

### **VIII. Procedures for controlling passengers and baggage**

55. For the inspection of tickets, baggage tickets, as well as documents confirming the passenger's eligibility to reduced fare, the carrier shall assign employees responsible for the control of transportation documents – train ticket inspectors or controllers (hereinafter – controllers).
56. Ticket inspectors have the right to conduct reinspection of tickets on trains.
57. Ticket inspectors and controllers have the right to check:
  - 57.1. tickets (including electronic tickets) and baggage tickets, and documents confirming the passenger's eligibility to reduced fare;
  - 57.2. compliance with the procedures for the carriage of passengers and baggage;
  - 57.3. compliance with the procedures for animal transportation;
  - 57.4. compliance with the procedures described in the information "To the attention of passengers".
58. The passenger is obliged to present (by handing over) a ticket, baggage ticket or a document confirming the passenger's right to reduced fare to the ticket inspector or the controller so that the aforesaid persons could verify the validity of these documents and make the necessary marks on the ticket or baggage ticket. Electronically purchased tickets shall be presented to the ticket inspector in a mobile device (smartphone, tablet, etc.) in full size without zooming it, or in printed form with a clearly visible two-dimensional QR code and authorisation code.
59. A passenger who is unable to present a valid and registered travel ticket, including an electronically purchased ticket, is considered a passenger without a ticket.
60. If a passenger presents a document of another person confirming the passenger's eligibility to reduced fare, the passenger is considered a passenger without a ticket. The controller has the right to withhold such document and hand it over to the issuing authority.
61. The amount of penalty for travelling without paying or without a valid travel ticket is EUR 25.00, whereas the penalty for unpaid baggage or transportation of animals is EUR 5.00.
62. A passenger shall pay the penalty:
  - 62.1. to the controller at the time the breach of the contract of regular carriage of passengers is detected;
  - 62.2. at the place and within the period indicated in the invoice issued by the controller.
63. Applying the penalty payment procedure referred to in Paragraph 62.1, the controller shall issue a receipt as a proof of payment of the penalty to the passenger.
64. The penalty payment procedures referred to in Paragraph 62.2 may be applied if the passenger is able to present an identity document to the controller. The passenger shall settle the invoice for the penalty within one month from the date of issue of the invoice.
65. After the penalty has been imposed, if the passenger wishes to continue the trip, he/she shall purchase a travel ticket.
66. If the passenger refuses to pay a penalty and is unable to present an identity document to the controller, the controller may involve the police to determine the identity of the passenger or exercise the rights referred to in Paragraphs 66, 67 and 68.
67. The ticket inspector or controller has the right to make the passenger, who travels without paying for the trip or a valid travel ticket and refuses to pay a penalty or does not observe the statutory requirements, to get off the train by asking the passenger to leave the train voluntarily at the next stop.
68. If the passenger does not obey the request of the ticket inspector or controller to leave the train voluntarily, the ticket inspector or controller has the right to call the police to force the passenger out of the train.

69. The ticket inspector or controller may make a child under 15 years of age to get off the train in accordance with Paragraph 66 only if the child is taken to the nearest police station.
70. If a ticket is ambiguously or incorrectly executed when presented to the ticket inspector, the ticket inspector shall withhold the ticket and draw up a deed in three counterparts. One counterpart of the deed shall be handed over to the passenger. If the ticket inspector has withheld a one-way ticket, after receipt of the deed the passenger has the right to continue his/her trip to the stop indicated on the ticket. If the ticket inspector has withheld a subscription or day ticket, the passenger has the right to hand the deed over to a ticket office within 3 (three) days and receive a new subscription or day ticket free of charge. Its validity period shall be determined in accordance with the validity period of the withheld ticket.

Legal basis:

1. Law on Public Transport Services
2. Carriage by Rail Law
3. Disability Law
4. Law on Assistance to Ukrainian Civilians
5. Cabinet Regulation of 28 August 2012 No. 599 "Procedures for Provision and Use of Public Transport Services"
6. Cabinet Regulation of 22 June 2021 No. 414 "Regulations Regarding Fare Reductions"
7. Cabinet Regulation of 1 June 2021 No. 352 "Procedures for Implementation of the Latvian Honorary Family Certificate Programme"
8. Internal regulatory enactments of the Joint Stock Company "Pasažieru vilciens"

JSC "Pasažieru vilciens"  
Pērses iela 8, Rīga, LV-1011  
Phone: 80007600 | [www.vivi.lv](http://www.vivi.lv)