

GENERAL TERMS AND CONDITIONS OF TRAVEL OF DE LIJN (FLEMISH TRANSPORT COMPANY)

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De Lijn - Motstraat 20 - 2800 Mechelen

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2 INTRODUCTION

2.1 HOW CAN YOU USE THIS DOCUMENT?

Thank you for your interest in De Lijn's services.

As well as being a handy guide to using De Lijn's services, this document also gives you an overview of all rules of conduct and terms and conditions that apply if you use these services.

We have tried to make these terms and conditions of travel as easy to read as possible for you as a Passenger by structuring them clearly. The organising principle is your experience as a Passenger when searching, purchasing and using our product range, which we briefly describe below.

In the introduction we briefly explain what De Lijn is and what it stands for. We also provide references to enable you to obtain more information on the De Lijn Website, the Enterprise Database and the orders and decrees governing De Lijn's duties as a public transport operator.

You will find an overview of our services in Chapter 4: "De Lijn's services".

We then go into more detail about the various products that we offer to Passengers in connection with our services. You will find an overview of our general product range in Chapter 5: "De Lijn's travel products".

Once you have purchased a product, it is important to know what rules you must follow when using our services and what the administrative penalties are for breaking the rules. You will find an overview of the rules and the administrative fines that apply if they are broken in Chapter 6: "Travelling with De Lijn".

If you encounter a problem while using our services, there are various ways in which De Lijn can support you. You will find an overview of the ways in which De Lijn can support you in Chapter 7: "Questions".

Some of the terms used in these "General Terms and Conditions of Travel" are explained in the glossary in the next chapter.

2.2 ABOUT DE LIJN

Under the brand name De Lijn, "de Vlaamse Vervoermaatschappij - De Lijn" (the 'Flemish Transport Company') offers public passenger transport in Flanders. It does so at the request of the Flemish Government, its duties being defined in a public service contract and regulated by, among other things, the following decrees and orders (this list should not be regarded as exhaustive):

- The Decree of 31 July 1990 establishing the Vlaamse Vervoermaatschappij
- The Decree of 26 April 2019 on basic accessibility
- The Flemish Government Order of 17 December 2021 on the exploitation of the core and supplementary network
- The Flemish Government Order of 16 September 2022 defining conditions of travel and rules for their enforcement by the Vlaamse Vervoermaatschappij - De Lijn
- The Flemish Government Order of 3 March 2023 establishing the articles of association of the Vlaamse Vervoermaatschappij - De Lijn

Its duties can be summarised in the following mission statement:

- De Lijn aims to be the smart travel companion for journeys throughout Flanders.

- De Lijn is close to its Passengers, offering an extensive range of sustainable and high-quality transport solutions in which safety, reliability and efficiency are central.
- De Lijn is an important interlocutor of the Flemish government on the development of mobility policy and thus supports economic, ecological and social development.
- De Lijn creates a stimulating and respectful working environment, so that our friendly and competent employees are our ambassadors.
- In this way De Lijn contributes to a Flanders that is easily accessible and that's pleasant to live in.

You can find more information about De Lijn's duties on our website delijn.be, especially here: delijn.be/en/content/over-de-lijn/toekomst-waarden

If you are looking for up-to-date information about our company, the annual sustainability report is recommended. You can find the latest report here: delijn.be/en/content/over-de-lijn/organisatie/zorgzaam-ondernemen/duurzaamheid

As well as numerous statistics, the annual report gives you an overview of the running of De Lijn over the past year, its plans for the future and its financial situation. View the annual reports here: delijn.be/en/content/over-de-lijn/organisatie/jaarverslagen

De Lijn has its head office in Mechelen (Motstraat 20, 2800 Mechelen) and can be found in the Enterprise Database with the following references: Mechelen Register of Legal Entities: 0242.069.537, VAT no.: BE0242069537.

2.3 SUBJECT OF THESE GENERAL TERMS AND CONDITIONS OF TRAVEL

In this document we provide an overview of the rights and obligations of the Passenger and of De Lijn.

These General Terms and Conditions of Travel apply as soon as you use De Lijn's services. In addition, they describe the obligations you and De Lijn have towards one another in connection with the use of the means of transport, stations or Stops. The terms and conditions also apply if you use replacement transport that is deployed by De Lijn. De Lijn personnel are responsible for ensuring that Passengers, and the public in general, comply with the provisions of these De Lijn general terms and conditions of travel.

These General Terms and Conditions of Travel provide you with general information about your rights and obligations with regard to the range of our services and products and the rules of conduct that apply on our Vehicles.

In addition to these General Terms and Conditions of Travel, supplementary product terms and conditions apply to specific travel products, such as travel passes and products that allow you to make a number of journeys. You can find information about our travel passes and products on the product pages on our website: delijn.be/en/content/vervoerbewijzen

In addition, specific terms and conditions of sale apply that relate to the sale and correct use of our products, how to travel with a Valid Ticket and the rights and obligations of De Lijn; you can find these via the following link: delijn.be/verkoopsvoorwaarden-eng

By using the services of De Lijn, you acknowledge that you have taken note of these General Terms and Conditions of Travel, the supplementary terms and conditions that apply to specific travel products, and the specific terms and conditions of sale, and you unreservedly agree to comply with them.

2.4 CHANGES TO OUR TERMS AND CONDITIONS

All our terms and conditions are subject to change. Changes to our terms and conditions apply to all new and existing transport agreements and when using our services.

Changes to the terms and conditions will be announced on the De Lijn Website at least one month before they take effect.

Changes to our terms and conditions will only come into effect one month after the publication of our terms and conditions on the De Lijn Website. However, changes resulting from government decisions or operational activities of De Lijn will take effect from the time of publication of the amended terms and conditions on the De Lijn Website, and if applicable from the time of publication in the Belgian Official Gazette.

Some of our terms and conditions can be found in existing Flemish regulations. These regulations take precedence over this document in all cases, and any changes to the regulations will be applicable as soon as they enter into force. In the event of any conflict or contradiction between these terms and conditions and the regulations of the Flemish Government, the regulations of the Flemish Government will take precedence.

3 GLOSSARY

The definitions listed below are applicable in these De Lijn General Terms and Conditions of Travel:

- Administrative Fines Department: De Lijn's Administrative Fines Department is responsible for the independent and objective processing and handling of the official reports drawn up by De Lijn's Inspection Personnel
- Area: part or all of the transport area for De Lijn Scheduled Transport where a certain fare and a certain Timetable apply
- Authorised Partner: a third party that has received permission from De Lijn to promote and distribute the range of Tickets for commercial purposes, such as an m-supplier or other collaborating partner of De Lijn
- cEMV: contactless Europay, Mastercard and Visa. You can find more specific information on the use of contactless media to carry tickets here: delijn.be/en/content/vervoerbewijzen/tickets/contactloos-betalen
- De Lijn: commercial name of the Vlaamse Vervoermaatschappij - De Lijn (VVM - De Lijn for short)
- De Lijn Account: an email account that, after Membership has been arranged, grants access to the use of digital services of VVM - De Lijn, including the purchase and use of the Tickets offered via digital channels
- De Lijn App: a mobile app from De Lijn that can be downloaded from the Google Play Store or the iOS App Store and that provides access to the purchase of Tickets
- De Lijn Flex: a demand-driven service offered by De Lijn for Passengers where Scheduled Transport does not offer a solution for all or part of the Passenger's journey
- De Lijn Flex-app: a mobile app that can be downloaded from the Google Play Store or the iOS App Store and that provides access to public transport journey planning, the purchase of De Lijn tickets and Flexbus bookings
- De Lijn Flex-call center: this is responsible for planning Passenger journeys with De Lijn Flex and operationally managing the Flexbus active within the Flex Areas, providing travel advice and answering questions about De Lijn Flex
- De Lijn Flex-ticket: a carrier for tickets only obtainable through sales channels of De Lijn Flex. You can find more specific information on its use here: delijn.be/en/content/flex-tarieven
- De Lijn Point of Sale: a Lijnwinkel store or physical point of sale operated by De Lijn staff or by an Authorised Partner
- De Lijn Vehicle: any vehicle used for Scheduled Transport and De Lijn Flex organised by De Lijn, including vehicles operated on behalf of De Lijn
- De Lijn Website: the webpages under the domain name www.delijn.be (including the pages listed as external links and accessible via the domain name www.delijn.be)
- De LijnInfo: the public information point of De Lijn
- Discount: a special Discount, specific travel pass, contribution towards the price of a Ticket by a third-party payer or formula that is temporarily or permanently offered under special conditions for the benefit of specific target groups. You can find more specific information here: delijn.be/en/content/vervoerbewijzen/kortingen
- Discount Card: any document entitling the holder to purchase or use reduced-rate Tickets
- Driver: the Driver of a De Lijn Vehicle
- Electronic Card: a carrier for tickets. You can find more specific information on the use of the Electronic Card here: delijn.be/en/content/vervoerbewijzen/elektronische-kaart
- Event: a local, public event, either one-off or cyclical in nature, for which special tickets with adapted fares and a special service may be provided

- Fare: the price charged for a journey with De Lijn. In the case of a journey where the Passenger has to Transfer one or more times, the Fare is the price for the complete journey
- Flex Area: part or all of the transport area where De Lijn Flex operates
- Flexbus: a De Lijn Vehicle for demand-based, regular transport, which only operates after prior booking by a Passenger, and only serves the Flex Stops for which a request has been made in advance
- Flex Stop: the stopping point for a Flexbus of De Lijn Flex where Passengers may be picked up or dropped off in the context of De Lijn Flex services
- Lost Property: the procedure regarding items you have lost on De Lijn vehicles can be found here: help.delijn.be/hc/en-us/articles/360039675731-What-should-I-do-if-I-lost-something-on-the-bus-or-the-tram-
- Member: a natural person, legal person or public entity that enters into a Membership agreement
- MIVB-STIB: Maatschappij voor het Intercommunaal Vervoer Brussel (Brussels Intercommunal Transport Company). Company that operates urban transport in the Brussels-Capital Region. STIB is the abbreviation of the French name: Société des Transports Intercommunaux de Bruxelles
- MOBIB card: a carrier for Tickets and travel passes. You can find more specific information on the use of the MOBIB card here: delijn.be/en/content/vervoerbewijzen/mobib
- Month: 1 month for the purposes of travel passes (duplicates, refunds, etc.): a period of 28, 29, 30 or 31 consecutive calendar days, counting from a certain day of a month (= travel pass start date) until the day preceding the same day (as the start date) on the following month
- New Passenger: a Passenger who either is starting his/her journey or is not eligible for a valid transfer
- NMBS-SNCB: National Railway Company of Belgium
- Passenger: any person who uses the services of De Lijn, or who is at a Stop or in a shelter or public space of De Lijn
- Personal Data: a set of data relating to a natural person, including surname, first name and relevant data for activating and updating one or more Payment Methods, and national register number, that can be requested by De Lijn in order to grant access to Tickets
- Privacy Law: the Law of 30 July 2018 on the protection of natural persons with regard to the processing of personal data and Regulation (EU) 2016/679 of 27 April 2016 of the European Parliament and of the Council on the protection of natural persons with regard to the processing of personal data and on the free movement of such data and repealing Directive 95/46/EC (General Data Protection Regulation)
- Proof of Identity: a valid identity card or passport
- Psychotropic substance: substance that causes changes to the user's psychological state or mental functions, as defined in the Royal Decree of 6 September 2017 regulating narcotic drugs and psychotropic substances
- Purchaser: any person who purchases a Ticket from De Lijn that entitles him/her to use De Lijn's services
- Registration: the reading and writing of a Ticket by the validation devices within the Time Limit without any financial impact for the Passenger
- Registration Form: a form that an applicant must complete in order to gain access to the Tickets offered via digital channels. The Registration Form may be consulted, completed and submitted via the De Lijn Website or De Lijn App, or obtained via a De Lijn Point of Sale

- Scanning: using up or reducing the value of a ticket by the amount of the Fare, Registering a valid transport right, or, in the case of cEMV, granting consent to your account being debited by the amount of the Fare. Scanning takes place on the devices installed on De Lijn Vehicles for this purpose (excluding De Lijn Flex and Student Express Lines)
- Scheduled Transport: urban or regional transport with defined regularity and on a particular route; Passengers are allowed to get on or off at predetermined Stopping points. This transport is universally accessible
- Scheduled Transport Line: a combination of Stops served by Scheduled Transport, indicated by a unique line number
- Sms-Ticket: a carrier for Tickets in the form of a text message, only available for purchase from certain telecom operators. You can find more specific information on the use of the Sms-Ticket here: delijn.be/en/content/vervoerbewijzen/tickets/overzicht-gsm-operatoren-ticket
- Stop: the stopping point for a De Lijn Vehicle where Passengers may be picked up or dropped off in the context of De Lijn services as set out in Chapter 4
- Student Express Lines: a scheduled bus service between Maaseik and Leuven/Brussel and between Bocholt and Leuven/Brussel with specific tickets and fares
- TEC: Transport en Commun, company that operates urban and regional transport in the Walloon Region
- Ticket: any document entitling the holder to use De Lijn services
- Ticket Inspectors: personnel appointed by the minister and tasked with supervising compliance with the De Lijn general terms and conditions of travel. Ticket Inspectors have an identification document signed by the director general of the Vlaamse Vervoermaatschappij
- Ticket on a Digital Carrier: a Ticket purchased and activated via the De Lijn Website, with the De Lijn App or with the app of an Authorised Partner of De Lijn
- Time Limit: the time until when a Ticket is valid
- Timetable: table per line with departure and arrival times at the Stops of De Lijn Vehicles, used for Scheduled Transport
- Transferring: the use by the Passenger of two or more De Lijn Vehicles within a certain time to reach his/her destination. For a limited number of interoperable tickets in the context of Combined Ticket schemes, transfers to and from MIVB, TEC or NMBS vehicles in combination with De Lijn Vehicles are also permitted
- Transferring Passenger: Passenger who changes Vehicles before the Time Limit expires in order to continue his/her journey or to return in the direction from which he/she came
- Valid Ticket: a Ticket for an active De Lijn travel product that you can show on a functioning and readable carrier that may take various forms, both on paper and electronically or digitally, and that - where applicable, in accordance with De Lijn's General Terms and Conditions of Travel or terms and conditions of sale - has been registered correctly
- Validity Period: the duration expressed in hours, days or months for which a ticket or travel pass is valid
- VDAB: Flemish Employment and Vocational Training Service
- White Terminal: the payment terminal for contactless payments (cEMV) on De Lijn Vehicles (with the exception of the Flexbus and Student Express Lines)
- Yellow Scanning Device: the device for Scanning Tickets on the Electronic Card and the MOBIB Card whenever you board or transfer to a De Lijn Vehicle (with the exception of the Flexbus and Student Express Lines)

4 DE LIJN'S SERVICES

The services provided by De Lijn are organised in the form of lines operated with De Lijn Vehicles, as provided for in Title 4.1, or organised in the form of De Lijn Flex, which operates in Flex Areas and is served by the Flexbus after booking by a Passenger, as provided for in Title 4.2.

4.1 SCHEDULED TRANSPORT

De Lijn is best known for its provision of Scheduled Transport, which refers to urban or regional passenger transport. This transport is provided with defined regularity and on a particular route; you can get on or off at predetermined Stop locations.

You can find the routes and Timetables of our lines here: delijn.be/en/content/reisinfo/netplannen-perronindelingen

On the Belgian coast, anyone can use the Coastal Tram, a service that runs all the way from De Panne to Knokke. The Coastal Tram is specifically intended to make your stay on the coast as pleasant as possible. For example, you can take your bike with you on the Coastal Tram, and extra services are added to the Timetable at busy times. A maximum of two bicycles are allowed per Coastal Tram, and at busy times the Driver may decide not to allow bicycles on the Coastal Tram. You can always find the latest news at dekustram.be/en

De Lijn also operates a number of Student Express Lines: fast, scheduled bus services between Maaseik and Leuven/Brussels on the one hand and between Bocholt and Leuven/Brussels on the other, aimed specifically at students. These lines have their own tickets and fares. You can find more information about this here: delijn.be/en/content/vervoerbewijzen/tickets/snellijnen-limburg

In some cities, De Lijn also offers specific scheduled evening and night transport. You can find details of current services here: delijn.be/en/content/reisinfo/avond-nachtvervoer

De Lijn's services are child-friendly. Children under the age of six travel for free and do not need to show a Ticket, just proof of their age such as a Kids-ID. They must be accompanied by someone aged 12 or older.

For people with a disability, most of the Vehicles are accessible and information about the accessibility status of the Stops can be found on the De Lijn Website and App. You can find more information about this here: delijn.be/en/content/toegankelijkheid/toegankelijke-haltes

If you travel with a wheelchair, you do not need to book your trip when using Scheduled Transport services (except for the Flexbus). You can travel with a wheelchair if the Stops where you will be getting on and off have at least "accessible with assistance" status and the Vehicle is accessible. You can check the accessibility status of the Stops where you will be getting on and off on the website, or contact De LijnInfo on 015 40 88 40. The information on the website can be found here: delijn.be/en/content/rolstoeltoegankelijke-rit-plannen

With a Free Accompanying Person's Card, an accompanying person can travel for free.

The Driver will put out the ramp if necessary. An accompanying person or fellow-passenger may also put out the ramp. Wheelchair users must enter the Vehicle unaided or with the help of an accompanying person, and position themselves correctly in the wheelchair space provided. Wheelchair users may travel on the vehicle if the reserved wheelchair space on the Vehicle is available and the Stop at least has the status of being accessible with assistance. If the wheelchair user is unable to travel on the Vehicle for some reason, the Driver will explain the reason for this to the Passenger.

4.2 DE LIJN FLEX

4.2.1 USING DE LIJN FLEX

In certain cases, Scheduled Transport does not provide a complete solution for your journey. In such a situation you can consider using a Flexbus from De Lijn Flex. A Flexbus runs within a specific Flex Area and picks you up and drops you off at Flex Stops.

Do you have access to a Flexbus?

If you make a request via the De Lijn Flex-app, website or by phone via the De Lijn Flex-call center, a check is carried out to see which different travel options exist for this request. A 'public transport test' (hereinafter 'pt-test') is carried out which examines whether the relocation is possible by fixed forms of public transport, i.e. by train, tram, bus or metro or a combination of these forms. The pt-test will examine the alternatives and, based on the outcome for the application, will sometimes refer you fully or partially to a fixed form of public transport. This may result in a displacement that can be done entirely by fixed forms of public transport, or in a combination displacement consisting of partly fixed public transport and partly Flex transport. The availability of the number of vehicles is also taken into account.

The pt-test takes into account a number of conventions around maximum walking distance, maximum detour time, maximum number of transfers and the time when the alternative is available. These parameters are dynamic and can be adjusted as a function of improving the efficiency of Flex transport. The pt-test ensures that Passengers who have an alternative with regular public transport cannot claim the Flex bus so that the Flex bus remains maximally available to Passengers who have no alternative with regular public transport at all.

There are exceptions to the pt-test for target groups who, due to a recognised disability, are unable to cover long distances and have difficulty making transfers. For these persons, an adapted pt-test applies with shorter walking distances and fewer transfers. An exception can only be granted to a Traveller if they:

- Hold a valid People with Disabilities travel pass issued by De Lijn;
- Hold a parking card for persons with disabilities, issued by the Directorate-General for Disabled Persons of the Federal Public Service Social Security;
- Hold a national public transport discount card, issued by the Federal Public Service Social Security;
- Can present a certificate issued by the Directorate-General for Persons with Disabilities of the Federal Public Service Social Security proving a disability;
- Or can present a certificate issued by the Opgroeien (Growing Up) Agency of the Flemish Government demonstrating a disability.

More information about De Lijn Flex and the exceptions to the pt-test can be found here: delijn.be/en/content/flex

Flexbuses can only operate Flex journeys within the boundaries of a Flex area. A Flex journey cannot exceed the maximum permitted distance as determined for each Flex area.

Travelling with De Lijn Flex is subject to the terms of use De Lijn Flex. You can find them here: delijn.be/en/content/gebruikersvoorwaarden-flex

More information on how to travel with a Valid Ticket on De Lijn Flex can be found in our terms and conditions of sale. You can find them here: delijn.be/en/content/algemene-verkoopsvoorwaarden

4.2.2 CANCELING A BOOKING AND SUSPENSION

If you no longer need your Flexbus booking or cannot get to the Flex Stop on time, we ask you to cancel the booking as soon as possible via the De Lijn Flex-app or by contacting the De Lijn Flex-call center. This will save the Flexbus from visiting a Flex Stop unnecessarily and make a seat available for another Passenger.

If you fail to show up, the following rules apply:

- First failure to show up: in case of a first failure to show up, you will receive a warning by sms;
- Second failure to show up: for the second failure to show up within a period of 30 days, you will receive a written warning. This warning can also be sent digitally, depending on the personal details you provided us with, for example via the De Lijn Flex-app, SMS or e-mail on the contact details provided. The warning explains or refers to the procedures for bookings and cancellations, and the consequences of failing to show up for a ride you have booked;
- Third failure to show up: A third failure to show up within 30 days of the second warning will result in a suspension of 14 days. You will be informed of this suspension in writing. This communication will repeat the procedure and give you an overview of the times you failed to show up;
- Failing to show up again after a suspension: if you fail to show up again within 30 days of the end of a suspension, a new suspension of 30 days will follow.

During a suspension, all scheduled bookings will be cancelled and you have no access to De Lijn Flex services.

The suspension will take effect at the earliest 5 working days after notification. Within these 5 working days, you have the possibility to contact us via e-mail to reservatie@flex.delijn.be if you believe that the information provided is incorrect. Our services will analyse your request and inform you in writing of the result of this check, including the possible lifting or confirmation of the suspension. The suspension will take effect only after you have been informed in writing of the result of this investigation.

4.2.3 SUSPENSION IN CASE OF AGGRESSION

In the event of verbal or physical aggression, or cross-border behavior, towards De Lijn employees or appointees, or other Passengers, De Lijn reserves the right to unilaterally suspend the Passenger from using De Lijn Flex for a period of 30 days without prior notification. If another case of aggression, or cross-border behavior, is detected after the suspension period, a new suspension of 30 days will follow.

During a suspension, all scheduled bookings will be cancelled and the Passenger has no access to De Lijn Flex services.

The suspension takes effect immediately after written notification by De Lijn Flex. If you believe the suspension is unjustified, you can contact us via e-mail to reservatie@flex.delijn.be. Our services will analyse your request and inform you in writing of the result of this analysis, including any lifting or confirmation of the suspension.

4.3 TRANSPORT FOR SPECIFIC OCCASIONS AND SITUATIONS

De Lijn provides extra transport for a large number of Events. This gives you a smoother connection for certain Events and allows you to take a bus or tram at more frequent intervals.

The transport provision is adapted to requirements, and you can find details on the website:
delijn.be/en/content/reisinfo/avond-nachtvervoer
delijn.be/en/content/reisinfo/evenementen

4.4 BUSINESS RANGE

De Lijn also offers a businesses range, with a broad focus on transport for employees, pupils, students and youth groups, although such products and services are also available for residents of cities and municipalities.

You can find out about the possibilities here: delijn.be/en/content/zakelijk

4.5 TRAVEL ADVICE

Travel advice about public transport is a free service from De Lijn. The first place you can find travel advice is in the De Lijn App or on the De Lijn Website. In addition, travel advice is provided in Lijnwinkel stores and via De LijnInfo. A member of staff will be happy to discuss the various options with you for your travel or transport plans.

You can find more information here:

delijn.be/en/content/vervoerbewijzen/verkooppunten/lijnwinkels

delijn.be/en/content/de-lijninfo

The route planner on the website: delijn.be/en/routeplanner and in the app is available 24 hours a day. It runs a search for you in the Timetables of Scheduled Transport (of De Lijn and its partners) for the journey that best suits your needs. Where possible, the route planner takes account of the current traffic situation (road works, diversions and so on), and in this way tries not only to find you the most suitable route, but also to provide a more accurate estimate of the travel time. However, there is no absolute guarantee of this. Travel advice on Flex transport can be obtained via the De Lijn Flex-call center or the De Lijn Flex-app.

5 DE LIJN'S TRAVEL PRODUCTS

De Lijn offers its transport services in the form of products. The activation of a product on a functioning and readable carrier gives you access to our services.

There are various kinds of carrier, both traditional and electronic. The different kinds of carrier are listed below:

- a MOBIB card
- contactless EMV media (cEMV)
- an Electronic Card
- an Sms-Ticket
- a Digital carrier via the De Lijn App or Website
- a De Lijn Flex-ticket
- a Digital carrier via an Authorised Partner

Our travel products can be divided into two categories:

- Travel passes: a Ticket issued in a Passenger's name and is valid for a certain period on all of De Lijn's Scheduled Transport services and De Lijn Flex with the exception of the Student Express Lines.
- Tickets: a Ticket has a shorter validity period and may be intended for one trip or a number of trips, in which case you choose when you make the trips. Day tickets and 3-day tickets are also categorised as "Tickets".

Our travel products are governed by terms and conditions of sale with specific rules relating to the sale of our products, how to travel with a valid and active Ticket and De Lijn's rights and obligations. You can find these terms and conditions on the website via the following link: delijn.be/verkoopsvoorwaarden-eng

Travel products are subject to change. These changes apply to you as a Passenger without entitling you to compensation. Such a change may consist of a price change, a change in the offer or a change in the terms and conditions for accessing and using public transport, arising from a decision by the competent authority or the competent body, or arising from a decision of or agreement with the competent authorities or bodies of the other public transport networks with which De Lijn cooperates in the context of interoperability (MIVB-STIB, TEC and NMBS-SNCB).

5.1 TRAVEL PASSES

With a travel pass you can use all of De Lijn's Scheduled Transport services, with the exception of the Student Express Lines, and De Lijn Flex for a certain period - the Validity Period.

Travel passes are always in a specific person's name, and only the named person - the holder - may validly use De Lijn services with this travel pass. Sharing your travel pass with others is therefore not possible. The holder cannot be changed during the travel pass's period of validity.

In order to have a Valid Ticket as a travel pass holder, you must have correctly registered whenever you board and transfer to a Vehicle and must also have your ID in your possession for any inspection. On Scheduled Transport, you can correctly register your boarding or transfer in two ways. Either hold your MOBIB card in front of the Yellow Scanning Device until you receive a confirmation signal (a green screen with a white tick and a sound signal), or Register your boarding or transfer in the De Lijn App. You will also receive confirmation of this. If you travel with De Lijn Flex, register your travel pass in the De Lijn Flex-app or via the De Lijn Flex-call center.

Note: If you do not have your travel pass with you or are unable to properly register your boarding or transfer, you will need to purchase another Ticket. This Ticket is non-refundable. If you are unable to obtain your travel pass on time or to register your transfer correctly for reasons attributable to De Lijn, you may request a refund of the other purchased Ticket.

You can always find more specific information and the current prices for the full range of travel passes on the website: delijn.be/en/content/vervoerbewijzen/abonnementen

Depending on your personal situation, De Lijn may be able to offer you a reduced rate.

Here is an overview of all Discounts and special rates:

delijn.be/en/content/vervoerbewijzen/kortingen

All commercial conditions regarding the purchase, refunding and termination of your travel pass can be found in our terms and conditions of sale, which you can consult via the following link:

delijn.be/verkoopsvoorwaarden-eng

5.2 TICKETS

Besides travel passes, De Lijn also offers numerous Tickets that you can use for one or more journeys. There are also affordable options if you are travelling in a group. All these products are valid for Scheduled Transport except for the Student Express Lines. Some exceptions apply for De Lijn Flex because the Flexbus is not equipped with Yellow Scan Devices or White Terminals.

The full range of tickets can be found here: delijn.be/en/content/vervoerbewijzen/tickets, and you can also read in the same place about which channels you can use to purchase the product and what the specific rules are for De Lijn Flex. We will be happy to help you with your choice in a Lijnwinkel store or if you phone LijnInfo.

Depending on your personal situation, De Lijn may be able to offer you a reduced rate.

Here is an overview of all Discounts and special rates:

delijn.be/en/content/vervoerbewijzen/kortingen

All commercial conditions regarding the purchase, refunding and termination of your tickets can be found in our terms and conditions of sale, which you can consult via the following link:

delijn.be/verkoopsvoorwaarden-eng

5.3 COMBINED TICKET SCHEMES

De Lijn may jointly offer certain services to De Lijn Passengers in collaboration with other parties. The collaboration may consist of a joint offer of travel passes or tickets, with or without a possible Discount on the services of De Lijn or De Lijn's collaborating partner. These combined ticket schemes are also called 'combined travel passes' or 'combined tickets'.

For instance De Lijn, TEC, NMBS-SNCB and MIVB-STIB offer a combined travel pass for use on the networks of the Brussels-Capital Region, called Brupass (XL). The Brupass XL can also be used on the Brussels suburban zone. You can find more information here: delijn.be/en/content/vervoerbewijzen/abonnementen/brupass-abonnement

The possible combined ticket schemes with De Lijn travel passes can be found here: delijn.be/en/content/abonnementen

The possible combined ticket schemes with De Lijn travel tickets can be found here:

delijn.be/en/content/vervoerbewijzen/tickets

De Lijn bears sole responsibility for its own products and services. De Lijn's liability does not extend to errors or shortcomings in the products and services of the collaborating partners that cause problems with gaining access to its services. In the context of combined travel passes or combined tickets, Passengers enter into a direct and separate contractual relationship with the collaborating partner. The contractual relationship with the collaborating partner operates completely independently in legal terms, on the basis of the partner's own contractual conditions.

6 TRAVELLING WITH DE LIJN

We take pleasure in bringing you to your destination comfortably, safely and in peace. This requires some considerateness and above all, common sense.

When you use De Lijn services, you must comply with the laws and regulations, behave in a careful and reasonable manner, and adhere strictly to the following rules of conduct as well as the instructions of De Lijn employees.

As a Passenger of De Lijn, you may not engage in any behaviour that causes damage, nuisance or inconvenience to De Lijn or other Passengers. The rules of conduct can be found below, and should be read together with and in addition to existing laws.

A legal framework has been created in order to make the use of public transport as pleasant as possible for Passengers, the public and De Lijn's employees. This is helpful for settling any disputes. If situations arise where our travel rules seem to differ from the legal framework, the legislation always takes precedence.

Note: Failure to comply with the travel rules may lead to administrative fines.

6.1 TRAVEL RULES FOR A PLEASANT JOURNEY

6.1.1 YOU MUST NOT CAUSE DAMAGE:

- by damaging, disrupting or impeding De Lijn infrastructure, installations or equipment
- by obstructing, delaying or damaging De Lijn Vehicles
- by making unclean or making improper use of De Lijn infrastructure, installations, equipment or Vehicles
- by throwing away or leaving (hazardous or non-hazardous) items on the tracks, in Vehicles, at Stops or in public spaces belonging to De Lijn
- by touching or obscuring the visibility of De Lijn signals
- by touching De Lijn electrical cables and installations
- by entering without permission service rooms and passageways that are indicated as forbidden to the public

6.1.2 YOU MUST NOT DISTURB OTHER PASSENGERS:

- by disrupting public order in Vehicles, at Stops or in public spaces belonging to De Lijn, or seriously disturbing the peace of those present there by:
 - being in a clear state of public drunkenness or intoxication with narcotics or Psychotropic substances
 - being in a clear state of uncleanliness
 - unwanted physical contact
 - utterances or actions that are offensive, lewd, intimidating or threatening
- by smoking in the Vehicles, shelters and the other covered public spaces belonging to De Lijn. This travel rule is based on the application of the Royal Decree of 15 May 1990 on the prohibition of smoking in certain public places (e-cigarettes are also covered by this prohibition)
- by being in possession of an object or substance in Vehicles, at Stops or in public spaces belonging to De Lijn that could obviously and directly compromise the cleanliness of, cause nuisance to or inconvenience other persons, or injure them or expose them to any other danger to their physical integrity

6.1.3 YOU MAY NOT PREVENT THE PROPER FUNCTIONING OF DE LIJN'S SERVICES:

- by obstructing De Lijn services in Vehicles, at Stops or in public spaces belonging to De Lijn
- by hindering the Driver during a journey by talking to him/her unnecessarily or obstructing his/her view
- by refusing to follow instructions given by the Drivers of Vehicles or the persons charged with supervising compliance with the travel rules set out above and below and those mentioned in the applicable regulations
- by misleading the Driver or another De Lijn personnel member during a journey by raising a false alarm or in any other way
- by misusing the emergency signal
- by blocking or leaning against the doors
- by using the emergency door operation system or opening the doors in any other way, except in case of danger and when the Vehicle is stationary
- by getting in or out of the Vehicle before it is completely stationary or while it is manoeuvring
- by failing to comply with the stated rules regarding the use of De Lijn Vehicle doors
- by throwing any object or substance from the Vehicle
- by leaning over or crossing safety barriers or markings on the platforms
- by violating measures taken by the competent authorities to protect public order, national security or public health or to combat or prevent disasters in the vehicles, at the Stops or in the public spaces belonging to De Lijn
- by travelling with animals that could obviously endanger, compromise the cleanliness of, cause nuisance to or inconvenience other Passengers, without prejudice to the application of Article 6.2.3
- by travelling with packages or other luggage which, because of its size, nature or smell, may harm, compromise the cleanliness of, cause nuisance to or inconvenience other Passengers, without prejudice to the application of Article 6.2.1
- by occupying places reserved for wheelchair users or persons with disabilities

6.1.4 APPLICABLE AGREEMENTS

- You are kindly requested to give up your seat to persons with disabilities, the elderly, pregnant women and Passengers with young children. These persons also have priority when boarding the Vehicle.
- You are not allowed to drink or eat on De Lijn Vehicles.
- You are required to board buses at the front. This is not necessary when boarding trams. This enables you to show your ticket or travel pass to the Driver or Scan it using the equipment provided for this purpose. Passengers with a pram or wheelchair may board through any door. These Passengers must also Scan their Ticket.
- When you board a De Lijn Vehicle, you must be in possession of a Valid Ticket or a valid free card. You must show the Valid Ticket to the Driver or Scan it. The Ticket must be valid for the entire journey that you make using it.
- You must keep your Valid Ticket, free card or contactless EMV medium throughout the journey and must always be able to show it to the persons responsible for ticket inspection.
- You must always be able to prove your identity, especially when you use a ticket or travel pass issued in your name (this is the case with most travel passes)
- If several people travel together using the same Valid Ticket, they must stay together for the entire journey. If someone from the group interrupts his/her journey, the other members of the party must keep the Ticket for the rest of the journey.
- It is of course not allowed to use a forged ticket, a forged certificate of entitlement to free transport or a fare reduction, or a forged Discount Card. Doing so will be treated as fraud, and the inspector may confiscate the tickets or travel passes concerned.

- It is also not allowed to use a personalised Ticket, certificate of entitlement to free transport or a fare reduction, or Discount Card in someone else's name.
- The Driver may ask the Passengers to take their seats in the Vehicle in such a way that maximum occupancy of the Vehicle is possible. He or she may refuse more Passengers when the Vehicle is full.
- The Driver of a De Lijn Vehicle and the inspection personnel may refuse Passengers or ask them to leave the vehicle if they do not follow the provisions of De Lijn's current General Terms and Conditions of Travel and the applicable regulations.

6.1.5 WHAT HAPPENS IF YOU DO NOT ADHERE TO THE APPLICABLE AGREEMENTS?

When you use De Lijn's services, you must be able to present a Valid Ticket on a functioning carrier.

De Lijn regularly sends Inspection Personnel out and about to inspect Tickets and check that the provisions of these General Terms and Conditions of Travel have been met. You can recognise them from their identification document signed by the director general of De Lijn. Some products are issued in the Passenger's name, in which case the Inspection Personnel may also ask for your Proof of Identity and Discount Card(s).

Inspection Personnel are - within the limits of the law - authorised to check and, if necessary, confiscate your Tickets or Discount Cards; the sanctioning personnel member is authorised to impose administrative fines or supervisory and administrative fees. Note that any expired, forged, fraudulently used or illegible Ticket will be confiscated. If the Inspection Personnel suspect or discover a breach of the rules, they may ask you for Proof of Identity.

De Lijn tries to make these checks as smooth and pleasant as possible, but if a breach of the rules is discovered you will have to go through the following procedure.

If you are an adult, the following procedure applies:

1. When a breach of the rules is detected, the Inspection Personnel will draw up an official report and if possible inform you immediately. The Inspection Personnel will inform the Administrative Fines Department of any violation they have identified.
2. Any Passenger who is unable to present a Valid Ticket during an inspection or who has not activated or Scanned his or her ticket or travel pass will receive from the inspection personnel a document setting out the procedure and indicating the time and date on which the violation was discovered. This document serves as a Ticket for the journey made by the Passenger on the Vehicle on which the inspection was carried out. The Passenger may use this document to complete the journey, but may not Change bus or tram.
3. If you wish, the Inspection Personnel may collect the administrative fine immediately via a payment terminal. Payment of all or part of the fine does not deprive the Passenger of the right to lodge an administrative or judicial appeal against the imposition of the fine.
4. A copy of the official report will be communicated to the Passenger by the sanctioning personnel member within fifteen working days of discovery of the violation by registered letter or by certified electronic mail. The amount of the fine (the 'proposed decision') and the arrangements for paying it as determined by the sanctioning personnel member will be communicated to the Passenger in the copy of the official report.
5. After notification of the proposed decision, you have a period of 30 days to either pay the administrative fine or submit a written defence.

6. If no written defence is submitted as described in more detail below within the specified period, the decision to impose a fine by the sanctioning personnel member will become final and irrevocable. If the offender fails to pay the administrative fine within the specified period, the administrative fine, plus the administrative fees, will be collected by warrant. The senior sanctioning personnel member will issue the warrant and declare it enforceable. The warrant will be served by a judicial officer with an order for payment.
7. If you do not agree with the proposed decision, you may formulate your defence against the decision within 30 days of notification by the sanctioning personnel member by ordinary or registered letter, by email or via the online contact form. If you wish, you may be given a hearing and assisted by a legal counsel. The request for a hearing must also be made within 30 days of the notification.
8. The sanctioning personnel member will take a final decision on the administrative fine within three months of receipt of the defence. This may be extended by a single three-month period provided detailed justification is provided for doing so. If no decision is taken within this period, the request for the fine to be cancelled will be upheld. During this period, the obligation to pay the administrative fine is suspended and you are therefore not obliged to pay the administrative fine during this period.
9. The final decision on the administrative fine after receipt of a timely defence submission will be communicated by registered letter or certified electronic mail. A new period of 30 days for the payment of the administrative fine will start from the communication of the final decision. If the offender fails to pay the administrative fine within the specified period, the administrative fine, plus the administrative fees, will be collected by warrant. The offender has a period of 60 days after notification of the final decision to lodge an appeal with the Council of State. The senior sanctioning personnel member will issue the warrant and declare it enforceable. The warrant will be served by a judicial officer with an order for payment.

If you are a minor, the following procedure applies:

1. When a breach of the rules is detected, the Inspection Personnel will draw up an official report and if possible inform the minor immediately. The Inspection Personnel will inform the Administrative Fines Department of any violation they have identified.
2. The father, mother or guardians and other persons exercising parental authority over the minor have civil liability for payment of the administrative fine imposed on the minor.
3. Any minor who is unable to present a Valid Ticket during an inspection or who has not activated or Scanned his or her ticket or travel pass will receive from the Inspection Personnel a document setting out the procedure and indicating the time and date on which the violation was discovered. This document serves as a Ticket for the journey made by the minor on the Vehicle on which the inspection was carried out. The minor may use this document to complete the journey, but may not Change bus or tram.
4. If the minor wishes, the Inspection Personnel may collect the administrative fine immediately via a payment terminal. Payment of all or part of the administrative fine does not deprive the minor of the right to lodge an administrative or judicial appeal against the imposition of the administrative fine.
5. A copy of the official report will be communicated by the sanctioning personnel member within fifteen working days of discovery of the violation by registered letter or by certified electronic

mail. The amount of the administrative fine (the “proposed decision”) and the arrangements for paying it as determined by the sanctioning personnel member will be communicated to the minor in the copy of the official report. The official report will also mention the minor’s right to be assisted by a lawyer and/or his or her father, mother and/or guardians who are responsible for him or her.

6. If the minor and/or his or her father, mother and/or guardians who are responsible for him or her do not agree with the proposed decision, the minor and/or his or her father, mother and/or guardians who are responsible for him or her may formulate a defence against the decision within 30 days of notification by the sanctioning personnel member by ordinary or registered letter, by email or via the online contact form. The minor may, if he or she wishes, be given a hearing and assisted by a legal counsel and/or his or her father, mother and/or guardians who are responsible for him or her. The request for a hearing must also be made within 30 days of the notification.
7. If no written defence is submitted as described in more detail below by the minor and/or his or her father, mother and/or guardians who are responsible for him or her within the specified period, the decision to impose a fine by the sanctioning personnel member will become final and irrevocable. If the minor and/or his or her father, mother and/or guardians who are responsible for him or her fail to pay the administrative fine within the specified period, the administrative fine, plus the administrative fees, will be collected by warrant. The senior sanctioning personnel member will issue the warrant and declare it enforceable. The warrant will be served by a judicial officer with an order for payment to the minor’s father, mother and/or guardians who are responsible for him or her.
8. The sanctioning personnel member will take a final decision on the administrative fine within three months of receipt of the defence. This may be extended by a single three-month period provided detailed justification is provided for doing so. If no decision is taken within this period, the request for the fine to be cancelled will be upheld. During this period, the obligation to pay the administrative fine is suspended and the minor and/or his or her father, mother and/or guardians who are responsible for him or her are not obliged to pay the administrative fine during this period.
9. The final decision on the administrative fine after receipt of a timely defence submission will be communicated by registered letter or certified electronic mail. A new period of 30 days for the payment of the administrative fine will start from the communication of the final decision. In the event that they do not agree with the final decision, the minor and/or his or her father, mother or guardians who are responsible for him or her have a period of 60 days after notification of this decision to initiate proceedings free of charge before the juvenile court. If the minor and/or his or her father, mother and/or guardians fail to pay the administrative fine within the specified period, the administrative fine, plus the administrative fees, will be collected by warrant. The senior sanctioning personnel member will issue the warrant and declare it enforceable. The warrant will be served by a judicial officer with an order for payment.

The amount of the administrative fines depends on the breach of the rules and whether it is the first time. After notification of a breach of the rules, there will be a period of twelve months within which a similar breach will be counted as a second or subsequent breach. After twelve months without any violation, the counter will be set to zero again. You can find more information about the amount of the administrative fines here: help.delijn.be/hc/en-us/sections/360007938371-Fines

6.1.6 SPECIFIC RULES ON TICKET INSPECTIONS

In the event of an inspection, the Passenger must always be able to present a Valid Ticket on a functioning carrier, as well as any additional documents stated in the special terms and conditions of the issued Ticket. The member of the Inspection Personnel may ask the Passenger to make the Personal Data and the security code fully visible.

The member of the Inspection Personnel is authorised to ask for your mobile phone number or an identity card (or, in the absence of an identity card, some other Proof of Identity) when checking tickets. The new tickets issued via app or through the website are registered in your name, which must correspond to the name on your Proof of Identity. Sms-Tickets can be checked via the mobile phone number.

6.2 WHAT CAN YOU TAKE WITH YOU ON THE BUS OR TRAM?

6.2.1 HAND LUGGAGE

As a Passenger, you are allowed to take up to two items of hand luggage of a reasonable size on the Vehicle, including, for example, normal-sized suitcases, a backpack, a wheelchair, a pram, a shopping trolley, a folded-up folding bicycle or a folded-up folding scooter. You must personally supervise the hand luggage that you take with you on a De Lijn Vehicle and in particular ensure throughout the journey that the hand luggage cannot hinder or impede the easy and safe use of the means of transport by causing injury or inconvenience in any way to other Passengers. You may be held liable for damage caused by your hand luggage unless it is proved that the damage was the fault of De Lijn or a third party.

The Driver may refuse packages or objects which, due to their size, nature or smell, may harm, compromise the cleanliness of, cause nuisance to or inconvenience other Passengers. The Driver may also refuse to carry hand luggage if a Vehicle is overcrowded.

6.2.2 BICYCLES AND SCOOTERS

The carriage of bicycles is permitted on the Coastal Tram. You must load your bicycle on and off the Coastal Tram yourself. You must validate an additional Ticket for each bicycle. A maximum of two bicycles are allowed per Coastal Tram, and at busy times the Driver may decide not to allow bicycles on the Coastal Tram. You can find more information here: delijn.be/en/content/fietsticket

The carriage of bicycles and scooters is not allowed on other De Lijn services. A folding bicycle or folding scooter may be transported free of charge on a De Lijn Vehicle, provided that it is fully folded before boarding, remains folded throughout the journey and complies with the rules on the carriage of hand luggage.

6.2.3 ANIMALS

Animals that can be held on a lap without causing a nuisance, guide dogs for people with a visual impairment and dogs accompanying a police officer are allowed on De Lijn Vehicles free of charge.

Dogs and cats that cannot be held on a lap are also allowed free of charge if they are kept on a lead, and if they wear a muzzle if they might endanger other Passengers. Dogs and cats that are not held on a lap must sit on the floor.

You must personally supervise any animals that you take with you on board a De Lijn vehicle. You may be held liable if your animal damages a Vehicle or makes a mess on it, unless it is proved that this was the fault of De Lijn or another party.

The Driver may refuse animals if they pose a danger to or could compromise the cleanliness of, cause nuisance to or inconvenience other Passengers. The Driver may also refuse to carry animals if a vehicle is overcrowded.

6.3 LIABILITY

In addition to the clauses regarding De Lijn's liability in our general terms and conditions of sale (delijn.be/verkoopsvoorwaarden-eng), the following is stipulated:

In the broadest extent permitted by law, extra-contractual claims against De Lijn and against (direct and indirect) auxiliary persons of De Lijn (including employees and management) are excluded for damage related to the realisation, execution and termination of the agreement with De Lijn, including for damage due to serious error. These auxiliary persons are third-party beneficiaries of this stipulation.

All claims, demands or complaints arising from or related to execution of the agreement must be addressed exclusively to De Lijn.

6.4 PROCESSING OF PERSONAL DATA

In the context of its service provision, De Lijn collects and processes Personal Data from its customers in accordance with the applicable legislation. De Lijn obtains these Personal Data either directly from the customer or indirectly through a De Lijn partner.

De Lijn will make every effort to protect your privacy. De Lijn will in all cases conclude the necessary agreements with any third parties whose services it uses and that process Personal Data on behalf of De Lijn. You can find De Lijn's privacy policy here: delijn.be/en/content/privacy

7 ANY QUESTIONS? ASK THE CUSTOMER SERVICE

If you have a question or complaint, there are various ways to contact De Lijn's customer service. They will be happy to help.

The Questions & Contact page (help.delijn.be/hc/en-us) is the best place to start. The website is available 24 hours a day and contains answers to lots of questions that other Passengers have asked. If you can't find your answer, there is a contact form you can use to ask your question in your own words.

If you have lost an item of property in a vehicle, shelter, station or appurtenance of De Lijn, more information can be found here: help.delijn.be/hc/en-us/articles/360039675731-What-should-I-do-if-I-lost-something-on-the-bus-or-the-tram-

If you have questions about refunds, cancellations and terminations of our products, you can find the answers in our terms and conditions of sale via the following link:
delijn.be/verkoopsvoorwaarden-eng

If you are unable to find a solution with De Lijn's customer service, you can also contact the Flemish Ombudsman Service: vlaanderen.be/vlaamse-ombudsdiest