

RUISSALO



FUNIKULAARI

Water Bus



BUSS



RUUSKO

Aurajoki

JOURNEY

Kaarina

MATKA



VATTENBUSS

LOVE

BUSSI



Citybike

ILTO

FÖLI



LIETO

RAISIO

CARD

NAANTALI

stop

Bus



TURKU

VESIBUSSI



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The terms and conditions of Turku Region Public Transport Föli (*hereinafter Föli*) are applied to the public transport trips and services provided by Föli. Customers using the public transport trips and services produced by Föli have the responsibility to familiarise themselves with these terms and conditions and act in accordance with them.

These terms and conditions are valid from 1 December 2018 onwards and replace the previous terms and conditions. The terms and conditions are available at Föli service points and foli.fi. Föli reserves the right to change the terms and conditions. The current terms and conditions and further information on tickets are available at foli.fi and Föli service points.



## Tickets and their use

Föli operates in six municipalities: Turku, Raisio, Naantali, Kaarina, Lieto and Rusko. The Föli area uses a joint ticket system. All Föli products can be used to travel all around the Föli area. The Föli ticket system includes tickets purchased via various channels, such as travel cards, tickets purchased via the mobile application, various single and day tickets, and tickets provided by third parties via open interfaces.

The customer has the responsibility to make sure that they have a valid, Föli-approved ticket for the entire journey. When loading a travel or single card, the customer must check the receipt to make sure that they have the right product. Purchasing value card trips with the card reader and using the card are the customer's responsibility, and accidentally purchased individual value tickets will not be compensated. Drivers are not obliged to accept bills larger than €20 as payment for a ticket.

A valid purchase fee will be charged for the ticket. Cards cannot be redeemed.

Cards may be exchanged free of charge if a technical fault causes the card to cease functioning within three years of purchase. Any remaining unused travel rights will be transferred to the new card for free.

## Travel cards

All travel cards can be used to travel anywhere within the Föli area, which comprises Turku, Kaarina, Raisio, Naantali, Lieto and Rusko. The cards are also valid for night travel. The customer is responsible for determining what kind of ticket they need for their trip. There are personal and holder-specific travel cards. Holder-specific adult cards can be used by anyone.

Personal cards can only be used by the owner of the card and may not be given to another person. Personal cards are granted to children under the age of 15, young people between the ages of 15 and 19, older people over the age of 65, students and disabled people under certain conditions. War disabled and war veterans may receive a complimentary pass for travel in the Föli area.

Discounts are saved in the customer data in the back-end system of the ticket system at a Föli service point. The travel card is only an identifier. You will need to bring with you an identification card with a photo. A separate application form is needed for the school transport subsidy card, disabled travel card and complimentary pass for the war disabled or war veterans. The application form can also be printed and filled in beforehand at the Forms page at [foli.fi](http://foli.fi).

The travel cards for discount groups are personal. The user of a discount card agrees to present a reliable proof of their identity if asked by the driver or ticket inspector. In unclear situations, identity must be proved with an identification card. In instances of misuse, drivers and ticket inspectors have the right to take possession of the card. The card will be handed over at a Föli service point after a waiting period, and a service fee will be charged in accordance with the current price list.

When the age of the card holder changes, the fee class will also change automatically, with the exception of the Tupla card, which will cease to function. When this happens, the Tupla card must be updated at a service point.

Changing the card type (e.g. from a value card to a season ticket) can be done at a Föli service point. It is recommended to use all or most of the balance on the old card before the change is made, because the

remaining balance (value/days) on the card will be lost depending on the card type and will not be refunded.

If there are any interruptions to the payments of a customer with a direct debit season ticket or continuous ticket, causing the Public Transport Service Office to be unable to receive the payment from the customer by the due date as agreed in the agreement, the ticket agreement and the right to use the ticket will end automatically at the same time as the right to travel ends.

The balance on the card can be checked with the card reader as the card is read. A green symbol shows that there is still a lot of balance or validity left. The card reader's screen displays the remaining balance of a value card or the date and time when the validity of a season ticket ends. When paying with a value card, the screen shows the time until which the two-hour right of transfer is valid. When there is only a little balance or validity left on a card, the symbol on the card reader's screen turns from green to yellow.

The balance on the value card and the validity period of a season ticket can be checked in the online loading service by registering to become a user, or in the Föli mobile application. It is also possible to check the balance in the Föli loading and service points.

### **Season ticket**

Season tickets are valid for either 30, 90 or 180 days from the first day of use. The season ticket is valid for day and night travel. The season ticket can be used to make as many trips as desired. The ticket's price is determined by the price in use at the time the ticket is loaded.

A new period can be loaded onto 30 and 90-day season tickets at Föli service and loading points or on buses. Both season tickets can also be reloaded online. The new period starts from the first use following the current period, i.e. no days are lost, even if

the ticket is loaded well in advance before the end of the current period.

Additional days can also be loaded onto 30 and 90-day tickets: 8 or 10 additional days depending on the customer group. This must be done at a Föli service or loading point or on a bus while the ticket is still valid. The additional days are added to the current period, i.e. their validity starts immediately after the end of the period. The additional days can be loaded several times in a row, as long as the ticket's validity period has not ended.

### **Value card**

A value ticket is paid with the money, or value, loaded onto a value card. The amount deducted from the value card for a journey depends on the passenger's age, time of travel, and if they belong to any discount groups. The rate charged is defined based on the time of reading the card; not on the scheduled departure of the bus or the estimated bus stop timetables. At the time of purchase, value cards are loaded with at least €10. These cards can later be reloaded on buses and at Föli service and loading points with values of €10, €20, €30, etc., up to €200. The minimum value that can be loaded onto a value card online is €5.

When transferring between vehicles, the travel card with a valid value ticket is shown to the card reader. The right of transfer with a value ticket is two hours.

### **Tupla card**

The price of a 30-day season ticket is always loaded onto the card. The card will be valid until the end of the period, even if you use up the entire value loaded onto it before the end of the period. If you travel so little that the period ends before you use up the entire value, you can continue to use the card until the entire value is used up. If there is money left on the card when you reload it, the remaining balance will be deducted from the loaded value.

The Tupla card can only be used to pay for one person's journey at a time. A new travel period can be loaded onto the card at Föli service and loading points, on buses or in the online loading service.

### **Loading options:**

- › **The card operates as a value card** and it is within the 30-day term. When purchasing a new term, you are credited with the unused balance from the previous term. The new term starts when the card is next used after reloading.
- › **The card operates as a value card** and the 30-day term has ended (there is money left on the card). When purchasing a new term, you are credited with the unused balance from the previous term. The new term starts when the card is next used after reloading.
- › **The card operates as a season ticket** (there is no money left on the card). You pay for the new term. The new term starts when the card is first used following the end of the current term. You will therefore not lose any days from the current term.

## **Special passes**

### **Holder-specific continuous ticket**

The ticket is intended for people over the age of 20, and it can be used by anyone. The continuous ticket is valid for six months at the price of five months of travel. The shortest period of use for the ticket is six months. The period is paid in advance as the ticket is purchased. After that, the customer is invoiced the price of the continuous ticket every six months.

### **Personal complimentary pass**

Complimentary passes are issued to the war disabled, war veterans and working disabled individuals with a minimum of 60% degree of disability (category 12) who are domiciled in Turku, Kaarina, Raisio, Naantali, Lieto or Rusko. The right to the complimentary pass for war veterans is proved either with a military passport or an

identifier on a separate card.

Separate cards:

- › white card (front-soldier badge)
- › yellow card (front-line badge)
- › blue card (women / front-line service badge) or
  - Kela photocard with the R code

### **Parallel card for a regional ticket**

Turku region regional tickets are used in public transport to Parainen, Paimio, Sauvo, Masku, Mynämäki, Nousiainen and Aura. The regional tickets are sold by Matkahuolto. If you transfer to another bus within the Föli region, you must have a parallel card alongside your regional ticket in order to travel within the Föli region without an extra fee. The purchase fee for the parallel card is 5 euros, but after that the monthly updating of the card is free of charge.

The parallel card can be bought and updated at Föli service points and the Matkahuolto service point at the Turku Bus Station. The card cannot be updated at loading points or on buses. When updating the card, you must always have both the regional ticket and its loading receipt with you.

## **Single tickets**

Paper single tickets are sold on buses and ticket machines and can also be purchased in advance at Föli service points. A single ticket can also be loaded on a single-use card. The validity period for single tickets sold on buses and ticket machines starts immediately. The validity period for single-use cards starts when the card is first used.

Conscripts and persons undergoing civilian service can travel with a children's single ticket by presenting their conscript card or civilian service certificate to the driver. The single ticket must be shown to the reader device each time when boarding a vehicle. The right of transfer with single tickets is two hours.

## Travel tickets

Travel tickets are sold at Föli service points. At the service points, the travel ticket is loaded onto a single-use travel card. No purchase fee is charged for the travel ticket. Travel tickets for 1–5 days, 7 days and 14 days can also be purchased via the mobile application. The validity period of a mobile ticket begins from the time of the order.

## Mobile tickets

The tickets sold in the mobile application are normal ticket products. The validity period of the tickets sold in the app starts immediately after purchase, with the exception of multi-trip tickets. The mobile ticket is a valid ticket when it has arrived in your mobile device before boarding the vehicle. The mobile ticket must be shown to the reader device each time when boarding a vehicle. For more information about mobile tickets, visit foli.fi.

## Right to travel without ticket

The following people may use the public transport within the Föli ticket system without a ticket:

- › Children under the age of 7 can travel free of charge when accompanied by a paying passenger or a person who is transporting a child in a pushchair. A single ticket price for a child is charged from children under 7 years old who travel alone.
- › A person transporting a child in a pram or a pushchair.

Only a limited number of pushchairs can fit in the vehicles. The child need not sit in the pushchair during the trip. The adult must take care of the child and the pushchair for the journey. The wheels of the pushchair must be locked, and if the child sits in the pushchair, the adult must stay next to the pushchair and make sure it stays in place.

- › A person in a wheelchair and an escort travelling with a person in a wheelchair.

## Pets

No fee is collected for dogs or cats. Dogs and cats are allowed in a bus at the driver's discretion, considering the passengers who are already in the bus. Guide dogs are always allowed.

## Other fees

### Bicycles

Bicycles can be taken on buses at the driver's discretion. A transportation fee of €6 is charged for bicycles.

Foldable bicycles can be transported free of charge, when folded.

No fee is collected for three-wheeled kick scooters akin to walkers. Short kick scooters are also transported free of charge. Long kick scooters, such as kickbikes, are treated the same way as bicycles, and a transportation fee is collected for them.

### Transportation fee

A transportation fee is collected when a customer brings the cargo to the driver of a departing bus and pays for it with cash. The package is dropped at the stop indicated by the customer. The transportation fee is €6 (incl. VAT 24%).

An adult single ticket fee (€3) is charged for cargo managed by a passenger. All goods that cannot be considered to be personal luggage are seen as cargo. No fee is collected for the transportation of skis. The transportation of dangerous substances (flammable liquids, gas cylinders, etc.) in passenger compartments is prohibited.

### Night-time supplement

The night-time supplement is collected from value card and single ticket passengers. The price is determined by the real-time clock

display on the ticket machine: the night-time supplement is collected when paying between 11 pm and 4 am.

## Ticket inspection

A personal travel card can only be used by the owner of the card, who must present a reliable proof of their identity if asked by the driver or ticket inspector. If necessary, the ticket inspectors or drivers will check the Föli customer register for personal data, whereupon the customer must give the inspector their name and personal identity code.

The price of a single ticket in accordance with the current price list is collected from those travelling without an appropriate and valid ticket. If a travel card is used contrary to the terms and conditions, an inspector or driver may confiscate the misused travel card. The misused travel card is returned to the customer at the Föli Service Office, and a processing fee is charged in accordance with the current price list.

## Disruptions in ticket purchases

If a travel or single card does not work on the card reader, the customer must try the card reader in the ticket machine indicated by the driver. If the card is defective, the customer must buy a ticket by other means. The defective card is replaced at a service point against a payment, with the exception of a technical fault. The remaining period and/or value on the defective card can be transferred onto the new card. Immediate expenses resulting from the failure of the card are compensated to the customer on a case-by-case basis if receipts are presented (single tickets and telephone and postal expenses). If the travel card has become defective as a result of the

customer's behaviour, the service point collects a processing fee for the transfer and a card fee for the new travel card. Physically broken single cards are not compensated.

### **If the card reader does not work**

If the card reader does not work, the customer must turn to the driver to check the period or right of transfer on the card or to purchase a value ticket. The customer must keep all tickets diligently in a manner that they are mechanically readable with the reader devices. The code on paper single tickets must be readable with the bar code reader.

### **If a mobile ticket does not work**

If a customer does not receive the mobile ticket they have ordered in the Föli application, the ticket must be purchased by other means before the start of the trip. If the mobile ticket cannot be read due to a malfunction in the card reader, the ticket must be presented to the driver.

### **If tickets provided by third parties do not work**

If Föli tickets provided by third parties do not work, the customer must contact the party that has sold the ticket. If these tickets cannot be read with the bar code reader, the customer must acquire a valid ticket by other means.

## Lost card

A customer may ask their lost personal travel card to be deactivated based on their personal identity code. A holder-specific travel card can be deactivated if the card has been linked to a personal identity code or a company's business ID. The travel card is deactivated personally at a Föli service point. A deactivated travel card cannot be used for travelling, loaded with season or value products or reactivated. The card fee of a deactivated card will not be compensated.



The remaining period and/or value on a deactivated card can be transferred to a new card. The remaining period will be loaded starting from the day in which the customer comes to the service point to solve the issue. A processing fee will be charged for the transfer, in addition to a card fee for the new travel card. A travel card returned to lost and found will be kept at the service point's lost and found basket for three months, after which the card will be removed from the system. After this, Föli will no longer refund the season ticket or value on the card.

## Compensation

Any issues with the travel card are resolved and compensated at the Föli service points. Service points also accept customer complaints. The customer must prove their identity when making a request for clarification. The compensation application and/or complaint must be made within two months of when the error or reason for compensation has occurred. The payment of any compensation follows the regulations concerning consumer protection.

Compensation can only be received for the term and/or value on the card. The card fee will not be refunded.

If the compensation application and/or complaint are accepted, the remaining term will be converted to value or compensated in accordance with the rate valid at the time when the card was loaded. A processing fee will be collected for the compensation of term or value. The value loaded on the card may be refunded if the card goes missing.

Incorrect value ticket charges can be refunded onto the travel card or compensated in cash at the Föli Service Office (Aurakatu 5, Turku). Any requests for clarification concerning the travel card must be made within two (2) months of the occurrence at the Föli Service Office, Monitori at Skanssi or a municipal service point.

Tickets purchased via the mobile application are compensated by directly informing the administrator of the application about the problem via the Give Feedback button. Alternatively, you may send an email to [tuki@iq-payments.com](mailto:tuki@iq-payments.com).

Balances loaded onto a lost travel card can be transferred to a new travel card. A new card costs 5 euros, and a 7 euro processing fee is charged for transferring balances.

## Strike or traffic disruption

Separate instructions are given on the compensation in force majeure situations, such as a large-scale disruption in bus traffic due to a natural disaster or a strike concerning bus traffic, but as a rule no compensation is given in these situations. Traffic disruptions, such as a scheduled bus not driving its route or only driving part of it, or a bus arriving early or late, do not entitle you to seek compensation.

## Acquiring customer data

The trips made with a travel card are not linked to customer data, and the trips are not set out except when compiling statistics. Travel data is only disclosed to customers for a justifiable reason.

## Travel cards' service life

The service life of a travel card ends when Föli renews the cards. After the end of the card change, the old travel card cannot be used to pay for trips. Any value left on the travel card can be transferred to a new Föli card at a service point within a year from the

end of the card change.

Cards may be exchanged free of charge if a technical fault causes the card to cease functioning within three years of purchase. Any remaining unused travel rights will be transferred to the new card for free.

## Customer register and data protection

The data controller of the Föli customer data register is the City of Turku, Regional Public Transport. The register description is available at [rekisteri.turku.fi](http://rekisteri.turku.fi).

The customer register includes customer identification data and the loading and ticket sales transactions that Föli needs in order to manage the customer service and consumer protection of the travel card system. The data collected in the customer register is listed in the register description.

The most typical uses for customer identification data are the handover of a personal travel card, changes in the customer's address information and home municipality, identification of the owner of a found travel card, deactivation of a lost travel card, deactivation of a card at the end

of the customer relationship, clarification of errors, as well as the checking of loading transactions and value usage events at the customer's request.

The customer is responsible for ensuring that Föli's information on the customer is up to date. If the customer group, customer group validity period or home municipality of a customer using a personal travel card changes, the customer is obligated to inform Föli about the changes.

Personal data is not disclosed to third parties unless required by law or authority regulations. The staff of the service points have the right to update and check the customer data in the system, and they are under an obligation of confidentiality. The staff has the right to browse and print out the loading transactions and value usage events saved onto the card only at the customer's request or to resolve an error. A parent or guardian has the right to obtain the loading transactions or value usage events of an underage child in their custody.

Customers have the right to request the removal of their personal data in the Föli customer register by means indicated in the register description.

FÖLI

MODERN

URBANITE

# Important web addresses

**Online loading service**

**[nettilataus.turku.fi](https://nettilataus.turku.fi)**

**Journey planner**

**[reittiopas.foli.fi](https://reittiopas.foli.fi)**

**Stop-specific timetables**

**[omatpysakit.foli.fi](https://omatpysakit.foli.fi)**

**Stop-specific timetables (mobile)**

**[aikataulut.foli.fi](https://aikataulut.foli.fi)**

**[foli.fi](https://foli.fi)**