

This pamphlet provides information about how you travel by bus or train in Västmanland, the different types of ticket which are available, and how you pay for them.

For your safety and that of the driver, no cash is used on buses. If you have any questions, you will find the answers on our homepage www.vl.se or you can telephone to KundCenter VL at 0771-22 40 00.

KundCenter VL is open on Mondays to Fridays from 7.00 am to 18.00 pm, on Saturdays from 08.30 am to 16.00 pm and on Sundays from 10.00 am to 16.00 pm.

Find your bus

It is easy to plan your journey. The easiest way is to use the travel planner on www.vl.se. There you can write in your starting point and your destination, and you will receive a suggestion as to the best route to take.

If you feel uncertain, you are always welcome to call KundCenter VL, tel: 0771-22 40 00.

What time does the bus go?

You can find a bus timetable on our homepage www.vl.se. You can also obtain a printed timetable from our agents or on the bus. If you are travelling on a bank holiday, note that there may be changes in the normal timetable. These days are listed on our homepage.

Our APP – all the information in one place

Our App is available at Applestore, Google Play or Windows Phone Market (search at VL), and this provides information concerning

- Timetables
- Bus stop times
- Seeking/purchasing a journey by invoice or debit/credit card
- Purchasing a ticket (preselected) by invoice or debit/credit card
- Downloading tickets (Here you find all the tickets that you have purchased)
- Changing region (one App giving access to 14 different county traffic systems)

Different types of tickets

A number of different types of tickets, vouchers and season-tickets are available, and these are available for three different age groups.

- Children and young people from the age of 7 until the day you reach the age of 20,
- Adults from the age of 20 until the day you reach the age of 65,
- Seniors aged 65+ (only in the Västerås municipal district).

The different types of tickets are:

Single tickets

A single ticket can be purchased

- on the bus (payment only by debit/credit card).

- from the machine at the bus stop (exact money, no change given). This ticket is valid for one hour from the time it is issued by the machine.
- directly to your mobile phone (payment by debit/credit card or by invoice).
This ticket cannot be purchased more than 20 minutes before departure.

Vouchers

Vouchers for single journeys or booklets containing ten vouchers can be obtained from one of our agents. Several persons can use the ten-voucher booklet at the same time.

Season tickets

These can be purchased from any of our agents

Commuter card for bus or for bus and train

A ticket for the frequent traveller. A commuter card is valid for a predetermined journey between two places. This card is valid for an unlimited number of journeys during a 30 day period, and is not personal. It can only be used by one person on each journey.

Forty-journey card for adults or young persons

This card is for those who travel often but not every day. The card is valid for 40 single journeys by bus in city traffic in the county. The card is valid for a continuation journey within 1 hour from the starting time and is not personal. Several persons can travel on such a card at the same time.

Ten-journey card

This card is for those who seldom travel and need a little more time to carry out their errands. The card is valid for 10 single journeys within given zones. The card is valid for a continuation journey within 3 hours from the starting time and is not personal. Several persons can travel on such a card at the same time.

County card for bus or bus and train

A ticket for the frequent traveller. A county card gives you great freedom to travel within the county. This card is valid for an unlimited number of journeys during a 30 day period throughout the traffic region either solely for buses or for both buses and trains within Västmanland, and is not personal.

How to pay for your journey

Purchasing a ticket on the bus or train

You can purchase a ticket from the driver, but you cannot pay cash. You must use a debit/credit card (but not Diners or American Express). Note that the ticket costs more on board the bus than from a machine

Purchasing a ticket from a machine

In Västerås, there are ticket machines at some of the bus stops. A list of these bus stops is available on our home page: www.vl.se.

You can only purchase one ticket at a time

- Select the type of ticket you wish to purchase with the yellow buttons
- Put in your coins. Note that no change can be given and that you cannot save the money to the next ticket.
- Approve the purchase with the green button.

- Take your ticket.

Purchasing a ticket with your mobile telephone

Download our App which is available at Applestore, Google Play or Windows Phone Market (search at VL).

- Select and activate a payment method: debit/credit card or the Klarna invoice service by going to *verktyg/mer* → *betalmetoder*
- Purchase a ticket. This can only be done less than 20 minutes before the bus leaves.
- All the busses in Västmanland have terminals so that you can load your VL season ticket on the bus.

Welcome on board the bus

Terms and conditions of travel

These regulate all the questions which can arise between VL and our customers. These regulations apply on all bus and train journeys within Västmanland and also for journeys outside the county on a ticket issued and approved by VL. The complete Terms and Conditions are available on www.vl.se.

Travel guarantee

Our ambition is for you to be able to be sure that you will arrive securely and safely when you travel with us, but errors can arise. For example, a bus can suffer a breakdown or a driver can fall ill. If you suffer such a misadventure, we want to do the right thing, and we therefore have a Travel Guarantee (*Resegaranti*). You can obtain a copy of the *Resegaranti* brochure at one of VL's agents, from VL's travel centre and customer centre or you can download it from our homepage www.vl.se. This document shows what compensation you may be entitled to.

Keep your ticket during the journey

Have your ticket or voucher ready when the bus arrives and it is time to get on the bus, so that neither you nor other passengers are delayed unnecessarily

Be careful to keep your ticket during the journey. If there is an inspection, you must be able to show a valid ticket. Otherwise you must pay an extra fine of SEK 500 in addition to the price of the ticket and an administration fee of SEK 25.

Children on the bus

Two children under the age of 7 can travel free of charge together with another paying traveller. A child's ticket is required for a third child. From the age of 7 and up to the day when the child reaches the age of 20, a child travels with a child's ticket which costs half the price of an adult ticket.

Animals on the bus

Dogs, cats and other small domestic animals travel free of charge on the bus. They shall be on a lead or in a cage/bag. You are responsible for ensuring that your animal does not cause any inconvenience or unpleasantness for other passengers. We direct passengers with animals to the back of the bus.

Prams, walkers and wheelchairs

Prams and walker-frames may be taken onto the bus provided there is space. They must not be placed so that the centre gangway is blocked. The number of prams and walker-frames is therefore limited. The driver decides what can be permitted. You must keep hold of the pram throughout the journey.

We follow the recommendations of the Swedish Public Transport Association with regard to wheelchairs. This means that only wheelchairs with four wheels with the following maximum dimensions can be taken onto a bus:

Total length: 120 cm; total width: 70 cm; Total weight (chair and passenger): 300 kg.

Free transfer to another bus line

If you have a valid ticket, you are entitled to a transfer free of charge to another bus within 1 hour from the starting time on most tickets and within 3 hours if you have a 10-journey card. Ask the driver if you are uncertain what transfer time applies with your ticket.

Miscellaneous

If a bus is moving or has left its stopping place, it may not, for safety reasons allow a passenger to get on or off.

When two buses stop at a bus stop at the same time, the second bus will not stop a second time.

When the bus is waiting at the terminus, passengers may have to wait before they are allowed to get on, since this is the only opportunity which the driver has to take a break, check through the bus and perhaps have something to eat.

The bus destination signs are normally not changed until a couple of minutes before departure, so the sign may display “*ej i trafik*” when the bus is standing at the terminus.

Everyone shall feel at ease on the bus, and safety is a high priority. Some details therefore require special attention:

- Be prepared to give up your seat to someone who needs it more than you do,
- Place your baggage so that it does not cause inconvenience or danger to other passengers,
- Drunk or disorderly persons can be denied access or turned off the bus,
- It is forbidden to smoke, drink alcohol, use in-lines or a skateboard and to place your feet on the seats or other fittings,
- It is permitted to eat on the bus only if you do not leave litter, make a mess or cause other passengers inconvenience,
- Use reflectors when it is getting dark so that the driver can see you easily at the bus stop.

Leaving the bus

Inside the bus, there are clearly marked red STOP buttons. Press one of these buttons to signal to the driver that you wish to get off at the next stop. After you have pressed the button, the sign “*stannar*” should light up at the front of the bus.

If you feel uncertain as to when and where you should get off, ask the driver for help.

There are also other types of STOP-buttons on our busses. They may be green or blue with different symbols such a pram, a wheelchair, a person with a stick or an eye. Use these buttons if you wish the driver to be particularly observant when you are getting off. All these buttons have the same function so you need not use the button with the symbol which concerns you. Normally, you get off the bus via the rear door, but the driver can allow you to get off at the front.

Welcome on board!