



SL's General Sales and Travel Terms and Conditions

Contents

1	Applicability of these Terms and Conditions.....	2
2	Range of traffic services, tickets and prices.....	2
3	Ticket checks and surcharges	9
4	You can receive compensation if your journey is delayed	11
5	The replacement guarantee	14
6	Buy-back of period tickets and credit.....	15
7	Accessibility guarantee for disabled passengers	16
8	Public order and safety rules when travelling	18
9	You are responsible for your own things.....	21
10	SL's liability and limitation of liability.....	22
11	If you end up in a dispute with SL.....	22
12	Personal data collected by SL.....	23
13	Laws linked to these Terms and Conditions.....	23



Tickets, prices and special terms and conditions

1 Applicability of these Terms and Conditions

These General Sales and Travel Terms and Conditions apply when you purchase tickets from SL Traffic Services, when you travel using SL Traffic Services or when you are inside SL's compulsory ticket area but not travelling. Special terms and conditions also apply for certain kinds of tickets and SL services, for example when you purchase school and corporate tickets.

The general provisions for Sales and Travel Terms and Conditions are found in certain laws and ordinances. Clause 13 at the end of these Terms and Conditions includes a list of these. Except in cases where terms follow from law, it is SL that determines what rules apply to SL Traffic Services. SL is also entitled to amend the Terms and Conditions, but you can always find the current Terms and Conditions on sl.se. The Sales Terms and Sales Conditions that applied at the time of purchase of the ticket applies during the whole duration of the ticket's validity.

Terms and conditions regarding tickets with fixed starting date in the SL app start to apply when this type of ticket is available for purchase, please see sl.se for info when this type of ticket has been made available.

Glossary

SL is Aktiebolaget Storstockholms Lokaltrafik (Stockholm Public Transport, SL), which is owned by Region Stockholm.

SL Traffic Services is the transportation route network (including stations and vehicles, etc.) where SL, or a company engaged by SL, enables people to travel by public transport within the County of Stockholm and in some adjacent areas.

SL's Compulsory Ticket Area is the area within SL's barrier line.

The Track Area is the area where the rail tracks are accessible.

SL Access cards were the smart cards that were introduced in the SL Traffic Services in 2008. You can easily recognize the SL Access card since the word *Access* is visible in the SL Access logo on one side of the card. These cards usually have blue or black color. The SL Access ticketing system was discontinued on 31 March 2023, and is no longer in operation. Tickets and credit on SL Access cards can no longer be used for travelling – they are no longer valid in the SL Traffic Services.

SL cards are the smart cards that were introduced in the SL Traffic Services in 2021. These cards can be tapped on the green reader. You can easily recognize the SL card since it has a QR code on one side, and also since it has two tactile markings. The SL cards usually have green color.

2 Range of traffic services, tickets and prices

Region Stockholm and SL jointly decide on

- the range of traffic services, i.e. timetables and routes
- the range of tickets, i.e. what kinds of tickets are available
- the prices, i.e. what a ticket should cost.

They are also entitled to change these. You will always be able to find the current range of traffic services, range of tickets and prices on sl.se.



2.1 You must have a valid ticket

You must have a valid ticket for your entire journey when travelling using SL. You must also have a ticket when you are inside SL's Compulsory Ticket Area but are not travelling, thus inside SL's 'barrier line'.

If your ticket does not have a set starting time, you must activate your ticket to validate it. Tickets without a set starting time that you have on your SL card are activated when you tap the SL card on the green reader. For period tickets without a fixed starting date in the SL app and single journey tickets in the SL app the following applies: you start the ticket yourself by activating it in the app.

A single-journey ticket is valid on SL readers for 75 minutes from its starting time. The starting time is established in different ways depending on the type of single-journey ticket you purchase. It can take place either when you activate the ticket, or when you purchase the ticket, or when you tap your contactless card for the first time when starting your journey.

You can travel on your single-journey ticket until you have reached your final destination even when the journey takes more than 75 minutes, as long as you do not make any changes that require you to retap your ticket after 75 minutes have passed.

If 75 minutes have passed since your ticket was activated, you will have to buy a new ticket if a change means that you have to retap your ticket. This applies, for example, if you need to go through a new barrier line or if you get onto another bus, light railway line, commuter ferry, or tram where you have to retap your ticket. However, you can change if you are already inside a closed barrier system, for example if you are travelling on a commuter or underground train and are changing within the barrier line, under the condition that you make these changes when you are on the way towards your final destination and that you do not remain within the closed barrier system for a longer time than is necessary for reaching your final destination.

You may only board a train without having bought a ticket in advance if tickets are sold on board. Tram Line 7 (Spårväg City) is the only line where you can buy single-journey tickets from the conductor. There you can tap your contactless card to purchase a single journey ticket, but apart from that there is no way to purchase tickets on board.

You can find out about the different tickets and how they work on sl.se.

2.2 Travel across county borders

Parts of SL Traffic Services pass through the county borders to Uppsala and the County of Södermanland. Special rules and tickets apply in certain cases in order to travel to and from adjacent counties. Further information is available on sl.se.

2.3 Discounted price for children, young people, students and pensioners

Some passengers pay a lower, discounted price. These prices, as well as more information about the discounted tickets, can be found on sl.se.

- **Children under the age of 6** always travel free. However, for safety reasons they may never travel alone.
- **Children under the age of 7** may travel free with another person over the age of 7 with a valid ticket. Furthermore, if you are an adult over 18 years of age and traveling



with a valid ticket you may bring up to six children that have turned 7 but not 12 (years of age) at no extra cost.

- **Children and young people** may travel at a discounted price from and including when they turn 6 until the day they reach the age of 20. A period ticket bought at a discounted price may be used by a person who has reached the age of 20 during the period to which the period ticket applies.
- **Pensioners** are entitled to travel at a discounted price from and including the day on which they reach the age of 65. The discounted price also applies to those under the age of 65 who can produce the Swedish Social Insurance Agency's 'Benefits Certificate' or the Swedish Pensions Agency's 'Pension Certificate'.
- **Students** who have reached the age of 20 are entitled to travel at a discounted price if they can produce their ID card and a valid student ID card with the SL logo.

2.3.1 Prams and pushchairs

If you have a child in a pushchair or pram, you can travel free on SL's buses if you are travelling on a bus with a driver to check passenger tickets. The maximum permitted length of the pushchair or pram is 120 cm.

2.4 Special Conditions when purchasing tickets via the mobile app

You can buy tickets via the mobile app *SL – Reseplanerare och biljetter* [Travel planner and tickets], and pay by using your credit card or Swish. Find out about how to download the mobile app on sl.se.

For most types of tickets that you buy in the SL app the following applies: you can choose when you want to start the ticket yourself, but there are exceptions. This is how it works:

- **Period tickets that you buy in the SL app that do not have a fixed starting date:** you can choose when you want to start the ticket. You must start the ticket within 60 days from when you bought it, after that time it is not possible to use the ticket. If you do not start the ticket within 60 days SL will attempt to pay back the amount that you paid for the ticket – either to your credit card or via Swish, depending on what payment method you used when you made the purchase. SL has no obligation to pay back the amount in any other way.
- **When SL has released period tickets with fixed starting date in the SL app the following applies:** the time of validity of tickets such as this begins on the fixed starting date. This means that you cannot choose when to start the ticket yourself. Some examples of tickets that have a fixed starting date are *Semester ticket Autumn* and *Leisure ticket Autumn*.
- **Single-journey tickets that you buy in the SL app:** you can choose when you want to start the ticket. You must start the ticket within 365 days from when you bought it, after that time it is not possible to use the ticket. SL does not buy the ticket back, regardless of whether you started the ticket or not.

2.4.1 You can buy a ticket in the SL app and use the ticket with the SL app

All the tickets that you buy in the SL app can be used in the SL Traffic Services with the app. The ticket is shown on the display of the mobile phone and you tap it on one of SL's green readers.

For tickets without a fixed starting date that you buy in the SL app the following applies: there is a function in the app that enables you to start the period ticket that is stored in the app.



2.4.2 In the SL app you can buy tickets to an SL card that you can use in the SL Traffic Services

In the SL app you can buy tickets to an SL card, which means that you can use the ticket in the SL Traffic Services by tapping the SL card on SL's green readers. This is only possible for a certain range of the different types of tickets that are offered in the app (see more information on sl.se). When you have bought a ticket to the SL card you cannot use that ticket in SL app. Tickets without a set starting time that you have bought to your SL card are activated when you tap the SL card on the green reader. If you have several tickets on your SL card you cannot choose which ticket to start first, instead that is determined by SL's system, see more information on sl.se.

2.4.3 You personally pay for traffic charges when purchasing a ticket

Your telephone network operator may impose traffic charges when you register and use the ticket app. You must pay for these charges yourself.

2.4.4 It is prohibited to copy and forward tickets

You may not copy or forward a ticket that you have purchased via your mobile app. If there is suspicion of such copying or forwarding (or similar) SL may block users and tickets according to section 2.8.5.

2.4.5 SL's liability for the mobile app

SL does not guarantee that the mobile app will always function or that it is always possible to purchase a ticket. Nor is SL liable for any problems that may arise when purchasing tickets and that are not caused by SL, such as problems with completing payments, problems with app functionality caused by Internet connectivity problems, or that the user has not updated the app (SL's recommendation is to always have cellular data activated, and to keep the app updated at all times) and that a ticket becomes faulty and unusable due to such circumstances. However, SL will rectify any technical faults of which it becomes aware.

Situations may arise where tickets that have been bought in the app cannot be validated or activated as a result of technical problems in SL's equipment. In such cases SL is responsible.

SL is entitled to change the content of these services at any time when it comes to content related to ticket sales. Information about such changes will be available on sl.se.

2.4.6 Payment

It is Swedbank Pay that administers the card payment services in the mobile app. For payment with swish, you need a swish-app and a mobile Bank-ID. You will find more information at getswish.se/privat/tjanster.

2.4.7 SL may block tickets and users

SL may block a ticket bought in the mobile app so that it cannot be used, and may block you from purchasing tickets via your mobile app. This may arise, for example, if SL suspects that you have misused the service or have used it in a way that is not permitted. It may also arise if SL considers that you should be blocked for technical or security reasons and to protect the interests of SL or other parties.



SL do not have to give advance notice when blocking a ticket bought in the mobile app or when blocking someone from purchasing tickets via the mobile app.

What is regarded as misuse of a service at SL?

'Misuse' includes all kinds of fraud, ticket copying, participation in the forwarding of copied tickets, false purchases or false information. SL reports misuse to the Police or the Swedish Prosecution Authority.

2.5 Special terms and conditions when travelling with Contactless pay as you go

You can travel with SL Traffic Services by tapping a valid contactless card directly on one of SL's readers. In addition to physical contactless cards, you can use digital contactless cards in digital wallets such as Samsung Pay, Google Pay and Apple Pay. The contactless card must be connected to one of the following card networks: MasterCard, Visa or American Express. SL has the right to decide not to accept a card network or a card issuer at any time without explanation.

2.5.1 When you tap your contactless card, you are buying a single-journey ticket

When you tap your contactless card, you are purchasing a single-journey ticket at an adult fare unless you have registered your contactless card for purchasing tickets at a discounted fare on sl.se in advance. The ticket becomes valid the moment you tap your contactless card for the first time at the start of your journey. Your ticket will then be valid for 75 minutes. If you tap your contactless card again when transferring within the validity period of 75 minutes, it will be counted as a transfer during the validity of the ticket, i.e. it does not mean that you are purchasing a new ticket. You can check how much time you have left on your ticket at sl.se (more information about this is available in Section 2.6.7).

Every physical or digital version of your contactless card is counted as a separate contactless card. In other words, you will be charged the fare for two tickets if you first tap a physical contactless card, and then, in the event of a transfer during the validity of the ticket, tap a digital version of the same contactless card. For this reason, you should use the same physical or digital contactless card for the duration of your journey.

2.5.2 You can purchase single-journey tickets at a discounted fare by tapping a contactless card

You can tap your contactless card and in that way buy a single-journey ticket at a discounted fare (fare for young people, students and pensioners) under the condition that you register your contactless card number on sl.se at least one day before you travel with SL Traffic Services. You do not need to log in to do this. SL's system does not store the actual contactless card number, but a so-called SL token. When you have registered your contactless card number in this way and waited one day or more it means that if you then tap your contactless card on one of SL's green readers you are buying a single-journey ticket at a discounted fare.

If you want to delete the registration, for example if you no longer have the right to travel with tickets at a discounted fare, you can do this on the same page on sl.se. If you delete the registration you need to wait at least one day before you can use your contactless card to buy tickets at an adult fare by tapping it on SL's green readers. You are



personally responsible for having your contactless card set to the correct pricing category that applies to you (discounted fare or adult fare). If you are traveling using discounted fare without being eligible SL may charge you a supplementary fee (in accordance with Section 3).

In a previous section in these terms and conditions you can read more about who may travel with tickets at a discounted fare.

2.5.3 You may only purchase a ticket for yourself with your personal contactless card

If you wish to travel with Contactless pay as you go, it must be with your own personal contactless card, physical or digital, and you may only pay for yourself. Accompanying passengers who need a ticket but do not have their own contactless card must purchase a ticket some other way.

2.5.4 Blocked cards

Contactless cards are sometimes blocked by the card issuer, for example if they are lost or stolen. When you tap a contactless card on an SL card reader, your card is checked by the issuing bank to confirm that it has not been blocked. In the event that the card has been blocked by the card issuer, it will also be blocked in SL's system. If the contactless card has been blocked by the card issuer, your ticket will be invalid even if the ticket barriers to SL's Compulsory Ticket Area open when the contactless card is tapped. Passengers travelling with a blocked contactless card risk paying a Penalty Fare in the event of a ticket inspection.

2.5.5 Payment

After the end of the day, the number of tickets you have used during the day and the total amount due will be calculated. The amount due will then be charged to your contactless card account. The transaction appears on your bank statement, but depending on your card issuer's system it may take one or several days before the transaction appears there. If you used several physical or digital versions of your contactless card on the same day, several transactions will be charged to your contactless card account.

2.5.6 If the amount cannot be charged

If there are insufficient funds in your contactless card account when SL tries to charge the amount due, your contactless card will be blocked in SL's system. You will not be able to travel with Contactless pay as you go on SL services until the debt has been paid. You are responsible for paying the amount yourself. SL will try to charge the amount due several times. If successful, the contactless card will also be removed from SL's blocked card list. The transaction text on your statement will state "SL sen dragnig" (SL late payment).

2.5.7 At sl.se you can view information about your journeys and amounts due, and print a receipt

You can view how many journeys you have made during the day and the day's total amount due by visiting sl.se. You can also check how much time you have left on your ticket and print a receipt. The contactless card must be valid in order for you to get a receipt. Therefore it is recommended that you print or save the receipts you need before replacing the contactless card that you used when travelling. Card numbers of digital



contactless cards may be exchanged more frequently than physical cards, and this may happen without you being informed. Therefore it is recommended to take extra care to swiftly print or save the receipts you need if you travel with a digital contactless card. If your contactless card has been blocked in SL's system due to an unpaid debt, you can view the debt due. Every version of a contactless card, physical or digital, is managed separately in SL's system. You have the option of checking the information for both physical and digital contactless cards separately.

2.5.8 Removing a physical or digital contactless card from SL's blocked card list

If your contactless card has been blocked in SL's system due to an unpaid debt, you can remove the block as follows:

1. Check how large the debt is. You can do this at sl.se.
2. Make sure that there is an equivalent amount of money in your contactless card account.
3. Tap your contactless card on an SL card reader. The light on the reader will turn red and the amount due will be reserved in your contactless card account. Your card has now been removed from SL's blocked card list.
4. Tap your contactless card one more time. The light will now turn green and you can travel again. The transaction appears on your bank statement one day or several days after you pay the debt. The transaction text on your statement will state "SL sen dragnig" (SL late payment).

2.6 You do not have any right of withdrawal

You do not have any right of withdrawal when purchasing tickets through sl.se or the mobile app, or by tapping your contactless card. In certain cases it is possible for you to request that SL buys back the ticket. The terms and conditions for buy-back can be found in section 6 in this document.

Rules concerning the right of withdrawal are found in the Distance and Doorstep Sales Act (2005:59).



2.7 Special terms and conditions when purchasing tickets through SL's ticket agents and ticket booths

For most types of tickets that you buy through SL's ticket agents and ticket booths the following applies: you can choose when you want to start the ticket yourself, but there are exceptions. This is how it works:

- **Period tickets that do not have a fixed starting date:** you can choose when you want to start the ticket. You must start the ticket within 60 days from when you bought it, after that time it is not possible to use the ticket. For information about buy-back, see the section about buy-back in this document.
- **Period tickets that do have a fixed starting date:** the time of validity of tickets such as this begins on the fixed starting date. This means that you cannot choose when to start the ticket yourself. For information about buy-back, see the section about buy-back in this document.
- **Single-journey SL tickets on SL cards:** you can choose when you want to start the ticket. You must start the ticket within 365 days from when you bought it, after that time it is not possible to use the ticket. SL does not buy these tickets back, regardless of whether you started the ticket or not.
- **Single-journey ticket in paper format (printed from the receipt printer):** the time of validity of these tickets begins at the time of purchase. This applies to the following ticket types: single-journey SL ticket, single-journey UL/SL ticket, single-journey UL ticket, Arlanda extension ticket, single-journey SL ticket with Arlanda extension. SL does not buy these tickets back.
- **Arlanda extension ticket and single-journey SL ticket with Arlanda extension on SL cards:** the time of validity of these tickets begins at the time of purchase. SL does not buy these tickets back.

3 Ticket checks and surcharges

SL conducts ticket checks on SL Traffic Services. The checks themselves are administered by ISS Facility Services AB. Transport staff, transport officers, officers performing charge checks and public order officers can carry out ticket checks.

You are obliged to prove that you have a valid ticket and hand this over when there is a ticket check on SL Traffic Services. If you have purchased a ticket at a discounted price, you must also be able to produce something that proves that you are entitled to the lower price, for example an ID document, a certificate from the Swedish Social Insurance Agency or the Swedish Pensions Agency or a student ID card. Find out more under Sub-clause 2.3 of these Terms and Conditions.

If you are travelling with a ticket in the mobile app, you are also obliged to provide the telephone number for the mobile phone through which you have bought the ticket, and produce and hand over the mobile phone that has the mobile ticket.

If you are travelling with Contactless pay as you go, you must tap the contactless card that you used when you started your journey on the ticket inspector's equipment in the event of a ticket inspection.

What happens when you do not produce a valid ticket

If you cannot produce a valid ticket during a ticket check you must pay a supplementary charge of SEK 1,850, except in cases where the lack of a valid ticket is considered excusable according to the Act (1977:67) on Supplementary Charge in Public Transport. You must also pay the equivalent cost for a single ticket in addition to the supplementary



charge. If you do not pay within ten days, you will be charged an additional reminder charge. The matter is handed over to a collection agency if you have not paid after 12 days, whereby collection agency fees and interest are added in accordance with sections 4 and 6 of the Interest Act.

If you refuse to purchase a ticket or pay the supplementary charge, you may be ejected from the bus, train or tram. You may also be ejected from the area to which only members of the public with tickets have access (that is, inside SL's 'barrier line').

You may have your ticket, or your SL card confiscated if you misuse a ticket.



Your rights when travelling with SL

4 You can receive compensation if your journey is delayed

You are entitled to compensation if there is a risk of delays in SL Traffic Services. However, you can only receive compensation for reasonable costs. The same rules apply when there has been a delay that has affected you.

A journey is counted as 'delayed' if you arrive at your final destination later than shown in the timetable. SL does not pay any compensation for scheduled changes to the timetable if SL has provided information about the change on sl.se at least three days in advance.

SL's responsibility for delays, cancelled departures and the consequences of these are limited to what is reported here. SL thus does not compensate any costs or losses other than those stated in these Terms and Conditions.

The rules about what you can receive compensation for when travelling are contained in the Act on the Rights of Public Transport Passengers (2015:953).

4.1 You can receive compensation for the cost of other transport

You are entitled to compensation for the additional costs you incur to reach your final destination on time if you have reason to assume that you will be delayed in reaching your final destination by more than 20 minutes. This may, for example, involve the cost of having to travel by taxi, car or using another transport company.

If you are requesting compensation for costs of other transport (for example taxi, car, or rental car), then it is possible for you to receive compensation for the shortest route to the final destination. The shortest route to the final destination must be chosen even if that results in the traveller being charged with congestion tax. Upon receiving the request for compensation SL has the right to make an assessment of whether the request is reasonable or not. This assessment aims, among other things, to establish that the shortest route to the final destination is the route that has been chosen.

4.2 You can be reimbursed for a purchased ticket

You must have purchased a ticket to be entitled to a reimbursement. If your journey is delayed by more than 20 minutes and if you have not requested compensation for other transportation under Sub-clause 4.1, you are entitled to be reimbursed for a part of the price you have paid for the ticket. This proportion depends on the length of the delay.

Delay	Proportion repaid
20–39 minutes	50 per cent
40–59 minutes	75 per cent
60 minutes or more	100 per cent

If you used credit, you must have tapped your ticket against SL Access equipment to be able to request a reimbursement. If you travelled with Contactless pay as you go and submit a complaint and request a refund of the fare on the day that the delay occurred, SL can stop the transaction under certain conditions. If you travelled with Contactless pay as you go and submit a complaint and request a refund the day after the delay occurred or at a later date, the transaction must be completed in order for you to request a refund. If you are using a period ticket, the reimbursement is based on the price of the ticket



divided by the number of journeys an average passenger makes during the term of validity of such a ticket. The current compensation amounts can be found on *sl.se*.

4.3 Submitting a complaint about a journey and requesting compensation

You must both submit a complaint about the journey and request compensation in order to be reimbursed. You can submit a complaint to SL Customer Services by phone or letter. The contact details can be found on *sl.se*. You can choose to request compensation at the same time as submitting your complaint or submit a request for compensation afterwards.

You must submit a complaint about your journey within three months from the delayed journey for entitlement to reimbursement.

You have three years to request compensation after submitting a complaint about the journey. If you request compensation from SL for a delay, you must make the entire claim for compensation at the same time. Thus, you cannot change your request afterwards.

There is a maximum amount that SL pays out for each occasion of delay. The amount is 2.5 per cent of the price base amount applicable for the year in which the journey would have ended. The exact amount is shown on *sl.se*. SL only compensates transport costs, not, for example, gratuity or other costs.

Rules concerning the price base amount are included in Chapter 2, Section 7 of the Social Insurance Code.

What a request for compensation should include

A request for compensation should include:

- Name, personal identity (ID) number and address.
- Information about the delayed journey.
- An account of why you consider you are entitled to compensation.
- Information about what ticket you had.
 - If you travelled using credit or a ticket on an SL Access card, you should state the number of your SL Access card.
 - If you travelled using a ticket on an SL card, you should state the number of your SL card.
 - If you travelled with Contactless pay as you go you should state certain digits of your contactless card.
 - If you travelled using an SL app ticket you should state the order number that is shown on the receipt.
 - If you travelled using a ticket with special validity, such as Movingo period tickets, Resplus tickets or UL/SL tickets, you should send in documentation that shows when and where the ticket was valid, and its price (if you have questions, please contact SL Customer Services).
 - If you had a different kind of ticket, you should send in the original ticket.
- Documentation concerning congestion tax (this is only necessary if you are requesting compensation for a journey with car on a route that is subject to congestion tax).
- Special documentation concerning rental cars, in case a rental car was used. If you are requesting compensation for a journey with rental car you should send in information about the rental car company, and the license number of the car. SL will not reimburse you for the cost of renting the car.



- A claim for costs (reimbursement or compensation for other transport).
- Account number for compensation payments.

SL is entitled to obtain more information and further investigate your request for compensation. Such information may include documentation that shows that you actually made the journey for which you are requesting compensation.

People who are requesting compensation unusually frequently may be required to send in further documentation from the date when SL gives notification of this. This documentation may include, for example, photographs that show that you have travelled to the SL station that was your intended point of departure, or photographs showing the mileage on the odometer, or other documentation that shows that you have made preparations for making the journey in the SL Traffic Services.

SL will notify the police if suspicions arise about fraud, attempted fraud or other criminal behaviour.

You should submit your original receipt if you request compensation for other transport in accordance with Sub-clause 4.1. If you do that, SL can process your request promptly. If you submit copies of receipts you must also submit documentation of the transaction history of the account, in order to show that you have the right to the compensation. If you do not submit such documentation SL will process your request three months after the delayed journey, at the earliest. You should also enclose supporting documents showing how much you paid for the other transport. This may, for example, be a train ticket or a specification of travelling expenses if you used your own vehicle. You should include details about the time of the journey, distance travelled and whether you gave a gratuity if you travelled by taxi. SL will not reimburse you for the cost of paying a gratuity.

You can request reconsideration if you are dissatisfied

If you are dissatisfied with how SL has considered your request for compensation, you can request reconsideration. A request for reconsideration should be made in writing and include the reasons for the reconsideration request. The request must have been submitted to SL within three weeks from SL having provided information about the compensation matter.

The Act on the Rights of Public Transport Passengers (2015:953) includes rules about when the right to complain ceases.

4.4 Journeys outside SL Traffic Services and journeys with SL Traffic Services using combined tickets

SL has a limited liability to pay compensation for journeys using SL Traffic Services across the county border to Gnesta, Bålsta and Uppsala: SL only pays compensation for delays to the final destination for SL Traffic Services. SL Traffic Services has no liability to pay compensation for delays using a local travel company that is not part of SL Traffic Services.

Contact Uppsala Länstrafik if you wish to receive compensation for costs when a journey has been delayed for journeys using SL Traffic Services that take place entirely in the County of Uppsala.

Waxholmsbolaget's timetable shows what boat services have connections to SL Traffic Services. You may receive compensation if SL's connections are delayed. In such cases, contact SL Customer Services.



5 The replacement guarantee

The replacement guarantee means that you can retrieve tickets in case you happen to lose the SL card or the mobile phone that contains your tickets. The replacement guarantee is linked to the person who registered the card or the SL app on *Mitt SL* on their own behalf or on behalf of a third party. You need a BankID in order to create an account on sl.se.

5.1 Replacement guarantee for tickets on SL cards

If you have lost your SL card you can get the tickets back in one of the following ways:

- You can retrieve the tickets to a new SL card.
- You can retrieve the tickets to an SL app on a mobile phone.

This means that in this case it is not necessary to report the loss.

The following conditions apply for you to be able to retrieve the tickets from the SL card that has been lost:

- The SL card that you lost must be registered on Mitt SL.
- If you wish to retrieve the tickets to a new SL card, this new SL card must be registered on the same Mitt SL account as the SL card that you lost.
- If you wish to retrieve the tickets to an SL app, this SL app must be registered on the same Mitt SL account as the SL card that you lost.

When you have retrieved the tickets to the new SL card or to the SL app they are removed from the SL card that you lost.

You can register your SL card or your SL app on Mitt SL via a function in the SL app. You can also register your SL card on Mitt SL on sl.se.

5.2 Replacement guarantee for tickets in the SL app

If you have lost your mobile phone you can get the tickets back in one of the following ways:

- You can retrieve the tickets to an SL app on a new mobile phone.
- You can retrieve the tickets to an SL card.

This means that in this case it is not necessary to report the loss.

The following conditions apply for you to be able to retrieve the tickets from the mobile phone that has been lost:

- The SL app on the mobile phone that you lost must be registered on Mitt SL.
- If you wish to retrieve the tickets to an SL app on a new mobile phone, this SL app must be registered on the same Mitt SL account as the SL app on the mobile phone that you lost.
- If you wish to retrieve the tickets to an SL card, this SL card must be registered on the same Mitt SL account as the SL app on the mobile phone that you lost.

When you have retrieved the tickets to the SL app on a new mobile phone or to an SL card they are removed from the mobile phone that you lost.



You can register your SL card or your SL app on Mitt SL via a function in the SL app. You can also register your SL card on Mitt SL on sl.se.

5.3 Restrictions for the replacement guarantee

There are certain restrictions for the replacement guarantee:

- The replacement guarantee applies to tickets on SL cards according to the rules that are described in these terms and conditions, but the replacement guarantee does not apply to the SL card itself. This means that SL does not supply you with a new SL card in case you lost your SL card and wish to use the replacement guarantee.
- SL does not compensate you for the period on the ticket from when you lost the mobile phone that contained the ticket until you completed the transfer of app tickets to a new mobile phone or an SL card, or from the time when you lost your SL card until you completed the transfer of tickets to a new SL card or an SL app.
- SL does not compensate costs that you have had for another ticket or for travelling in some other way during the period from when you lost the mobile phone that contained the ticket until you completed the transfer of app tickets to a new mobile phone or an SL card, or from the time when you lost your SL card until you completed the transfer of tickets to a new SL card or an SL app.
- SL does not compensate costs or losses that arise as a consequence of the loss.
- The replacement guarantee does not apply if SL had withdrawn or blocked your SL card before you lost it.
- The replacement guarantee does not apply if SL had blocked the tickets in the SL app on your mobile phone before you used the replacement guarantee.
- If you wish to use the replacement guarantee for app tickets on a mobile phone or for tickets on an SL card you may do so two times, at most, during a period of 30 calendar days for each *Mitt SL* account.

Contact details for SL Customer Services are available on sl.se.

6 Buy-back of period tickets and credit

SL can buy back the majority of the different types of period tickets under certain conditions if you cannot continue to use your period ticket despite it still being valid. The same applies to credit that you cannot use.

You must produce an ID for such buy-backs.

If you wish to request a buy-back of credit or a ticket stored on a card or in an SL app that is registered on someone other than yourself, then a buy-back may be approved under certain conditions. For example, the person who made the registration must partake in the request for buy-back and produce an ID in most cases of buy-back (but not if the buy-back concerns credit where the amount is SEK 200 or less, per SL Access card). In cases like this SL has the right to make an assessment in order to prevent misuse and fraud, which can mean that the request for buy-back is denied.

6.1 Buy-back of period tickets

A period ticket is a ticket that entitles the holder to an unlimited number of journeys during a minimum period of 24 hours. You can redeem a period ticket at its full value if its period of validity has not started, under the condition that you contact SL within 60 days of



purchase. If you request a buy-back after 60 days SL will make an assessment of whether the request is reasonable or not, which means that the request, during a limited time, may be approved in exceptional cases. An exception applies for period tickets on single-use travelcards – you can redeem this type of ticket at its full value if you contact SL no later than the date that is printed on ticket, under the condition that the ticket has not been used.

SL only buys back activated period tickets that have a term of validity of at least 90 days from the start, but the following exception applies: SL never buys back UL/SL period tickets if their period of validity has started. The value of the ticket reduces by a certain amount every day, which means that the buy-back value becomes SEK 0 after a certain period. Applicable buy-back amounts can be found on sl.se.

6.2 You may be allowed to return your period ticket if there are major changes to the service

You may be entitled to return your period ticket subject to specific criteria being met if SL makes major changes to its range of traffic service. This requires that the changes to the traffic service are of great importance to you and that you could not have anticipated the changes when you purchased the ticket.

In such cases you are entitled to be reimbursed for the period from when SL was notified by you that you wanted to return your ticket. The reimbursement amount is based on the price of the period ticket divided by the number of days for which the period ticket applied.

If you want to return a period ticket, you must contact SL and explain why the change to the range of traffic service means that the period ticket can no longer be used for the journeys you had intended.

The Act on the Rights of Public Transport Passengers (2015:953) includes rules about when you are entitled to return your period ticket.

6.3 Buy-back of credit

You can have credit redeemed, see more information on sl.se, or contact SL Customer Services. You may have the entire amount on your card returned.

7 Accessibility guarantee for disabled passengers

SL has an accessibility guarantee for disabled passengers. This guarantees that facilities are available and lifts and escalators are working when travelling with SL Traffic Services.

The accessibility guarantee entitles you to assistance if

- A facility or vehicle is not as accessible as stated on sl.se.
- You cannot complete your journey because lifts or escalators are not working.
- You disembark at the wrong station or stop owing to incorrect or a lack of information in the announcements in the vehicle or at the station or stop.
- SL does not ensure that a pre-ordered escort or ramp service is available at the confirmed time

The assistance offered by SL according to the accessibility guarantee should help you to complete your journey with SL Traffic Services. The assistance is for example advice



about alternative routes or that SL orders other kind of transportation for you, for example taxi.

Contact SL Customer Services on the accessibility number +46 (0)20-120 20 22 if you wish to use the Accessibility guarantee. Further information is available on *sl.se*.

7.1 Accessibility guarantee for scheduled disruptions

Special conditions apply if SL has provided advance information about accessibility adaptations not being as good as normal at the station you have planned to start, alternatively end, your journey, for example, lifts or escalators being out of order. If there is no alternative route with SL to your final destination, you are entitled to arrange in advance other transport, either from your start station to the station (in the direction of your choice) closest to your start station that is accessible for disabled passengers; or from the station closest to your final destination that is accessible for disabled passengers, to your final destination.

7.2 Escorts and ramp services

SL offers escorts (i.e. a person to show you the way and provide assistance) at all stations and some interchanges. Any passenger who feels that they require an escort are entitled to this service. In other words, no special requirements or disabilities are required for entitlement to this service. In order for you to be entitled to this service you must comply with the rules regarding order and safety, which can be found in section 8 in this document. If you do not comply with these rules SL may block you from the service.

SL offers a ramp service at commuter stations and on the underground. This service means help to have a ramp put out to get onto, for example, a train.

- Escorts must be ordered in advance through SL Customer Services. Further information is available on *sl.se*.
- Ramp services for underground train (Sw. tunnelbana) must be ordered in advance through SL Customer Services. Further information is available on *sl.se*.
- Ramp services for commuter train are available on request, spontaneously, but can also be ordered in advance through SL Customer Services. Further information is available on *sl.se*.



Your obligations when travelling with SL

8 Public order and safety rules when travelling

SL Traffic Services is to be an accessible, safe and welcoming place. To ensure the comfort and safety of everyone, certain things are not permitted within SL Traffic Services. You are therefore obliged to comply with these Terms and Conditions, and the provisions of certain laws, when travelling with SL Traffic Services. You can see the applicable laws under Clause 13 of these Terms and Conditions.

Everyone using SL Traffic Services is obliged to comply with any safety and public order instructions given by the Traffic Service Personnel or public order officers. Any person who fails to comply is at risk of being instructed to leave, or of being removed from, SL's Compulsory Ticket Area.

Everyone using SL Traffic Services is obliged to comply with any instructions given by the Traffic Service Personnel or public order officers in order to follow regulations and general guidelines issued by The Public Health Agency of Sweden to prevent transmission of disease.

8.1 Track area, vehicles and equipment

- You may not be on SL's track area other than at specially designated locations, for example, public crossings.
- When you are at an SL bus terminal you may not walk on the area where the buses drive, other than designated pedestrian crossings.
- You may only walk or stand on the white edge of the platform if there is a train standing at the platform. You may not walk or stand on the white edge of the platform if a train is in motion by the platform (that is, if the train is on its way in to the station, or on its way to leave the station).
- You should not stand too close to the edge of the sidewalk when you are waiting for the bus.
- You may not climb onto nor be on the outside of a vehicle or marine vessel. Nor may you tamper with devices such as control gear and signalling devices.
- You may not use the equipment in SL Traffic Services incorrectly, resulting in damage to, for example, vehicles, lifts, escalators and toilets.

8.2 Bicycles, kick scooters, electric kick scooters, rollerblades, skateboards, pushchairs and prams

You may not bring bicycles or electric kick scooters into SL Traffic Services. But there are certain exceptions:

- You may bring folded electric kick scooters (smaller than 120 cm when folded) on all traffic services except on the Metro (“Tunnelbana”).
- You may bring electric unicycles, hoverboards and similar electric vehicles onto all traffic services except on the Metro (“Tunnelbana”).
- You may bring folded bicycles (smaller than 120 cm when folded) on all traffic services, but you are never allowed to bring electric bicycles on Tvärbanan light rail, regardless of whether the electric bicycles are folded or not.
- You may bring small children’s bicycles (without a chain) and ordinary (non-electric) kick scooters on all traffic services. These types of children’s bicycles and kick scooters do not have to be folded, but their length may not be longer than 120 cm.
- You may bring bicycles and electric kick scooters that are not folded onto a commuter train at certain times and on certain routes. Detailed information is available on *sl.se*.
- You may bring bicycles and electric kick scooters that are not folded onto Saltsjöbanan light rail at certain times. Detailed information is available on *sl.se*.
- You may bring bicycles that are not folded onto Tvärbanan light rail at certain times, under the condition that you park and secure the bicycle on the bike stand on board. This does not apply to electric bicycles, which you may never bring onto Tvärbanan light rail, regardless of whether they are folded or not. Detailed information is available on *sl.se*.
- You may bring bicycles and kick scooters of different kinds onto SL commuter ferries if there is enough space on board.
- You may not charge lithium batteries for electric vehicles (for example an electric kick scooter) on board any type of train, nor bus or ferry in the SL Traffic Services.
- You may not cycle or use a skateboard, kick scooter, electric kick scooter, rollerblades or the like inside SL’s Compulsory Ticket Area.

The maximum permitted length of prams or pushchairs is 120 cm. There is no limitation on their width.

You may not park bicycles, kick scooters or electric kick scooters in SL’s Compulsory Ticket Area other than at designated locations, and you may not park them in such a way that they hinder passage to and from stations and stops. Nor may you park bicycles, kick scooters or electric kick scooters so that they may cause someone an injury.

8.3 Luggage, hazardous objects and using escalators

- You may not take bulky luggage or any items with you that are more than two metres in length. You may not take luggage or other items that may be dangerous or cause others discomfort.
- Luggage and other belongings shall be kept on the floor, under the seat, in a special luggage area or on your lap throughout the journey. Furthermore, luggage and other belongings shall otherwise be handled in such a manner that they do not inconvenience other passengers or staff within SL Traffic Services. All things that you bring must be such that you can carry them and handle them by yourself.



- You may not leave luggage and other belongings unattended. SL's staff may seize belongings that have been left and are not locked in a storage box.
- You may not use escalators and moving walkways to transport prams, pushchairs, bicycles, wheelchairs, transport or grocery carriages, trolleys, goods, heavy luggage or similar. These items must be transported in lifts or ramps for safety reasons.

8.4 Animals on SL Traffic Services

- You may only take common housepets, for example dogs, cats or rabbits, on the SL Traffic Services. This means that you may not take, for example, horses, pigs, or sheep.
- You may not take animals that can endanger or cause discomfort for other passengers or personnel .
- The animals that you take with you must be on a lead, or in a bag or cage.
- Animals may only be kept at the rear of the bus or carriage or parts of the carriage that are not marked with a prohibition sign (this does not apply to guide dogs).
- You may take no more than two animals, unless the animals are in a bag or cage.
- Guide dogs and assistance dogs are always allowed on SL Traffic Services.

8.5 Selling items or services, distributing printed matter and putting up posters

- You may not sell items or services on board a vehicle or in SL's Compulsory ticket area without SL's written permission.
- You may not distribute printed matter on board a vehicle or in SL's Compulsory Ticket Area without SL's written permission.
- You may not put up posters or the like without SL's written permission.



8.6 Music, alcohol and disruptive behaviour

- You may not perform music without SL's written permission.
- You may not smoke, litter or prepare or consume food that might make other passengers uncomfortable. You may not use electronic cigarettes.
- You may not drink alcohol.
- You may not lie on the seats or lie or sit on the floor.
- You may not put your feet on the seat.
- You may not harass anyone or otherwise act in a disruptive manner.
- You may not act in such a way that others may become concerned about you becoming dangerous or disrupting public order on the traffic service.

8.7 Filming and photography in the SL Traffic Services

- If you wish to film or take photographs in the SL Traffic Services for personal use you do not need to apply for permission, as long as you do not affect or cause disruption to the daily operation of the SL Traffic Services.
- If you wish to film or take photographs in the SL Traffic Services for commercial use you will need to apply for written permission. In this case you should submit your application directly to the company who operates the Traffic Service in question. You can find more information on sl.se.

9 You are responsible for your own things

When travelling with SL you should personally keep an eye on the things you have with you. You are personally responsible for preventing your items from being stolen or damaged. You are also responsible if your items damage SL's or someone else's property or injure staff or other passengers.

You are liable for the compensation if SL becomes obliged to pay compensation to another passenger or a 'third party' for a loss caused by something that you have brought with you.

9.1 Hand in lost property

You should always take items that you find in SL Traffic Services (lost property) to the Traffic Service Personnel. You do not receive any compensation for lost property you hand in.



SL's liability and disputes with SL

10 SL's liability and limitation of liability

SL's liability for delays, cancelled journeys and the consequences of these are limited to the provisions of Clause 4.

SL's liability for loss and for paying damages is limited to losses that SL itself has caused through negligence. This liability does not include, for example, compensation for indirect damage or indirect losses unless SL has caused the losses or injury through gross negligence or intent.

The liability rules for personal injury and certain other losses that may arise in SL Traffic Services can be found in the Railway Transport Act (1985:192) and in the Motor Traffic Damage Act (1975:1410).

11 If you end up in a dispute with SL

You should first contact SL Customer Services if you as a passenger are dissatisfied with SL's action or have a claim against SL.

If you are unable to come to an agreement with SL, you are entitled to have the dispute resolved through 'alternative dispute resolution' or by referring to a general court.

SL undertakes to participate in dispute resolutions with passengers who have a claim in their capacity as private individuals in accordance with the Act on Alternative Dispute Resolution for Consumer Disputes. The National Board for Consumer Disputes (*arn.se*) is responsible for alternative dispute resolution:

National Board for Consumer Disputes (ARN)
Box 174
SE-101 23 Stockholm, Sweden



Personal data and legislation

12 Personal data collected by SL

Personal data is all kind of data that can be used to identify an individual.

Personal data about you - associated with your SL journeys, your use of SL services or your communication with SL – is processed and protected by SL.

It is SL's responsibility to secure that your personal data always is processed in accordance with applicable law and SL's internal guidelines and routines.

You will find more information on how SL processes your personal data (in Swedish only) on sl.se/personuppgifter. You will also receive additional information about SL's processing of your personal data when you leave your personal data to SL.

SL is the data controller for the processing of your personal data. There are a few exceptions from this, for example when SL processes personal data collected from you by one of SL's business customers (for example companies or schools).

13 Laws linked to these Terms and Conditions

The following laws are linked to SL's General Sales and Travel Terms and Conditions. If you want to read the laws in full, you can do this via, for example, riksdag.se.

- Act on the Rights of Public Transport Passengers (2015:953)
- Act on Supplementary Charges in Public Transport (1977:67)
- Railway Transport Act (1985:192)
- Motor Traffic Damage Act (1975:1410).
- Public Order Act (1993:1617)
- Railway Act (2004:519)
- Act on Alternative Dispute Resolution for Consumer Disputes (2015:671)
- Distance and Doorstep Sales Act (2005:59).
- General Data Protection Regulation
- Interest Act (1975:635)