased on the vehicle from an on-board ticket vending machine using contactless currency (validated by an automaton) starts from the date of purchase.

Boulevard daily ticket validity: *

Daily tickets can be purchased for unlimited travel up to and including the Grand Boulevard (Vienna krt., Moscow krt., London krt., Paris krt., Roman krt., Timisoara krt.), as well as from the first stop or first stop outside the Grand Boulevard. The daily ticket is valid within the designated area on Szeged local tram, trolleybus, bus and tram-train within the administrative border of Szeged issued from the ticket vending machines of the service providers on the day of purchase. A time-based ticket purchased electronically must be validated at the start of the

first journey, immediately after take-off, using the validation code Aztec (QR code) on the vehicle.

Paid parking in public areas additional Boulevard daily ticket: *

Only valid with the purchase of a daily parking ticket. In addition to the parking day ticket, you can buy the

Up to and including the Grand Boulevard (Vienna krt., Moscow krt., London krt., Paris krt., Brussels krt., Roman krt., Timisoara krt.), as well as from the first stop or till the first stop outside the Grand Boulevard, a daily ticket can be purchased for unlimited travel, valid on the day of purchase. The public transport daily ticket can be purchased in addition to the parking daily ticket purchased in the yellow, blue or purple zone. The vehicle arriving at the yellow, blue or purple toll zone is parked within the zone and the driver can continue his journey with an additional daily ticket purchased from the vending machines of the service providers by the local public transport vehicle Szeged and within the administrative border of Szeged on the tram-train line within the designated area. A daily ticket purchased electronically, if unvalidated, must be validated at the start of the first journey immediately after take-off with the validation code on the vehicle, using the Aztec (QR code).

5/30 daily ticket validity: *

The 5/30 daily ticket includes 5 tickets valid for one day each. The 5/30 daily ticket can be purchased on any starting date, from which it can be used for 30 days. The ticket validity can only fall within the 30-day shelf life of the 5/30 day ticket. The ticket is valid on the specified day for an unlimited number of journeys on local public transport of Szeged and on tram-train lines within the administrative borders of Szeged. The 5/30 day pass can only be used by one person at a time. The individual tickets of the 5/30 daily ticket are issued together in the form of block tickets, the daily ticket tickets are only valid together with the common block ticket. The coupon of the 5/30 daily ticket selected for the same day must be validated with the timestamped ticketing device at the latest at the start of the first journey, immediately after take-off, and the time printed on it by the validation device must be checked. If the time printed on it is incorrect, this must be reported immediately to the driver. The electronically purchased 5/30 daily ticket is validated for the given day by scanning the QR code on the vehicle.

Discounted student group 24-hour ticket validity: *

The discounted group student ticket is valid for 24 hours from the indicated start time (month, day, hour, minute) on Szeged local tram, trolleybus, bus and tram-train trains within the administrative borders of Szeged. The ticket can be ordered by a certified school based in Hungary on paper or electronic form through the service provider's customer service office. If it is not clear from the name of the school that it is an educational institution, the maintainer or the financier also needs a certificate for the order. The ticket can be used by the customer travelling together with at least 10, and maximum 40 primary or secondary school students (or students visiting the school, even foreign students) after a maximum of 10 students an additional plus 1 adult accompanying person (maximum 4) is added in one vehicle (in case of a trams, it applies for one wagon) and are entitled to travel together. Students must have a valid student ID card, or foreign students must have a personal identification document, which must be presented at check.

When using the discounted group student ticket, students can present a valid student card issued in any state, or failing that, foreign students can present a photo document suitable for personal identification (identity card, passport, driver's license in card format). In case for some reason the student card of the students using it is not available (lost, or has not yet been issued, or is not issued at all because the students do not use it), or in the case of students visiting the ordering

school (student exchange programs, sports competition, etc.), the director of the educational institution may certify the student's student status, together with which the discounted group student ticket must be presented at check.

Travel of participants of sports, cultural, scientific and educational events of at least 100 people and several days in the local transport of Szeged:

Travel discounts (promotional discount) subject to approval by the Mayor of SZMJVÖ, purchased exclusively at the Public Relations Office of Szegedi Közlekedési Kft., for paper-based coupons:

- 72-hour ticket – 50% discount,
- One week pass – 50% discount, – Biweekly pass – 50% discount.

How to purchase coupons:

- The organizer of the event submits a request addressed to the Mayor of SZMJVÖ, in which he declares the target program of the event, its duration, the types and number of value coupons requested (min. 100 pieces), no later than 30 days before the start date of the event.
- Decision of the Mayor of SZMJVÖ to grant the discount.
- The organizer of the event may purchase discounted tickets and passes only at the customer service office of Szegedi Közlekedési Kft., with the approval of the Mayor of SZMJVÖ, no later than 20 days before the start date of the event, by paying all the requested coupons in a lump sum, on-site or by advance transfer, redemption of the coupons is not possible.
- The invoice issued when purchasing the coupons must indicate the type and serial number of the coupons.
- The type, serial number and approval of the Mayor of SZMJVÖ must be sent to the customer service office of Szegedi Közlekedési Kft., and then to the accountability coordinator (Szegedi Környezetgazdálkodási Nonprofit Kft.).

24-hour ticket validity:

From the time of validation (day, hour, minute), for 24 hours, i.e. the day following the day indicated on the ticket, it can be used for travel on the tram, trolleybus, bus and tramtrain lines within the administrative borders of Szeged. Time-based tickets purchased in advance must be validated with the ticketing device at the latest at the start of the first journey, immediately after boarding, and the time printed on it by the validation device must be checked. If the time printed on it is incorrect, this must be reported immediately to the driver. The time-based ticket can be validated from a predetermined time at the time of purchase (e.g. by setting it up at the ticket machine). The validity of a 24-hour ticket purchased on the vehicle using contactless means of payment from an on-board ticketing machine (validated by an automaton) starts from the date of purchase.

A time-based ticket purchased electronically must be validated at the start of the first journey, immediately after take-off, using the validation code Aztec (QR code) on the vehicle.

72-hour ticket validity:

From the time of validation (day, hour, minute), 72 hours, i.e. on the third day after the day indicated on the ticket, it can be used for travel on the tram, trolleybus, bus and tram-train lines within the administrative borders of Szeged. Time-based tickets purchased in advance must be validated with the timestamped ticketing device at the latest at the start of the first journey, immediately after boarding, and the time printed on it by the validation device must be verified. If the time printed on it is incorrect, this must be reported immediately to the driver. The time-based ticket can be validated from a predetermined time at the time of purchase (e.g. by setting it up at the ticket machine). The validity of the 72-hour ticket purchased on the vehicle using

contactless means of payment from an on-board ticket vending machine (validated by an automaton) starts from the date of purchase. A time-based ticket purchased electronically must be validated at the start of the first journey, immediately after take-off, using the validation code Aztec (QR code) on the vehicle.

One week pass:

The calendar day requested by the Passenger and indicated on the pass (first day of validity) from 0:00 a.m. to 24:00 on the sixth day thereafter provides travel entitlement together with a valid photo ID card or a document suitable for proving identity – defined by law – or a card entitling him to use a discount.

Two week pass:

The calendar day requested by the Passenger and indicated on the pass (first day of validity) from 0:00 a.m. to 24:00 on the thirteenth day thereafter grants travel entitlement together with a valid photo ID or – defined by law – identity document or discount card.

30-day pass:

The calendar day requested by the Passenger and indicated on the pass (first day of validity) from 0:00 a.m. to 24:00 a.m. on the day before the same calendar day of the following month, together with a valid photo ID or – as defined by law – proof of identity or discount card.

Monthly, quarterly, semiannual and annual pass:

They are valid from 0:00 a.m. on the first day of the calendar month, quarter, half-year, year until 24:00 on the 5th day of the month following the given period. Monthly, quarterly, half-yearly and annual season tickets give you travel rights together with the appropriate valid photo ID or – as defined by law – proof of identity or discount card.

The use of city general season tickets - as well as weekly, two week and thirty-day passes - is subject to ID. They entitle you to travel together with a general season ticket with a photo, issued by the Service Provider or a valid official ID card proving identity (identity card, passport, plastic card driving license). The number of the general pass card or the number of the official card intended to be used by the Passenger must be written on the season ticket and can only be used in conjunction with the ID card belonging to the number.

General monthly pass for presentation without a photo:

It is valid from 0:00 a.m. on the first day of the calendar month until 24:00 on the 5th of the month following that period.

The general pass can also be issued for a monthly period in the form of a pass without a facial image, marked "For the presenter", which provides travel authorization without photo ID.

Student monthly pass:

It is valid for an unlimited number of trips from 0:00 on the first day of the calendar month until 24:00 on the 5th of the month following the given period.

Those entitled to:

- Full-time and evening students of educational institutions if they have a valid student card or a "Certificate" according to Government Decree 362/2011 (XII.30). "Verification" is only valid in conjunction with a photo ID card.
- Pursuant to Act LXII of 2001 on Hungarians living in neighbouring states (Sz.tv), they are entitled to: Hungarian Card or Hungarian Relatives Card + holder of a day or evening student card with the serial number registered in the Card.

- Students and students with the right of free movement and residence (Section 1 (a) of Act I of 2007) who attend full-time or evening education at a primary, secondary or higher education institution which takes place in the European Union, in a State party to the Agreement on the European Economic Area or in another State on the basis of an international agreement: which enjoy the same status as their nationals.

Semester pass (student pass for 5 months):

Only for those entitled to purchase student passes. It shall be valid from 27th of August each year to 5th of February of the following year or from 1st of February to 5th of July of each year. The pass is valid together with the original student ID.

Validity of student cards:

The student card of students of public educational institutions is validated every school year. If this does not happen, the holder of the Student Card must initiate it. Scope of validation: 31st of October of the year following the year of receipt of the card, or - in the case of travel with a season ticket - the expiry of the validity period of the October season ticket.

The student card of students who have not yet reached the upper limit of compulsory schooling is valid without any special annual validation by public educational institutions. Student cards for students of higher educational institutions are validated every semester. Validity for the first semester of the academic year: 31st of March or, in case of travel with a season ticket, the expiry of the validity period of the March season ticket. Validity of validation for the second semester of the academic year: 31st of October or, in case of travel with a season ticket, the expiry of the validity period of the October season ticket.

The monthly pass of students entitles students to travel only together with a valid student ID card or a "Certificate" and a photo ID according to Government Decree 362/2011 (XII.30.) or a student pass card issued by the Service Provider.

Before the start of the first trip, the OM identification number recorded on a valid student card certifying the owner's entitlement or the number of the student pass card issued by the Service Provider must be written legibly in ink in the appropriate section of the season ticket.

In the absence of this or the card, the pass is not valid for travel, and - until the proof of ownership and eligibility is verified - the pass will be withdrawn during the verification of travel eligibility.

*The validity of the September **Student Pass** starts on the 27th of August. 0:00 hrs*

Pensioner monthly pass:

It is valid for an unlimited number of trips from 0:00 on the first day of the calendar month until 24:00 on the 5th of the month following the given period.

The monthly pass for pensioners entitles them to travel only together with the pensioner's pass card issued by the Service Provider and validated for the specified period.

Those entitled to:

- I. Person under 65 years of age:
 - a. You receive a pension in your own right and a benefit treated as such.
 - b. You receive survivor's pensions (widow's pension, orphan's pension, parental pension, accident survivor's pension, widow's annuity).
 - c. He was 57 years old by 31st of December 2011 and received an early retirement pension on 31st of December 2011.
 - d. You are receiving disability benefit and were entitled to group I or II disability pension on 31st of December 2011 or whose state of health is 30% or less (i.e. 70% or more of disability) based on the complex classification of the rehabilitation authority.

- e. You are receiving invalidity benefit if you have reached the age of 57 by 31st of December 2011 and were entitled to group III disability pension or regular social benefit on 31st of December 2011.
 - f. You receive invalidity allowance, national care allowance and national liability allowance.
 - g. Hungarian citizen repatriated from abroad who receives pension benefits from abroad.
 - h. A clergyman receiving pension aid.
 - i. Guardian and warded person, custodian and custodian person.
- II.** A person entitled to benefits for persons of active age (receiving regularly paid social assistance or employment replacement allowance) if he or she is not in employment, according to the certificate of the Notary.
- III.** The rehabilitation annuity.

For a discounted pensioner pass card, you need:

- In Annex I. 'Beneficiaries' travel vouchers,
- Annexes **II and III.** on the basis of the certificate of the notary competent for their place of residence, upon presentation at the designated offices and rental offices of the Service Provider.
- In the case of a "beneficiary travel voucher", equal to its period of validity, in the case of a notary's certificate, the time limit stated therein.
- "Beneficiaries' travel vouchers" or the notary's certificate of their place of residence,
- identity card,
- passport photo, which must not be older than 6 months.

Monthly pass for parent (on behalf of children):

It is valid for an unlimited number of trips from 0:00 on the first day of the calendar month until 24:00 on the 5th of the month following the given period.

The monthly pass voucher for those entitled to a monthly pass with small children entitles them to travel only together with the children pass issued by the Service Provider and validated for the specified period.

Those entitled to:

- A registered permanent resident or temporary resident of Szeged who proves with an official certificate that he or she is receiving childcare assistance benefit (GYESE), child-raising allowance (GYET) or nursing allowance for caring for a child(e).

To obtain a discounted infant pass card:

- An original official certificate not older than **one** month issued by the Szeged District Office of the Csongrád-Csanád County Government Office proving the payment of the GYESE or GYET or nursing allowance,
- or on the basis of an affirmative decision not older than three months, upon presentation at the designated offices and rental offices of the Service Provider.

Period of validity indicated on the pass card:

- It shall last until the last day of the month of expiry of the official certificate or decision having expired earlier, but not later than the last day of the 6th month from the date of issue of the pass card.
- an official certificate or decision issued by the Hungarian State Treasury,
- identity card,
- address card,
- passport photo, which must not be older than 6 months.

tram-train toll products distributed by MÁV-START:

The following tram-train toll products distributed by MÁV-START Zrt. are valid on the Service Provider's trains:

- a. **TT 24-hour A-B-C + Szeged local combined zone ticket (Szeged local, Szeged-Algyő-Hódmezővásárhely).** The TT 24-hour A-B-C combined zone ticket provides an unlimited number of journeys within and between TT trains and trains on line 135 of MÁV-START within and between Szeged, Algyő and Hódmezővásárhely, as well as on the intercity connecting services of VOLÁNBUSZ within the section boundary of Hódmezővásárhely, as well as in local transport in Szeged (tram, bus, trolleybus). Validity of the issued ticket: +23:59 minutes from the time chosen by the passenger, recorded by the ticketing device.
- b. **TT 72-hour A-B-C + Szeged local combined zone ticket (Szeged local, Szeged-Algyő-Hódmezővásárhely)** The TT 72-hour A-B-C combined zone ticket provides an unlimited number of journeys within the validity of TT trains and trains running on line 135 of MÁV-START within and between Szeged, Algyő and Hódmezővásárhely, and on the intercity connecting services of VOLÁNBUSZ within the section boundary of Hódmezővásárhely, as well as on local transport in Szeged (tram, bus, trolleybus). Validity of the issued ticket: +71:59 minutes from the time chosen by the passenger, recorded by the ticketing device.

Full-price and discounted county and country passes combined with local transport in Szeged distributed by MÁV-START.

Pass types are accepted on all Szeged local Volánbus and SZKT lines, as well as on the MÁV-START tram line. Discounted passes can only be purchased for students (daytime, evening) with a student card.

- a. **Csongrád – Csanád County Pass + Szeged Local Combined Pass (Csongrád – Csanád County, Szeged Local):** Within the validity of the 30-day Csongrád – Csanád County combined pass, it provides an unlimited number of journeys with the same validity as the Csongrád Csanád County pass on the intercity trains of VOLÁNBUSZ and MÁV-START, as well as on local trains of SZKT and VOLÁNBUSZ, in the local public transport of Szeged (tram, bus, trolleybus). The combined pass issued is valid from 00:00 on the day chosen by the passenger, until 24:00 on the day before the same day of the following month.
- b. **Discounted Csongrád – Csanád County Pass + Szeged Local Combined Pass (Csongrád-Csanád County, Szeged Local) (90% discount)** validity: Within the validity period of the discounted 30-day Csongrád-Csanád County pass, it provides an unlimited number of journeys with the same validity as the Csongrád – Csanád County pass on the trains of VOLÁNBUSZ and MÁV-START, as well as on local trains of SZKT and VOLÁNBUSZ, in the local public transport of Szeged (tram, bus,

trolleybus). The discounted, combined pass issued is valid from 00:00 on the day chosen by the passenger, until 24:00 on the day before the same day of the following month. The discounted season ticket can be purchased with the following rights: without restriction based on MÁK/VGYOSZ/SINOSZ card; with day/evening student ID card.

- c. **Country pass + Szeged local combined pass (nationally on intercity and Szeged local trains):** Within the validity period of the 30-day Combined Country Pass, it provides an unlimited number of journeys with the same validity as the Country Pass on the intercity trains of MÁV- START, VOLÁNBUSZ, MÁV-HÉV, GYSEV and other bus service providers, on local trains of SZKT and VOLÁNBUSZ, in the local public transport of Szeged (tram, bus, trolleybus). The combined pass issued is valid from 00:00 on the day chosen by the passenger, until 24:00 on the day before the same day of the following month.
- d. **Discounted Country Pass + Szeged Local Combined Pass (on national intercity and Szeged local trains) (90% discount):** Within the validity period of the discounted, combined 30-day Country Pass, it provides an unlimited number of journeys with the same validity as the Country Pass on the intercity trains of MÁV-START, VOLÁNBUSZ, MÁV-HÉV, GYSEV and other bus service providers, as well as on local trains of SZKT and VOLÁNBUSZ, in the local public transport of Szeged (tram, bus, trolleybus). The issued discounted pass is valid from 00:00 on the day chosen by the passenger, until 24:00 on the day before the same day of the following month. The discounted season ticket can be purchased with the following rights: without restriction based on MÁK/VGYOSZ/SINOSZ card; with day/evening student ID card.

The detailed rules on the fee products distributed by MÁV-START can be found in the General Terms and Conditions of MÁV-START Zrt.

IV. Other rules related to the use of the service

By declaring their intention to provide or use the service (putting the vehicle into service or boarding the vehicle running according to the current schedule in the designated place, with the intention of travelling), the Parties declare that they have become familiar with the contents of these Travel Conditions – which form an integral part of the transfer contract – and accept to be bound by them. At the same time, with this implied conduct, a passenger transport contract enters into force between the parties, on the basis of which the Passenger is entitled to use the passenger transport service offered by the Service Provider – in compliance with the Travel Conditions.

The Service Provider may withdraw from the performance of the above-mentioned contract through the Driver representing him on the given vehicle and by his immediate decision if the Passenger intending to conclude the contract violates the Travel Conditions in a visible way, in particular: endangers the safety of the service of public interest (transport); refuses to pay the fare specified in the tariff, to validate the ticket entitling them to travel, to present a valid pass/travel or discount card and a card suitable for identifying the person.

The Passenger Transport Agreement concluded between the Passenger and the Service Provider is effective from the time of boarding and leaving the local scheduled vehicle. Regular local public transport vehicles may only be boarded or disembarked (except in exceptional cases) at the designated stopping point.

If the Service Provider's service replaces tram-train services or tram-train services as well, the intercity tariff products issued by MÁV-START for the replaced tram-train service valid within the administrative border of Szeged are also valid on the service.

1. Timetable, Force Majeure:

The figures announced in the timetable are indicative. Different journey times (earlier arrival / departure at a stop) may occur mainly in the early morning, late evening and during periods with less traffic (e.g. summer, weekend, holiday).

Dear Passengers are kindly requested to take the above into account when planning their arrival at the stop.

In the event of a cancelled, interrupted local or public transport service operating out of schedule, the Service Provider is obliged - in the event of an obstacle due to an unexpected cause, either by an auxiliary line or, by notifying the Companion Service Provider and the Inspection Company - by providing boarding to the local line(s) running parallel partially or in whole, in the shortest possible time, but preferably within 30 minutes under the given mechanical, technical and traffic conditions, of the passengers concerned further delivery.

In the event of an extraordinary stop of the vehicle due to accident, permanent obstruction, technical failure or any other reason, except in the event of injury to the driver, passengers may leave the vehicle only with the driver's permission. The Service Company shall not be liable for any damage or accident resulting from the violation of this obligation.

2. Hand luggage - baggage transport

On local, regular public transport, each Passenger may carry a maximum of 2 pieces of hand luggage not exceeding 40x50x80 cm, which can be carried by one person due to its weight, and does not hinder boarding and disembarking, or 1 sledge, or 1 pair of skis, or 1 bundle of saplings, or 1 stroller, wheelchair or other mobility aid, free of charge, with appropriate safety measures. Ice skates can only be carried with an edge protector or packed in a bag. The passenger may be obliged to pay a surcharge for items or baggage that do not comply with the above.

3. Wheelchairs and other mobility equipment (hereinafter referred to as wheelchairs) may be brought into the vehicle under the following conditions:

- It may only be transported in designated places with a pictogram, and boarding and disembarkation may also take place at the door marked with the pictogram.
- It can get on the vehicle on its own and fit in the designated place. The device must be safely secured by the owner or the person accompanying him in such a way as not to endanger his or her physical integrity or that of other passengers.
- The operation of the vehicle ramp is the responsibility of the driver.
- The combined weight of the disabled person and the wheelchair or mobility equipment shall not exceed 250 kg.
- A passenger travelling in a wheelchair or mobility aid, or a person accompanying him/her, shall be liable for any damage to persons and property caused by his/her own conduct or by the object or luggage he/she carries with him in passenger facilities, in the vehicle, in the passenger compartment of the vehicle or to other passengers.
- Electric mopeds cannot be transported on vehicles operated by VOLÁNBUSZ Zrt.

Not supplied:

- an object of which carriage is prohibited by law or official order.
- an object or luggage that endangers the physical integrity or safety of the Passengers, - or may damage or defile the Passengers' clothing, hand luggage or vehicle furnishings.
- explosive, flammable, burnable, toxic, corrosive or infectious substances,
- - loaded firearms.

4. Live pet and dog transport:

- Only dogs with muzzles and leashes are allowed on public transport. The Passenger must have the dog's vaccination certificate and present it to the Service Provider and the inspection staff upon request - the price of transporting a dog not transported as hand luggage (not in a closed means of transport) is the same as the ticket price valid for the vehicle. Service dogs (guide dogs, assistance dogs for persons with reduced mobility, sound signalling, seizure detector, personal assistance dogs) and dogs assisting in the performance of official tasks can be transported free of charge on vehicles without restrictions (without muzzle). The training (examination) of the service dog must be certified by a logo placed on its harness or by a certificate issued on the exam. The dog can also be transported with a general monthly pass, the price of the monthly pass is the same as the price of the city general monthly pass. (In this case, the ID number box must contain the words "DOG" legibly indicated - before the first trip.)
- One dog per passenger may be carried as hand luggage in a closed means of transport which does not exceed the size of hand luggage and ensures that the animal is not released during the journey.
- Dogs transported as hand luggage (closed means of transport) are free of charge.
- Poultry, songbirds, pigeons and other small animals may be transported free of charge in baskets, crates, bags and packages that do not exceed the size of hand luggage and do not contaminate the clothing of the travelling public and vehicle furnishings.
- Live animals brought into the vehicle must be supervised by the passenger. If the live animal disturbs the passengers with its behavior or causes them discomfort, the Service Provider may exclude the live animal from transportation. Assistance dogs may only be excluded from travel if they behave in a manner endangering the physical integrity of the occupants.

Other live animals may not be transported on local public transport, sick animals may not be brought into the vehicle.

5. Bicycle transport:

The carriage of bicycles which, by reason of their size, are considered to be hand luggage, shall be subject to the first paragraph of point 2 of the Conditions of Carriage.

Bicycles that do not qualify as hand luggage may only be transported on the Service Provider's electric vehicles on the routes announced in the timetable or announcement, at the designated place and time, secured with the help of a fixing device installed on the vehicles. Bicycles may not be transported if they are specially designed (cargo, tandem, motorized, etc.) on which luggage is secured or which cannot be secured due to their design. Wheelchair and pushchair passengers have an advantage over cyclists travelling on bicycles other than hand luggage if they board at the same take-off point. If the travelers listed above board at different places, the Service Provider is obliged to transport those who boarded at the previous stop.

The driver may prohibit boarding of bicycles other than hand luggage in cases of congestion or obstruction of passengers. Small bicycles with an outer wheel diameter of up to 41 cm (16", i.e. inches or inches or inches), scooters and, without size limit, folded bicycles, may be carried free of charge as hand luggage in all vehicles, provided that they cannot damage or contaminate passengers' clothing or vehicle equipment.

The fee for bicycle transportation is set out in the annex to the General Terms and Conditions of Service Providers. A maximum of 2 bicycles can be transported on one vehicle at a time. Passengers shall be clearly informed about the transportability of bicycles by means of a bicycle pictogram.

If the passenger transporting the bicycle causes damage to the vehicle or the platform at the stopping point to the Service Provider or to a third party, he/she shall be liable for the damage caused. The Service Provider shall not be liable for any damage caused by a third party in the passenger's bicycle.

V. Verification:

The **Driver** and the **Traffic and Passenger Inspector** are considered to be persons performing public duties in the course of their work. **(Section 459§, Section 12 of the Criminal Code).**

Whoever obstructs such persons in their lawful proceedings by force or threats, compels them to take action, or abuses them during or because of their proceedings, commits a criminal offence, shall be punished with imprisonment from one year to five years. (Section 310 § point 1 of the Criminal Code)

The traffic and passenger inspectors of Szegedi Környezetgazdálkodási Nonprofit Kft. may use body cameras capable of recording images and sounds during their work, indoors public transport and at the stopping point in order to protect the life, person, physical integrity and national property of passengers, employees and agents of Service Providers. Szegedi Környezetgazdálkodási Nonprofit Kft. is an independent data controller regarding the use of body cameras and the video and audio recordings recorded by them, therefore the data subjects may legally submit their questions and requests related to the data management of video and audio recordings made with body cameras to Szegedi Környezetgazdálkodási Nonprofit Kft.

Payment of the fare specified in the Tariff, validity of the ticket / season ticket / season ticket / travel pass; or entitlement to any discount shall be checked by the Driver and the Traffic and Passenger Inspector of the Company entrusted with the inspection.

Traffic and passenger inspectors are entitled to board the vehicle; occupant of the vehicle; and to check the travel eligibility of persons disembarking directly from the vehicle, even at the designated stopping point - taking into account that the Passenger entering the front door is entitled to purchase his ticket both from the driver of the vehicle and from the on-board ticket machine located on the vehicle. The ticket, valid season ticket, travel pass and other documents entitling you to travel or discount for checking before the start of the journey - with the exception of the driver's ticket and the ticket purchased on the vehicle by contactless means of payment, purchased from an on-board ticket vending machine - at the stopping point, when boarding the vehicle; and - the driver ticket and the ticket purchased on board the vehicle by purchasing contactless means of payment from an on-board ticket machine - must be presented and, if necessary, handed over at the stopping point at the request of the Traffic and Passenger Inspector during the entire journey and immediately after disembarking from the vehicle.

If necessary to establish the legal use of the travel pass or the travel discount, or if necessary to carry out the verification procedure, the Passenger is obliged to prove his/her identity. (Government Decree 213/2012 (VII.30.) § 13. (1))

The Passenger(s) shall cooperate in the verification procedure for determining the right to travel and, if necessary, levying a surcharge – in case of any detention of the vehicle at the stopping point.

Invalid tickets, season tickets, season tickets~/travel passes - until the ownership and eligibility are verified - may be withdrawn by the person authorized to check them!

If the Passenger has a valid season ticket or is entitled to a discounted trip, but is unable to present the season ticket at the check, or is unable to prove the preferential travel entitlement or personal limitation, or travels with an unfilled pass or a pencil-filled pass, then within the period prescribed by the decision of the General Meeting in force from the day following the check, in case of presentation or certification at the office of the Company entrusted with the inspection, in the Tariff . You are obliged to pay a certain

discounted travel entitlement certificate, "Season Ticket Presentation" surcharge. A Passenger who travels without a ticket, with an invalid (untreated/ multiple or late-handled/ ticket, season ticket, travel pass, or uses any discount without authorization, transports a dog without a separate valid ticket or season ticket, or who brings an object into the vehicle that cannot be transported as luggage or hand luggage, or if the passenger, or the hand luggage carried by him/her, or the live animal soils the vehicle, and/or otherwise fails to comply with these "Travel Conditions", is subject to a surcharge and may be disqualified from the travel. A request for fairness in connection with the surcharge imposed during passenger control may be submitted electronically or in person to Szegedi Környezetgazdálkodási Nonprofit Kft. from 01 September 2022 within the deadline detailed in Annex 2 to the General Terms and Conditions of Service Providers.

VI. Data protection

In connection with the use of the service, the Service Providers (Szegedi Közlekedési Kft., VOLÁNBUSZ Zrt., Szegedi Környezetgazdálkodási Nonprofit Kft.), are independent data controllers in respect of the data processing carried out by them, and process the personal data of the data subjects in accordance with the provisions of the General Data Protection Regulation (EU) 2016/679 of the European Parliament and of the Council (GDPR) and Act XLI of 2012 on passenger transport services. The Service Providers publish the data management information, which contain the purpose and legal basis of data processing, the rules for exercising the rights of Passengers as data subjects related to data protection, as well as the detailed provisions related to data processing, on their own website, at the following contact details:

VOLÁNBUSZ Zrt.:

<https://www.volanbusz.hu/hu/volanbusz/adatvedelmi-tajekoztato>

Szegedi Közlekedési Kft.:

<http://szkt.hu/adatvedelmi-politika-es-tajekoztatok>

Szegedi Környezetgazdálkodási Non-profit Kft.:

on the www.szkt.hu page ([Privacy Policy](#); Privacy and data management policy)

These Travel Conditions are effective on 1 July 2024 at 00:00.

Szegedi Környezetgazdálkodási Nonprofit Kft.

Szegedi Közlekedési Kft.

VOLÁNBUSZ Zrt.