



## I. Procedures for passenger transport on passenger trains

1. A passenger shall use the public transport services within a route network on a basis of the contract of regular carriage of passengers, in accordance with which the carrier undertakes to carry the passenger for a specific fee to the stop selected by him or her in the relevant route and the passenger undertakes to pay for the public transport service. The contract of regular carriage of passengers shall come into effect at the moment when the passenger commences to use the public transport service (gets on a public transport vehicle) (hereinafter – the train).
  2. In order to use the public transport services, the passenger shall purchase a ticket, whereas in order to carry baggage and/or pets – a baggage ticket. The ticket proves that the passenger has paid for the provided public transport service.
  3. The passenger's rights of travelling on the train are certified by a valid ticket.
  4. When boarding the train, the passenger shall have a valid ticket acquired electronically or at the ticket office, or it shall be acquired from the ticket inspector immediately after boarding the train.
  5. Upon boarding the train, the passenger shall register the ticket, using one of the following methods:
    - 5.1. on the smartphone, online on mobile app scanning the QR code placed on the train or by entering the number given under the QR code;
    - 5.2. by putting the ticket close to the registrator;
    - 5.3. from the ticket inspector.
  6. The passenger shall not register the ticket only in cases when the ticket has been purchased from the ticket inspector.
  7. All types of tickets can be purchased at the ticket office in advance sale 10 (ten) days before the trip.
  8. When receiving the ticket, the passenger shall verify that it is issued in accordance with his/her order. The passenger shall preserve the purchased ticket until the end of the trip.
  9. Sales of time tickets is closed at ticket offices 5 (five) minutes before the train departure.
  10. One-way tickets in two-line zones with transfer, crossing Riga, Torņakalns or Zemitāni stations during the trip, are executed as follows:
    - 10.1. one ticket with transfer is issued at the ticket office;
    - 10.2. on the train by the ticket inspector: in the first train a ticket for a trip along a particular line according to the zone tariff is purchased, whereas when boarding the second train – upon presenting the ticked purchased on the first train, the ticket is continued according to the number of zones.
  11. One-way tickets, if one of the stops is outside the zone's tariff operation, are executed at the ticket office or on the train by the ticket inspector from the particular stop to a particular stop within a single line only.
  12. A passenger who travels with transfer from a station or stop without a ticket office and who has a ticket purchased from a ticket inspector, is entitled to purchase a ticket from the ticket inspector on the train which the passenger transferred to without an additional fare.
  13. A passenger boarding a train at a station or stop where a ticket office operates, or wants to continue the trip beyond the station or stop indicated on the ticket shall purchase a ticket from the ticket inspector at an additional charge of EUR 1.00.
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14. When purchasing a ticket with a specified seat number, the passenger shall occupy the seat indicated on the ticket. If a ticket without indicated seat number has been issued for travelling in a train wagon with numbered seats, the passenger shall occupy a vacant seat only after receiving the ticket conductor's permission.
  15. On trains with seats numbered, 5 (five) additional standing places are intended in each wagon (except the comfort class wagon). A standing place ticket does not guarantee a seat to passengers.
  16. If a passenger train is equipped with a door opening button, the passenger shall press the opening button to open the door.
  17. The passenger is obliged to observe cleanliness and order on the train, as well as any epidemiological restrictions stipulated by laws and regulations. The passenger is not allowed:
    - 17.1. to board or leave the train while it is moving;
    - 17.2. to damage the train and its equipment, and to carry out any activities that may endanger traffic safety;
    - 17.3. to actuate the emergency switches, brakes and other devices without necessity;
    - 17.4. to travel wearing soiling or smelly clothes, soil the wagon interior, eat, or use chemical products that may soil the interior or clothes of other passengers;
    - 17.5. to smoke, light matches or a lighter and similar objects;
    - 17.6. to make noise, sing, play musical instruments or use sound equipment;
    - 17.7. to travel under influence of alcoholic beverages, narcotic, psychotropic or other intoxicating substances, if the passenger behaves rudely or aggressively, and to consume alcoholic beverages, use narcotic, psychotropic, toxic or other intoxicating substances;
    - 17.8. to disturb other passengers or the carrier's employees with own actions;
    - 17.9. to place advertisements or announcements on the train, and to carry out marketing activities not coordinated with the carrier;
    - 17.10. to draw or write on surfaces of the train;
    - 17.11. to leave pets unattended on the train;
    - 17.12. to carry baggage that may endanger safety or health of passengers or the carrier's employees, or may significantly affect comfort of passengers or the carrier and which may interrupt with operation of the train or damage the train equipment.
  18. While being on the train, the passenger is responsible pursuant to the procedures and in the amount specified in the Civil Law for any loss resulting from his or her actions.
  19. If the train is unable to continue the trip due to technical damage or any other reason, the service staff of the train shall inform passengers about such circumstances. The carrier shall implement measures to get passengers to the nearest station or stop, or the station or stop indicated on the ticket.
  20. Persons with restricted mobility, who need assistance, shall inform about their planned trip at least 24 hours prior to the trip by calling the free around-the-clock phone number 80021181 or electronically – filing out an application at <https://www.ldz.lv/prm>.
  21. Conditions for access to the railway infrastructure and trains for persons with restricted mobility are available on the website [www.vivi.lv](http://www.vivi.lv).
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