

I. Procedures for Passenger Transport on Passenger Trains

1. A passenger shall use public transport services on a route network on the basis of a regular passenger transport contract, whereby the carrier undertakes to take the passenger to a stop of his/her choice on the route for a fixed fare, and the passenger undertakes to pay for the public transport service. A regular passenger service contract shall come into force when the passenger starts using public transport services by boarding a public transport vehicle (hereinafter - a train).
2. To use public transport services, the passenger shall buy a ticket, whereas to carry baggage, bicycles and/or animals - a baggage ticket. The ticket confirms that the passenger has paid for the public transport service.
3. A valid ticket is proof of the passenger's right to travel on the train.
4. When boarding a train, the passenger shall have a valid ticket purchased electronically or at a ticket office, or must purchase a ticket from the ticket inspector immediately after boarding.
5. When boarding a train, the passenger shall register his/her ticket in one of the following ways:
 - 5.1. by putting the ticket close to the validator;
 - 5.2. from the ticket inspector.
6. The passenger shall not register the ticket only if the ticket was purchased from the ticket inspector.
7. Tickets of all types can be purchased 10 (ten) days in advance at the ticket office.
8. Upon receipt of the ticket, the passenger shall make sure that it is issued in accordance with his/her order. The passenger shall preserve his/her ticket until the end of the journey.
9. Ticket offices stop selling timed tickets 5 (five) minutes before the train departs.
10. Tickets for a single journey in two-line zones with a transfer, passing through Riga, Tornakalns or Zemītaņi stations during the journey, are issued as follows:
 - 10.1. one ticket with transfer is issued at the ticket office;
 - 10.2. on board by the ticket inspector: on the first train, a ticket is purchased for the journey within the line at the zone fare, and on the second train, a continuation ticket is issued at the zone fare on presentation of the ticket purchased on the first train.
11. 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.
12. 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**.
13. 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 inspector's permission.
14. On trains with numbered seats, 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.
15. Tickets for trains with numbered seats can be booked by calling 90001222 on weekdays from 7.30 to 19.00 and on weekends and holidays from 8.30 to 19.00.
16. If a passenger train is equipped with a door opening button, the passenger shall press the opening button to open the door.
17. Toilet facilities are available on all electric trains (except in some cases when the trip is carried out

with ER2, ER2T series electric trains), PESA 730 ML diesel trains and DR1AC series modernised diesel trains, as well as on other diesel trains outside the sanitary zone (the sanitary zone is the zone between Riga Central Station and Garkalne, Ogre, and Jelgava stations).

18. 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:
 - 18.1. to board or leave the train while it is moving;
 - 18.2. to damage the train and its equipment, and to carry out any activities that may endanger traffic safety;
 - 18.3. to actuate the emergency switches, brakes and other devices without necessity;
 - 18.4. 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;
 - 18.5. to smoke, light matches or a lighter and similar objects;
 - 18.6. to make noise, sing, play musical instruments or use sound equipment;
 - 18.7. to travel under the influence of alcoholic beverages, narcotic, psychotropic, toxic or other intoxicating substances, if the passenger behaves rudely or aggressively, and to consume alcoholic beverages, use narcotic, psychotropic, toxic or other intoxicating substances;
 - 18.8. to disturb other passengers or the carrier's employees with his/her actions;
 - 18.9. to place advertisements or announcements on the train, and to carry out marketing activities not coordinated with the carrier;
 - 18.10. to draw or write on surfaces of the train;
 - 18.11. to leave pets unattended on the train;
 - 18.12. to carry baggage that may endanger the 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 the operation of the train or damage the train equipment.
19. While being on the train, the passenger is liable for damages resulting from his/her actions in the manner and to the extent provided by the Civil Law.
20. 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.
21. A person with reduced mobility in need of assistance shall inform about his/her planned journey at least 24 hours before the start of the journey by filling in the questionnaire on the website of VAS "Latvijas dzelzceļš" in the section "Information for persons with reduced mobility" - www.ldz.lv/prm, or by calling the free phone number 80021181 or 8760 24 hours a day.
22. Information on specific stops where persons with disabilities and persons with reduced mobility can enter/exit the train without the use of additional aids is available on the website of VAS "Latvijas dzelzceļš" in the section "Basic Train Timetable" and in the section "Information for Persons with Reduced Mobility" - www.ldz.lv/prm.
23. The Rules on Access to Railway Transport for Persons with Disabilities and Persons with Reduced Mobility are available on the website of VAS "Latvijas dzelzceļš" www.ldz.lv and on the Company's website www.vivi.lv.
24. In case of any uncertainty regarding the access arrangements to a particular platform or about other issues related to assistance for disabled persons and persons with reduced mobility, information can be obtained by calling 80021181 or 8760.
25. Free Wi-Fi is available on board.