



GENERAL CONDITIONS OF CARRIAGE FOR CARRIS SERVICES

(being updated)

May 2025

INTRODUCTION.....	1
CHAPTER I – GENERAL PROVISIONS	1
CHAPTER II – SERVICE PROVISION	5
II.1 DEFINITION OF THE CARRIS SERVICES COMMERCIAL OFFER	5
II.2 COMMERCIAL AGREEMENTS AND PARTNERSHIPS	7
CHAPTER III – TICKETS AND TRAVEL PASSES	8
III.1 GENERAL INFORMATION ON TICKETS AND TRAVEL PASSES	8
III.2. TYPES OF TICKETS AND TRAVEL PASSES	9
III.3. TYPES OF PASSES	17
III.4 SALE OF TRANSPORT TICKETS	19
III.5 PRICES	20
III.6 CONDITIONS FOR REFUND OF TRANSPORT TICKETS	20
III.7 DISCOUNTS	22
CHAPTER IV – PASSENGER RIGHTS AND DUTIES	23
IV.1 PASSENGER RIGHTS	23
IV.2 PASSENGER DUTIES AND OBLIGATIONS	23
IV.3 REQUIREMENT FOR A VALID TRANSPORT TICKET	25
IV.4 PASSENGERS ENTITLED TO A TRANSPORT TICKET AT NO COST TO THE USER	26
CHAPTER V – CARRIS OBLIGATIONS	27
CHAPTER VI - TRANSPORT OF PASSENGERS WITH REDUCED MOBILITY	28
CHAPTER VII - TRANSPORT of PORTABLE ITEMS,PUSHCHAIRS, BICYCLES, and PETS	30
VII.1 TRANSPORT OF LUGGAGE.....	30
VII.2 PUSHCHAIRS	30
VII.3 FOLDABLE BICYCLES.....	31
VII.4 PETS AND GUIDE DOGS	31
CHAPTER VIII – LOST PROPERTY.....	33
CHAPTER IX – COMPLAINTS AND SUGGESTIONS	34

INTRODUCTION

This document outlines the general conditions of carriage for CARRIS passengers, established by CARRIS and approved by the Instituto da Mobilidade e dos Transportes, I.P. (Institute for Mobility and Transport), hereinafter referred to as the IMT, I.P., in accordance with Decree-Law No. 9/2015, of January 15.

CHAPTER I – GENERAL PROVISIONS

1. CARRIS services, which include the use of buses, trams, funiculars, and lifts (or elevators), are identified and publicised through their respective routes and timetables. This information is available online on the official CARRIS website (www.CARRIS.pt), at stops, at sales outlets, and via the CARRIS helpline (atendimento@CARRIS.pt – 21361 3000).
2. To use CARRIS services, passengers must be in possession of the appropriate ticket (or travel pass), valid for the service, according to the established conditions, prices, and timetables, and must validate it upon each entry into a vehicle.
3. Information regarding available tickets, commercial products, and sales and after-sales conditions, can be consulted online on the official CARRIS website, at CARRIS shops and kiosks, and through other channels duly authorised by CARRIS.
4. Tickets can be purchased through the sales network, via Multibanco (for passes and 'zapping' credit), directly from the driver (on-board fare), and online via the Viva Portal.
5. Passengers should take care to confirm the timetables of the services they intend to use beforehand, taking into account the current season, the type of day of the week, and the time period.
6. In specific situations of suspension, significant deterioration of operating conditions, or due to other unforeseen circumstances, CARRIS services may undergo changes to their routes and timetables. Situations known in advance are publicised, whenever possible, internally and externally through the available channels.
7. The carriage of children up to the day before their fourth birthday is free of charge and does not require a ticket, provided they do not occupy a seat. Proof of age must be provided, whenever requested during ticket inspection, by presenting an official identification document that includes the date of birth. Carriage under these conditions is in accordance with the provisions of Article 10 of Decree-Law No. 9/2015, of January 15.



8. The carriage of children up to the month in which they reach 13 years of age is free of charge, simply by using the Lisboa Viva card with a child profile. Carriage under these conditions is in accordance with the Finance Dispatch of 31/01/2017 by the Assistant Secretary of State for the Treasury and Finance.
9. CARRIS is not liable for the use of its services by minors unaccompanied by adults.
10. A transfer is considered to be a change of vehicle within our network (bus, tram, funicular, or lift/elevator) that is carried out within the limits and direction of the current journey, based on the spatial and temporal validity of the ticket the customer holds.
11. The current General Conditions of Carriage for CARRIS Services reflect the operationalisation of the legislation in force. CARRIS may, at its discretion, occasionally or due to seasonal campaigns, apply specific conditions more favourable to customers, which will be previously publicised on www.CARRIS.pt.
12. The CARRIS contract of carriage is governed by the legislation in force at all times, the current General Conditions of Carriage for CARRIS Services, the applicable specific conditions (if any), and the current Price Tables; this information is available to customers on the respective platforms.

The main legislation relevant to CARRIS's activities is as follows:

- Decree-Law No. 156/2005, of September 15, which establishes the mandatory availability of the Complaints Book for all suppliers of goods or service providers that have contact with the public, as amended by Decree-Law No. 74/2017, of June 21, and Regulatory Order (PORTARIA) No. 201-A/2017, of June 30 | This Regulatory Order defines, alongside the model for the physical Complaints Book, set by Regulatory Order No. 1288/2005, of December 15, as amended by Regulatory Orders Nos. 70/2008, of January 23, and 896/2008, of August 18, the electronic format of the Complaints Book, its edition, price, supply, and distribution to the suppliers of goods and service providers covered by Decree-Law No. 156/2005, of September 15, with subsequent amendments.
- Law No. 28/2006, of July 4, which approves the sanctioning regime applicable to transgressions occurring in the field of public passenger transport, with the amendments introduced by Decree-Law No. 14/2009, of January 14, Decree-Law No. 114/2011, of November 30, Law No. 83-C/2013, of December 31, and Decree-Law No. 117/2017, of September 12.



- Regulation (EC) No. 1370/2007, of the European Parliament and of the Council, of October 23, 2007, concerning public passenger transport services by rail and by road.
- Decree-Law No. 74/2007, of March 27, which enshrines the right of access for people with disabilities, accompanied by assistance dogs, to places, transport, and establishments with public access.
- Regulatory Order No. 968/2009, of August 26, which establishes the rules governing the carriage of various domestic animals on public transport.
- Resolution of the Council of Ministers No. 61-A/2015, of August 20, which approves the Strategic Transport Plan for the 2014-2020 horizon.
- Regulation No. 278-A-2019, which regulates the new tariff system in the Lisbon Metropolitan Area, through the creation of a set of metropolitan and municipal passes of reduced value, the management of which becomes the responsibility of the AML (Lisbon Metropolitan Area), thus reformulating and improving the intermodal pass system previously regulated by Regulatory Order No. 241-A/2013;
- Regulatory Order No. 298/2018 of November 19 and Declaration of Rectification No. 39/2018, which establishes general rules regarding the creation and availability of travel passes applicable to public passenger collective transport services, within the scope of Law No. 52/2015, of June 9, as well as the fixing of the respective fares. It approves general rules, within the scope of which transport authorities may define specific rules for transport passes and fares to be applied, including their update, in a given territory or operator.
- Decree-Law No. 174/2014, of December 5, which establishes the legal framework for the Concession, as amended by Decree-Law 86-D/2016 of December 30.
- Law No. 52/2015, of June 9, which approves the Legal Regime for the Public Passenger Transport Service, as amended by Decree-Law No. 86-D/2016, of December 30, and by Law No. 7-A/2016, of March 30, and Law No. 71/2018, of December 31.
- Law No. 61/2013, of August 23, which establishes the regime applicable to graffiti, posters, flyposting (picotagem), and other forms of alteration, even if temporary, of the original characteristics of exterior surfaces of buildings, pavements, sidewalks, walls, and other infrastructures.



- Decree-Law No. 86-D/2016, of December 30, which effects the transfer to the CML (Lisbon City Council) of the contractual position held by the State in the public service concession contract signed with CARRIS, as amended by Law 107/2017 of November 10 and by Decree-Law 1/2018 of January 8.
- Decree-Law No. 9/2015, of January 15, which establishes the conditions that must be observed in the contract for the road carriage of passengers and luggage on regular services, as well as the sanctioning regime for non-compliance with the rules of Regulation (EU) No. 181/2011, of the European Parliament and of the Council, of February 16, 2011, with the amendments introduced by Declaration of Rectification No. 3-A/2015, of January 16.
- Decree-Law No. 276/2001, of October 17, as amended by Decree-Law No. 315/2003, of December 17, Decree-Law No. 265/2007, of July 24, Law No. 49/2007, of August 31, Decree-Law No. 255/2009, of September 24, Decree-Law No. 260/2012, of December 12, Law No. 95/2017, of August 23, and Decree-Law No. 20/2019, of January 30, stipulates that passengers are permitted to carry domestic animals free of charge, provided the animals pose no danger and are appropriately enclosed in a suitable container that can be transported as hand luggage. Each passenger may not carry more than one container with domestic animals.
- GDPR (General Data Protection Regulation) (Regulation (EU) 2016/679 of the European Parliament and of the Council, of 27 April 2016).



CHAPTER II – SERVICE PROVISION

II.1 DEFINITION OF THE CARRIS SERVICES COMMERCIAL OFFER

The CARRIS passenger transport service operates within the city of Lisbon (urban) and occasionally in the municipalities of Almada, Amadora, Loures, Odivelas, and Oeiras.

The services provided by CARRIS are:

- Bus Network
- Tram Network
- Funicular and Elevator Network
- Neighbourhood Network

The service operates daily, 24 hours a day, through regular, primarily urban routes, with some partially suburban routes, comprising the day network, the night network, and the early morning network.

The CARRIS network has an approximate total length of 680 km of single track/lane, with approximately 70 km of dedicated BUS lane¹.

II.1.1 Bus Network

The bus network has an approximate total length of 674 km of single lane, with a total of 67 km of dedicated BUS lane¹.

The following bus typologies are used in CARRIS services: standard, articulated, medium, and mini, depending on the route and the demand of the service.

Early Morning Network

The Early Morning Network includes routes that operate from Monday to Sunday, between 11:30 p.m. (23:30) and 5:35 a.m. (05:35).

¹ Data referring to April 2019.



Special Service for Persons with Reduced Mobility

This service operates on a "door-to-door" basis for customers subject to prior qualification and by appointment only, using the on-board fare exclusively. (More information on the service can be found in Chapter VI.)

Neighbourhood Routes (Carreiras de Bairro)

This service has been in implementation since July 2017 and aims to serve the parishes of Lisbon, accepting all valid travel passes on the CARRIS Network. It has an exclusive monthly pass associated with these specific routes.

Other Special Services

CARRIS occasionally provides service reinforcements associated with events that result in the movement of a large number of customers in the city of Lisbon.

II.1.2 Tram Network

A rail infrastructure with an approximate length of 53 km of single track is currently in operation, with approximately 16 km of dedicated BUS lane².

The following tram typologies are used: historic and articulated.

II.1.3 Funicular and Elevator Network

Three funiculars and one elevator are operated:

Funiculars: Glória, Lavra and Bica.

Elevator: Santa Justa

Note: The data relating to the number of kilometres travelled is subject to permanent alterations (or ongoing changes).

² Data referring to April 2019.



II.2 COMMERCIAL AGREEMENTS AND PARTNERSHIPS

CARRIS may establish commercial agreements with public or private entities which result in benefits for passengers, associates, members, or employees of the partner entities, allowing them to take advantage of more favourable fares and/or conditions.



CHAPTER III – TICKETS AND TRAVEL PASSES

III.1 GENERAL INFORMATION ON TICKETS AND TRAVEL PASSES

1. Tickets and travel passes are sold by CARRIS or by any other transport operator included in the ticket, in accordance with legally defined requirements. They may be dematerialised or take the form of a written ticket or any other format that CARRIS recognises as valid.

In addition to the mandatory tickets provided for by law, CARRIS may request authorisation for the creation or discontinuation of tickets, requiring a prior analysis by the competent transport authority to demonstrate the alternative fare options for passengers. These changes should not impose a fare increase greater than that established for a given year, except in duly justified situations.

2. Any change to the fares for transport services obliges CARRIS to disclose it to the public 10 days before it comes into force.
3. CARRIS may sell tickets with other characteristics and prices in promotional campaigns, on dates and under conditions previously announced, provided this is agreed with the operators participating in the tickets.
4. CARRIS transport may only be used by those holding a valid ticket for the journey they intend to make.
5. Validation of tickets is mandatory for CARRIS network services; this must be done inside the vehicles using dedicated validators or through the purchase of a ticket (on-board fare) from the crew member. Using CARRIS services without a valid ticket is subject to a fine, with the exception of the situation provided for children up to 4 years of age, as long as they do not occupy a seat.
6. Lost or stolen tickets and their respective carriers will not be replaced or refunded, nor will a duplicate be issued. (In accordance with paragraphs 19 and 20 of Regulation 278-A/2019 – Annex II).



III.2. TYPES OF TICKETS AND TRAVEL PASSES

• ELECTRONIC MEDIA

Lisboa Viva Card

This is the carrier card for loading travel passes, accepted by all transport operators in the Lisbon Region, and also allowing the loading of "Zapping" (pre-paid credit). They allow for the possibility of having 4 contracts loaded simultaneously, which can be 4 passes or 3 passes and Zapping.



7 Colinas, Viva Viagem Cards

These cards were specially created for less frequent customers, allowing them to load the ticket that best suits their needs. They can also be used as a complement to the personalised Lisboa Viva card, which is also multi-modal and is intended for customers who normally use travel passes.

The 7 Colinas and Viva Viagem cards have an incorporated "chip" and antenna, operating by tapping on the contactless validators for access to the transport networks of CARRIS and the other participating transport operators.



Tickets of the same type can be loaded onto this card, and new tickets can be reloaded whenever desired. However, if you wish to reload a different type of ticket onto the 7 Colinas or Viva Viagem card, you must first use up all previously loaded tickets.

They are valid for one year after the first load/top-up. After the validity period, customers may continue to use any tickets they have loaded until they are fully depleted/used up.

Bank Card

A bank debit card that allows for automatic payment of journeys on CARRIS, Metro, Transtejo/Soflusa, Fertagus, MTS, and CP services.



• TYPES OF TICKETS VALID ON CARRIS

OCCASIONAL TICKETS

PRE-PURCHASED TICKETS | Support: 7 Colinas or Viva Viagem

TICKET	COMPANY	VALIDITY
JOURNEY CA/ML	CARRIS METRO	Valid across the entire Carris and Metro networks for an unlimited number of journeys within 60 minutes, counted between the first and last entry validation. Consecutive uses are not permitted on the Metro; customers cannot make two consecutive entries into the Metro network, unlike on the Carris network.
DAILY TICKET CA/ML	CARRIS METRO	Valid for an unlimited number of journeys across the entire Carris and Metro networks for 24 hours from the first validation.
DAILY TICKET CA/ML/TT	CARRIS METRO TT	Valid for an unlimited number of journeys across the entire Carris and Metro networks, and on the Transtejo ferry connection between Cacilhas and Cais do Sodré, for 24 hours following the first validation.
DAILY TICKET CA/ML/CP	CARRIS METRO CP	Valid for an unlimited number of journeys for 24 hours following the first validation, across the entire Carris and Metro networks, and on the entire CP Lisbon urban service network, which includes the Sintra, Azambuja, Cascais, and Sado Lines.
ZAPPING	CARRIS METRO TT/SOFLUSA FERTAGUS MTS CP RL TST	Valid across the entire Carris network for an unlimited number of journeys within 60 minutes, counted between the first and last entry validation. Changing Operators invalidates the ticket on the previous Operator's network; the price and time validity of the new Operator will apply.
	CARRIS METRO CP TURISMO	This pass is a joint product of Turismo de Lisboa, IGESPAR – Institute for the Management of Architectural and Archaeological Heritage, IMC – Institute of Museums and Conservation, Carris, Metro, and CP. It provides free access to the Carris and Metro networks, the CP train lines



LISBOA CARD	LISBOA	to Sintra and Cascais, and also offers up to 50% discounts on Museums and Monuments. It is available in three time validities: 24 hours, 48 hours, and 72 hours, and in two categories: adult and child.
CAIXA VIVA	CARRIS METRO TT/SOFLUSA FERTAGUS MTS CP	The CGD bank card is valid across the entire Carris network for an unlimited number of journeys within 60 minutes, counted between the first and last entry validation.
VIVA GO	CARRIS METRO TT/SOFLUSA FERTAGUS MTS CP	The Lisboa Viva card linked to a bank account is valid across the entire Carris network for an unlimited number of journeys within 60 minutes, counted between the first and last entry validation.

TICKETS

Single Ticket | Support: Thermal

TICKET	VALIDITY
ON-BOARD BUS FARE	Valid for a single journey on any regular CARRIS bus route. Sold by the Drivers aboard the vehicles.
ON-BOARD TRAM FARE	Valid for a single journey on any regular CARRIS Tram route. Sold by the Conductor the vehicles. On Articulated Trams, the ticket is sold at machines located inside the vehicles in the central area.
ON-BOARD FUNICULAR FARE	Valid for up to two journeys on the Funiculars. Sold by the Conductor aboard the vehicles.
ON-BOARD ELEVATOR FARE (Santa Justa Ticket)	Valid for a maximum of two journeys exclusively on the Santa Justa Lift, sold on board. Only with this On-board Fare can customers access the Elevator Terrace without paying the separate Lookout Access Ticket price.



CARRISTUR TICKETS VALID ON CARRIS

These are tickets issued on thermal paper. All CARRISur tickets, with the exception of Aerobus tickets, are valid on the Carris Tram network, Funiculars, and Santa Justa Elevator, but are not valid on the bus network.

The time validity is identical to that of the CARRISur ticket.

PASSES

Support: Lisboa Viva Card

These tickets are designed for frequent public transport users.

They are loaded electronically onto the Lisboa Viva Card with monthly or 30 consecutive days validity.

There are various options available with different spatial validities and the possibility of combining different transport methods (or various means of transport).

TYPE OF PASS	COMPANY	ROUTES COVERED
Local route (Carreiras de Bairro)	CARRIS	Valid exclusively on CARRIS routes operating a Neighbourhood service.
Urban Navegante 30 days Senior citizen	CARRIS METRO CP	Valid on the urban networks of CARRIS and Metro and on the CP urban routes within Lisbon, including the stations of Benfica, Belém, and Moscavide, for 30 consecutive days from the date of loading. This does not include crossing the 25 de Abril Bridge.
Urban Navegante 30 days Retiree/Pensioner	CARRIS METRO CP	Valid on the urban networks of CARRIS and Metro and on the CP urban routes within Lisbon, including the stations of Benfica, Belém, and Moscavide, for 30 consecutive days from the date of loading. It does not include crossing the 25 de Abril Bridge.
CARRIS/METRO + Parking 30 days	CARRIS METRO EMEL or EMPARK	This is an integrated pass for parking in EMEL and EMPARK car parks and for using the public transport networks of Carris and Metro. It is intended for users of car parks and public transport in the city of Lisbon who hold a Lisboa Viva card. To purchase it, the customer must go to a CARRIS or Metro sales point with their Lisboa Viva card. After acquiring the pass, the customer must go to an EMEL or EMPARK car park, where — upon presentation of the purchase receipt and subject to parking space availability — they will be issued a car park access card for a 30-day period, equivalent to the pass's validity.



		A set of car parks is covered, and the full list is available online at www.carris.pt
Passes LX Normal 4_18 A; 4_18 B Sub23 A; Sub23 B	CARRIS METRO R. ESTREMADURA RODOTEJO	These tickets are NOT sold by Carris or Metro, but they are accepted on our routes within the urban area. On other operators' networks, they are valid on connecting routes between Lisbon and the locations situated outside the Lisbon metropolitan area, served by participating companies, or on routes that run totally or partially outside that area and flow into rail or river stations, according to the distances.
NAVEGANTE 12	CARRIS METRO CP FERTAGUS SULFERTAGUS MTS SOFLUSA TRANSTEJO CAISCAIS PRÓXIMA TCB BT MAFRENSE BOA VIAGEM HLM ISIDORO DUARTE JJSA RL SCOTTURB TST VIMECA	This free pass for children is valid until the last day of the month in which the child turns 13, and is accepted on all regular public transport operators within the 18 municipalities of the Lisbon Metropolitan Area. It is mandatory for the child to have a valid Lisboa Viva or Navegante Escolar card. The card will be updated free of charge on the system to a Navegante 12 pass at the CARRIS Customer Support Offices.
NAVEGANTE + 65	CARRIS METRO CP FERTAGUS SULFERTAGUS MTS SOFLUSA TRANSTEJO CAISCAIS PRÓXIMA	This is a fixed monthly pass for those aged 65 and over, retirees, and pensioners (where the household's monthly income is equal to or less than the national minimum wage). It is mandatory to have a valid Lisboa Viva card with the Senior (3rd Age) or Retiree/Pensioner profile. The pass is valid on all regular public transport services in the 18 municipalities of the Lisbon Metropolitan Area.



	TCB BT MAFRENSE BOA VIAGEM HLM ISIDORO DUARTE JJSA RL SCOTTURB TST VIMECA	
NAVEGANTE 7 DAYS APRIL	CARRIS METRO CP FERTAGUS SULFERTAGUS MTS SOFLUSA TRANSTEJO CASCAIS PRÓXIMA TCB BT ISIDORO DUARTE RL SCOTTURB TST VIMECA	For the month of April only, and exclusively as a supplement to the 30-day rolling passes, a ticket will be made available with the same spatial validity as the Metropolitan Navegante, but with a time validity of only 7 rolling days. Regarding the loading period, this ticket should only be available for sale between April 8, 2019, and April 30, 2019. It is not permitted for the ticket's validity to extend beyond May 6 (i.e., the equivalent of loading a 7-day pass on April 30).
METROPOLITAN NAVEGANTE	CARRIS METRO CP FERTAGUS SULFERTAGUS MTS SOFLUSA TRANSTEJO CAISCAIS PRÓXIMA TCB BT MAFRENSE BOA VIAGEM HLM ISIDORO DUARTE JJSA RL SCOTTURB	This is a fixed monthly pass, valid for the entirety of the month for which it is purchased. It is valid on all regular public transport services across the 18 municipalities of the Lisbon Metropolitan Area. It is valid at all stops within the CARRIS network.



	TST VIMECA	
NAVEGANTE LISBOA	CARRIS METRO CP FERTAGUS	This is a fixed monthly pass, valid for the entirety of the month for which it is purchased. It is valid on all regular public transport services within the geographical limits of the Lisbon municipality. On the CARRIS network, it can be used on all routes, with the exception of route 776 and certain stops on the following routes: 201, 207, 210, 711, 722, 725, 728, 736, 448, 751, 753, 754, 764, 767, 781, 783, and 799.
NAVEGANTE AMADORA	CARRIS METRO CP RL VIMECA	This is a fixed monthly pass, valid for the entirety of the month for which it is purchased. It is valid on all regular public transport services within the geographical limits of the Amadora municipality. On the CARRIS network, it can be used at certain stops on the following routes: 711, 754, 764, 767, and 799.
NAVEGANTE LOURES	CARRIS CP RL ISIDORO DUARTE BT JJSA HLM	This is a fixed monthly pass, valid for the entirety of the month for which it is purchased. It is valid on all regular public transport services within the geographical limits of the Loures municipality. On the CARRIS network, it can be used at certain stops on the following routes: 207, 210, 717, 722, 725, 728, 731, 781, and 783.
NAVEGANTE OEIRAS	CARRIS CP VIMECA SCOTTURB	This is a fixed monthly pass, valid for the entirety of the month for which it is purchased. It is valid on all regular public transport services within the geographical limits of the Oeiras municipality. On the CARRIS network, it can be used at certain stops on the following routes: 201, 714, 748, 750, 751, and 776 (on this route, it is valid at all stops).

Family Navegante Pass

The family pass went on sale on July 26, 2019, with the following purchase options available at Carris:



- Family Metropolitan (with the same validity as the Navegante Metropolitan pass)
- Family Municipal (Lisboa, Almada, Amadora, Oeiras, Odivelas and Loures) (with the same validity as the corresponding Navegante Municipal passes)

All information regarding registration, loading, and prices is available on the Carris website.



III.3. TYPES OF PASSES

The Lisboa Viva Card has a specific profile associated with each category.

NORMAL

For customers who do not fit into the other categories. These profiles do not have any associated discount.

CHILDREN

Children up to and including 12 years old can travel free of charge on the CARRIS and Metro networks. To benefit from all regular public passenger transport services in the 18 municipalities of the Lisbon Metropolitan Area, they must go to a customer support office to load the card with the Navegante 12.

4_18 A

Passes with a 60% discount for primary and secondary education students who are beneficiaries of School Social Support Tier "A".

4_18 B

Passes with a 25% discount for primary and secondary education students aged between 13 and 18.

Sub23 A

Passes with a 60% discount for higher education students aged 23 or under, or up to and including 24 years old for Architecture and Medicine courses, who are beneficiaries of Higher Education Direct Social Support Tier "A".

Sub23 B

Passes with a 25% discount for all higher education students aged 23 or under, and up to 24 years old for Architecture and Medicine courses.

Social + A

Passes with a 50% discount intended for:

- Beneficiaries of the Social Integration Income
- Beneficiaries of the Elderly Solidarity Supplement

Social + B

Passes with a 25% discount intended for:

Individual benefit:

- Retirees and Pensioners whose monthly pension is equal to or less than 1.2 times the value of the IAS (Social Support Index);
- Beneficiaries of Unemployment Benefit whose monthly amount is equal to or less than 1.2 times the value of the IAS.



Family benefit:

- Customers who belong to households where the equivalent average monthly income is equal to or less than 1.2 times the value of the IAS (Social Support Index). The calculation of this group of beneficiaries' gross monthly income is carried out using the following formula:

$$\frac{\text{Gross annual income of the household}}{12 \times (n.^{\circ} \text{ taxable subjects} + 0.25 \times n.^{\circ} \text{ of dependent members})} \leq 1,2 \times \text{IAS}$$

Retirees and Pensioners

Special prices for retirees and pensioners whose household income is equal to or less than the national minimum wage.

65+ or Senior

Special prices for individuals aged 65 and over (applies in the month they turn 65).

Operator Profile

The Navegante Operator category (only for employees of the transport operators CARRIS, Metro, and CP) has the same geographical validity as the Navegante Rede Pass but with discounts.

- Navegante Operator Retired
- Navegante Operator Family



III.4 SALE OF TRANSPORT TICKETS

With the exception of the On-board Fare issued by the OBSEs (On-Board Selling Equipment) and the automatic vending machines on route 15E — both of which use thermal paper — and the cardboard tickets used when the OBSEs break down, all other transport tickets are digital.

- a. The receipts/invoices issued by the points of sale identify the service provider, the issuing entity and the respective seller, the date of purchase, the ticket acquired and its time validity, as well as customer data such as the tax number when an invoice is issued;
- b. The invoice/receipt will not be considered or substitute the transport ticket for any purpose;
- c. In the event of deterioration or malfunction of the ticket support (card), the invoice/receipt must be used, along with the transport ticket, as proof of purchase and validity of the ticket, in order to allow the reading of the data necessary for the inspection of transport tickets.
- d. In the situation reported in point c, customers must go to a Customer Support Office as quickly as possible to resolve the issue.

It is the passenger's responsibility to check the transport ticket details at the time of purchase: the issuing entity, type of ticket, time and geographical validity, and that the invoice/receipt relates to the acquired ticket/card. The passenger must also check the tax number (NIF) included on the invoice, if they requested one.

Any complaints regarding the ticket issued, the price, or change resulting from a personalised sale must be made at the time of purchase.

The payment for tickets is made with the current currency or any other means accepted by CARRIS.

III.4.1 CARRIS Sales Network

The current CARRIS Sales Network is composed of 2 Stores — one in Santo Amaro and another in Arco do Cego — 4 dedicated sales points (mob Kiosks at Lumiar, Colégio Militar, Campo Pequeno, and Cais do Sodré), 88 mob points (concessionaires), 54 CTT Post Offices, and 272 Payshop outlets³.

The sales network is published on www.carris.pt

³ Data refers to April 2019 and is subject to change



III.5 PRICES

The current prices practised by CARRIS, as well as other specific or promotional conditions, are available for consultation at personalised sales points, on the vehicles, and on www.carris.pt.

III.6 CONDITIONS FOR REFUND OF TRANSPORT TICKETS

CARRIS applies the commercial rules and procedures, defined by all operators within the system, regarding any cancellations, exchanges, or refunds of transport tickets. These matters are resolved at the customer service desks in the Santo Amaro and Arco do Cego stores.

III.6.1 Cancellation of travel due to strikes

1. In the event of strikes that prevent the circulation of vehicles on the CARRIS network, the operator is not obliged to provide alternative services, but only to ensure minimum services, which are set by an Arbitration Court, provided that the Court recognises their necessity and suitability.
2. The suppression of vehicles on the CARRIS network due to employee strikes is, whenever possible, publicised by the company with due notice. The provision of minimum services, when defined, is also publicised, in accordance with current law.



III.6.2 Conditions/rules for cancellations, exchanges, and refunds by ticket type

Rules for cancellations, exchanges, and refunds, by ticket type:

a) Municipal Navegante:

- i. Only exchanges of Municipal Navegante Passes for a Metropolitan Navegante Pass are accepted.
- ii. Exchanges are accepted until the 25th day of each month.
- iii. The cancellation of a Municipal Navegante Pass is permitted only if the ticket's validity has not yet started.
- iv. There is no charge for the TUD (Daily Usage Fee) for operations involving the exchange or cancellation of a Municipal Navegante Pass.

b) Metropolitan Navegante:

- i. Exchanges of the Metropolitan Navegante Pass are not accepted.
- ii. The cancellation of a Metropolitan Navegante Pass is permitted only if the ticket's validity has not yet started.
- iii. There is no charge for the DUF (Daily Usage Fee) for operations involving the cancellation of Metropolitan Navegante Passes.

c) Exchanges or Cancellations can only be performed by the operator that made the original sale, with the exception of sales made under the terms described in sub-paragraphs b), c), d), and e) of point 10, where any Operator may carry out these operations under the aforementioned terms;

d) Any commissions paid via MULTIBANCO will not be refunded to the customer;

e) Refund or exchange operations can only be processed upon presentation of the proof of purchase (receipt).



III.7 DISCOUNTS

CARRIS may apply discounts to the price of the transport ticket or the support (card) for specific customer segments and promotional campaigns, under conditions and on dates that are pre-announced and agreed upon with the other involved Operators.



CHAPTER IV – PASSENGER RIGHTS AND DUTIES

IV.1 PASSENGER RIGHTS

Passengers have the right to use CARRIS services upon compliance with the current conditions of carriage. Passengers are entitled to the rights established in the legislation in force at any given time—the most relevant aspects of which are reflected in these general conditions—as well as any more favourable general or particular conditions, should they exist.

IV.2 PASSENGER DUTIES AND OBLIGATIONS

1. Access to the CARRIS transport network service implies compliance by passengers with the provisions of the current legislation indicated in Chapter I - General Provisions and Article 7 of Decree-Law No. 9/2015, of January 15, in other applicable provisions in force for these services, in these General Conditions of Carriage, and with the instructions given to them by our crew members, inspectors, or other employees in the exercise of their duties.
2. Passenger duties are:
 - a. When purchasing transport tickets, confirm the following information: The identification of the transport service operator(s), the issuing entity, the type of service, the respective time and geographical validity, the price to be paid, and the Tax Number (NIF) included on the invoice, if one was requested;
 - b. Validate the transport ticket at the start of each journey;
 - c. Present and provide their transport ticket and the documents authorising the use of that ticket, whenever requested by CARRIS inspectors;
 - d. Store and safely secure their hand luggage, bicycles, and pets in the designated areas of CARRIS vehicles and in accordance with the rules established by the Company for this transport.
3. Passengers are forbidden from, which constitutes an administrative offense, and is without prejudice to any civil or criminal liability that may apply:



- a. Entering or leaving the vehicle while it is in motion, or after the sound signal announcing the closing of the doors or whenever such action is prohibited by a sound or equivalent warning;
- b. Occupying seats reserved for persons with reduced mobility, pregnant women, and persons with infants, unless these seats are clearly not needed for that purpose;
- c. Throwing any objects outside the vehicles;
- d. Placing items in the designated storage areas that, due to their content, nature, or shape, may fall or disturb other passengers in the event of a collision, sudden stop, or other causes;
- e. Placing heavy or dirty items on the seats or resting one's feet directly on them;
- f. Engaging in any commercial or promotional activity or offering services without prior authorisation from CARRIS;
- g. Soliciting, organising collections, gathering signatures, or conducting surveys without authorisation from CARRIS;
- h. Transporting pets or assistance animals in violation of the conditions established in the applicable legislation.
- i. Hanging onto any part of the vehicles;
- j. Carrying out any kind of advertising and distributing or affixing posters, leaflets, or other publications, as well as filming or taking photographs without authorisation from CARRIS;
- k. Soiling, either the interior or the exterior, of the vehicles;
- l. Transporting weapons that are not secured in accordance with the applicable legislation, unless they are law enforcement agents;
- m. Transporting explosive materials, including pyrotechnic material, easily flammable, corrosive, or radioactive substances;
- n. Transporting items that, due to their nature, shape, size, or smell, may cause discomfort to other passengers or damage the rolling stock;
- o. Using sound devices or making noise in a way that bothers other passengers;
- p. Performing acts or uttering expressions that disrupt the smooth running of services or bother other passengers;
- q. Travelling in a condition of manifest lack of hygiene or under the influence of medicine, alcohol, or psychotropic substances that intolerably disturb other passengers;
- r. Smoking or using electronic cigarettes. (Law 37/2007 of 14 August, with amendments introduced by Law No. 109/2015 of 26 August, and by Law No. 63/2017 of 3 August).

4. In cases where a passenger's non-compliance with their duties and obligations disturbs other passengers, causes damage, or interferes with the proper order of the transport service, the inspectors may order the passenger to leave the vehicle. Should the passenger refuse to comply with this determination, the inspectors may call upon the competent police authority, without prejudice to the passenger being subject to administrative



offense proceedings and the payment of a fine.

5. Passengers who are ordered to leave the vehicle under the terms of the previous point are not entitled to any refund of the price of the transport ticket.
6. Inspectors may, in the exercise of their duties and whenever necessary, demand identification from the offender and request police intervention.
7. Sworn agents (inspectors) are, for all intents and purposes, considered public authority agents. In addition to drawing up charge sheets (autos de notícia), they may, in particular, request the intervention of the authorities and the assistance of the public force whenever deemed necessary, and detain offenders caught in the act, in the same cases as public authority agents.
8. Identification is done upon presentation of the Identity Card/Citizen's Card or other authentic document that allows identification, or, in its absence, through a witness identified under the same terms.

IV.3 REQUIREMENT FOR A VALID TRANSPORT TICKET

Passengers are obliged to be in possession of a valid transport ticket before the start of their journey. Validation is mandatory on all journeys, even when within the time validity period of the transport ticket. When requested by inspectors, passengers are obliged to provide their transport ticket and identification documents if required.

In cases of:

- Lack of a transport ticket;
- Unvalidated ticket;
- Invalid transport ticket;
- Refusal to display the ticket.

And under the terms of Law No. 28/2006, of 4 July, amended by Decree-Laws No. 14/2009, of 14 November, No. 114/2011 of 30 November, Law No. 83-C/2013, of 31 December, and Decree-Law No. 117/2017, of 12 September, passengers are subject to the payment of the on-board fare for the network being used, plus a corresponding fine, the values and payment conditions of which are specified in the aforementioned Law.



IV.4 PASSENGERS ENTITLED TO A TRANSPORT TICKET AT NO COST TO THE USER

Passengers entitled to a zero-cost transport ticket for the user, under the terms of applicable legislation or through agreements established with CARRIS, must be in possession of a transport ticket that provides proof of this entitlement.

This ticket is issued upon prior identification of the entity responsible for its payment, under terms that allow for the effective accounting and reimbursement to the operator of the value of the legally mandated reductions or exemptions.

The exception includes all those engaged in public functions of road transport inspection, criminal investigation, or maintaining public order and safety who require free access to transport in the performance of their duties.



CHAPTER V – CARRIS OBLIGATIONS

CARRIS's mission is to provide urban public surface transport services for passengers, guided by criteria of Sustainability. The company aims to continuously improve the quality of the service provided in order to satisfy the needs and meet the expectations of its customers.

Therefore, CARRIS makes the following commitments to its customers:

1. Provide a quality service that is suited to customer expectations;
2. Ensure service to the entire population of the city of Lisbon, guaranteeing a stop is available at an acceptable distance and contributing to intermodal coordination;
3. Provide clear and correct information about the service provided, both in normal situations and during service disruption, using appropriate customer communication platforms;
4. Define timetables that are adjusted to demand, and quickly adopt any necessary corrective measures;
5. Adopt measures to ensure regularity, in collaboration with the public road management entities;
6. Promote actions that guarantee customer safety;
7. Ensure an adequate sales network and the best methods to facilitate the purchase of transport tickets;
8. Maintain CARRIS infrastructures and vehicles in good condition and cleanliness;
9. Ensure the availability of necessary resources in order to provide the desired quality of service;
10. Enable accessibility for customers with reduced mobility, implementing the necessary measures;
11. Promote criteria for energy efficiency and the reduction of pollutant emissions in the fleet, contributing to environmental protection;
12. Seek to understand the customer's viewpoints, namely their degree of satisfaction, by providing the means to do so;
13. Address customer complaints and suggestions as a source of information for continuous service improvement.



CHAPTER VI – TRANSPORT OF PASSENGERS WITH REDUCED MOBILITY

CARRIS is obliged to assist the entry and exit of passengers with reduced mobility, facilitating the process of accommodating and securing wheelchairs inside the vehicles, provided they are in possession of a valid transport ticket for the intended journey.

CARRIS currently offers two services dedicated to the transport of persons with reduced mobility, as indicated below:

Regular Public Service

CARRIS has invested in adapting its public service fleet, with a view to equipping it with favourable conditions for the transport of persons with reduced mobility.

- Around 90% of our buses have a low floor between the entry and exit doors;
- We currently guarantee that over 73% of the fleet is equipped with full accessibility conditions for PMR (passengers with reduced mobility), featuring a dedicated wheelchair space, backrests, and an access ramp. The adapted buses have an electric wheelchair access ramp.

Routes with Accessibility for PMR (Passengers with Reduced Mobility)⁴:

29B, 701, 703, 705, 716, 720, 722, 726, 728*, 729, 730, 735, 736, 744, 747, 755, 756, 767, 770, 778, 781, 782, 783, 794 and 798.

* A minimum allocation of 50% of vehicles on alternating trips is guaranteed for this route.

Specialised Service

This special transport service operates, whenever possible, on a door-to-door system within the CARRIS operating network in the municipality of Lisbon. The fare for the journey (for both the passenger and the companion) will be the on-board fare price, which is the same as that practised in the regular public service.

These vehicles operate with:

- Seats equipped with safety belts
- Electric lift platform for wheelchair access
- Wheelchair securing and locking systems during the journeys.

⁴ Data concerning routes with PMR accessibility are subject to change



- Capacity - 10 passengers (5 in wheelchairs and 5 seated)

To gain access to this transport service, customers must provide proof of their incapacity through a medical certificate (minimum 60%). They must also submit a photograph and present their Identity Card for the issuance of a card that grants them the right to use this type of transport.

Registration for this service and the submission of the required documentation is only possible at the Santo Amaro store.

Note: Data refers to April 2019 and is subject to constant change.



CHAPTER VII – TRANSPORT of PORTABLE ITEMS, PUSHCHAIRS, BICYCLES, and PETS

Passengers are responsible for the transport and supervision of their hand luggage, bicycles, and any animals accompanying them. Passengers are solely responsible for securing them in the locations provided for this purpose and for any damage they may cause to other passengers or to CARRIS.

VII.1 TRANSPORT OF LUGGAGE

The transport of large baggage is not compatible with the typology of a CARRIS urban vehicle, as it is likely to cause damage or inconvenience to other passengers or damage the vehicles.

On CARRIS vehicles, passengers are allowed to transport, free of charge, "hand luggage" of small dimensions not exceeding the maximum size of 55x40x20 cm. This luggage should preferably be placed in the areas designated for luggage storage, according to the fleet typology and available space. For this purpose, laptops and similar items are not considered.

The aforementioned dimensions may be slightly flexible in situations where vehicle occupancy is low and there is no risk or inconvenience to the operation and remaining passengers.

VII.2 PUSHCHAIRS

On CARRIS vehicles, open pushchairs are permitted (provided the child is being transported) on all vehicles, ensuring there are no physical impediments (such as door width, vertical bars, etc.).

The pushchair must be placed on the central platform, immediately behind the last seat on the left side, facing the rear and leaning against the seat or the specific backrest, if one exists.

Should the need arise and the vehicle be equipped with an access ramp and/or 'lateral kneeling' (suspension lowering), these devices must be used.

Whenever the pushchair is not being used to transport a child, it must be folded and transported as baggage. Access with an open pram/pushchair via the exit door does not exempt the accompanying adult from purchasing or validating a transport ticket.



VII.3 FOLDABLE BICYCLES

Due to their reduced size, folding bicycles are considered 'hand luggage' and may therefore be transported on all vehicles, provided that, when folded, they do not exceed the maximum dimensions of 55x40x20 cm and are properly secured.

VII.4 PETS AND GUIDE DOGS

Decree-Law No. 276/2001, of 17 October, amended by Decree-Law No. 315/2003, of 17 December, Decree-Law No. 265/2007, of 24 July, Law No. 49/2007, of 31 August, Decree-Law No. 255/2009, of 24 September, Decree-Law No. 260/2012, of 12 December, Law No. 95/2017, of 23 August, and Decree-Law No. 20/2019, of 30 January, determines that passengers are permitted to transport harmless pets free of charge, provided they are duly enclosed in an appropriate receptacle that can be transported as hand luggage. Each passenger may not transport more than one receptacle with pets.

Passengers are responsible for the custody and supervision of the animals accompanying them, and they are solely responsible for any damage the animals may cause. Transported pets (enclosed in an appropriate receptacle) may under no circumstances occupy a seat, nor impede the access of other passengers to the remaining seats.

In cases of non-compliance with these conditions, inspectors may order the passenger and their pet to leave the vehicle, without the right to any potential refund.

The transport of dangerous and potentially dangerous animals is prohibited, under the terms set out in Decree-Law No. 315/2009, of 29 October, amended by Law No. 46/2013, of 4 July, and by Law No. 110/2015, of 26 August, as well as those in a poor state of health or hygiene that, due to their smell, noise, or another objectively relevant reason, such as their size, may inconvenience passengers.



The transport of Guide Dogs and Assistance Dogs is regulated by Decree-Law No. 74/2007, of 27 March, which enshrines the right of access for persons with disabilities accompanied by assistance dogs to public access venues, transport, and establishments, thereby revoking Decree-Law No. 118/99, of 14 April.



CHAPTER VIII – LOST PROPERTY

Items found, lost, or abandoned on CARRIS premises and vehicles are sent to the depots to which the vehicles belong, or where the items were found, and to the Santo Amaro store. These items remain at the depots and store for approximately 24 hours, after which they are delivered to the Lost Property section of the PSP (Public Security Police) in Olivais, where they may be claimed.

You may contact CARRIS through our various customer service channels (by phone or in writing) to verify if your item has been found.



CHAPTER IX – COMPLAINTS AND SUGGESTIONS

Complaints regarding the service provided by CARRIS can be made

- In writing, through one of the following methods:
 - Email: reclamacoes@carris.pt;
 - Complaints Book available at CARRIS stores, CARRIS depots, and at "mob" Kiosks and online;
 - Letter addressed to the Complaints Service/CARRIS: Alameda António Sérgio, N.º 62 2795-221 Linda-a-Velha;
 - Using the forms available on the CARRIS website at www.carris.pt.
- In person at the CARRIS stores in Santo Amaro and Arco do Cego.
- By phone –(+351) 21 3613000.
- Via Social Media (private message)

