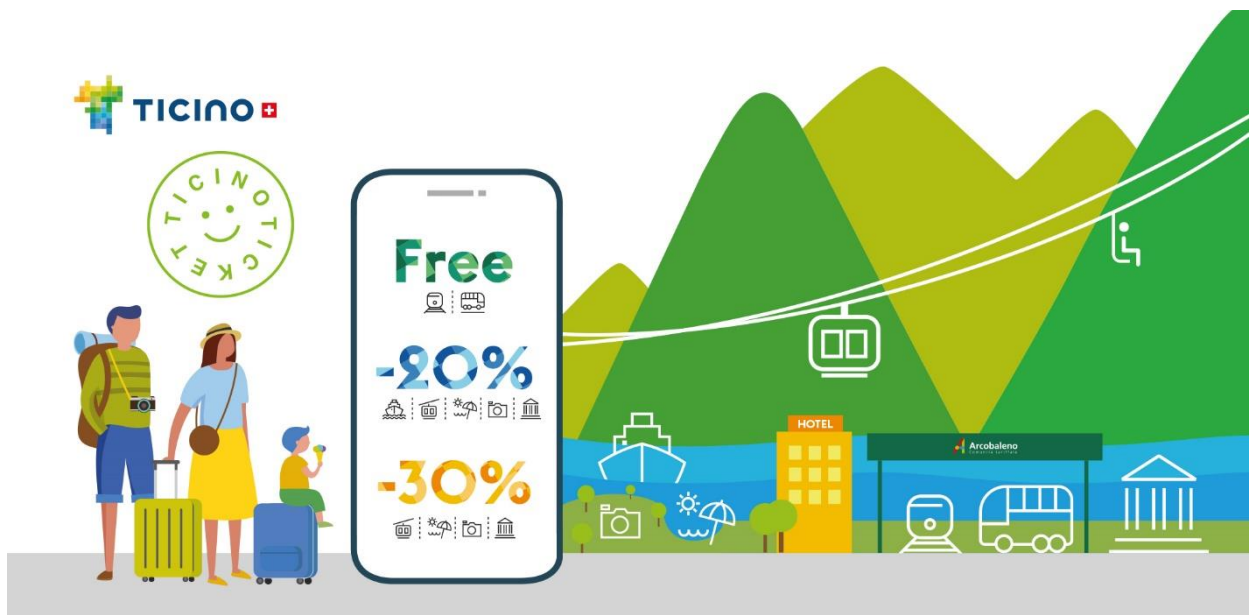


# Ticino Ticket Terms of Use

## (tourist ticket)

### 2024 Edition

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0.	Introduction .....	4
0.1	Abbreviations .....	4
1.	Public Transport.....	5
1.1	Preliminary Information .....	5
1.2	Area of Validity.....	5
	Arcobaleno Regional Fare Network Area .....	6
1.3	Special Regulations.....	7
1.4	Travel Concessions .....	7
<b>1.4.1</b>	<b>Disabled Passengers</b> .....	7
<b>1.4.2</b>	<b>Luggage, Prams and Pushchairs, Bicycles and Mobility Aids</b> .....	7
1.5	Cases of Force Majeure .....	7
2.	Tourist Transport.....	7
2.1	Preliminary Information .....	7
2.2	Area of Validity.....	8
2.3	Ticino Ticket Area.....	8
2.4	Special Regulations.....	9
<b>2.4.1</b>	<b>Travel Concessions</b> .....	9
<b>2.4.2</b>	<b>Bicycle Transport on Tourist Lines</b> .....	9
3.	Tourist Attractions.....	9
3.1	Preliminary Information .....	9
3.2	Special Regulations.....	9
<b>3.2.1</b>	<b>Travel Concessions</b> .....	9
<b>3.2.2</b>	<b>Bicycle Transport on Public Transport and Tourist Attractions</b> .....	9
4.	Ticino Ticket General Regulations .....	9
4.1	General Regulations for Public Transport.....	9
4.2	Age Bands .....	10
<b>4.2.1</b>	<b>Public Transport</b> .....	10
<b>4.2.2</b>	<b>Tourist Transport and Tourist Attractions</b> .....	10
4.3	Travel Regulations on Public Transport .....	10
<b>4.3.1</b>	<b>International Journeys</b> .....	10
<b>4.3.2</b>	<b>Journeys Outside the CTA Area of Validity</b> .....	10
<b>4.3.3</b>	<b>Special Routes</b> .....	10
4.4	Issuing Ticino Tickets .....	11
4.5	Handing Over Ticino Tickets.....	11
4.6	Layout .....	11
4.7	Period of Validity .....	15

4.8	<i>Change of Class</i> .....	15
4.9	<i>Refunds and Replacement Tickets</i> .....	16
4.10	<i>Dogs and Small Pets</i> .....	16
4.11	<i>Group Travel</i> .....	17
4.12	<i>Bicycles</i> .....	17
5.	<i>Ticket Inspections and Sanctions</i> .....	17
5.1	<i>General</i> .....	17
5.2	<i>Valid Legal Grounds</i> .....	18
5.3	<i>Infringements and Falsification</i> .....	18
6.	<i>Information</i> .....	18

## **0. Introduction**

Ticino Tickets are distributed by accommodation providers, who are the first points of contact in the area. They are required to provide detailed information about the terms of use for these tickets.

Accommodation providers comprise hotels, hostels and campsites.

### **0.1 Abbreviations**

CTA      Arcobaleno Regional Fare Network

SD        Direct Service

TIA      Arcobaleno Integrated Fare

IT        Public Transport Operators

ATT      Agenzia turistica ticinese

OTR      Regional Tourism Organisation

AT        Tourist Attractions

TT        Tourist Transport Operators

# 1. Public Transport

## 1.1 Preliminary Information

Unless otherwise indicated, the following apply:

- the regional network fare (T651.17)
- the general passenger fare (T600)
- regulations on ticket inspections and dealing with passengers without a valid ticket (T600 cifra 12)
- the multi-journey travelcard fare (T652)
- the general season ticket and half-price fare (T654)
- the Swiss Transport Operator fare and, subordinate to this, the internal regulations of the transport operators involved.

## 1.2 Area of Validity

Ticino Tickets are recognised by the following public transport operators (IT) on railway lines and urban and regional public transport lines in Ticino and Moesano:

IT Initials	Code	Transport Operators
ABL	862	Autolinee Bleniesi SA*
AMSA	736	Autolinea Mendrisiense SA
ARL	858	Autolinee Regionali Luganesi SA
PAG	801	AutoPostale Svizzera SA Regione Ticino* e
FART	049	Ferrovia "Centovallina" Locarno – Camedo – Domodossola**
FART Auto	817	Autolinee Regionali Ticinesi
SBB	011	Ferrovie Federali Svizzere e TILO **
FLP	047	Ferrovie Luganesi SA
SNL Auto	737	Società Navigazione del Lago di Lugano SA (Bus)
SNL Boat	188	Società Navigazione del Lago di Lugano SA, on the Verbano line 351 Locarno-Magadino-Tenero
TPL	955	Trasporti Pubblici Luganesi SA

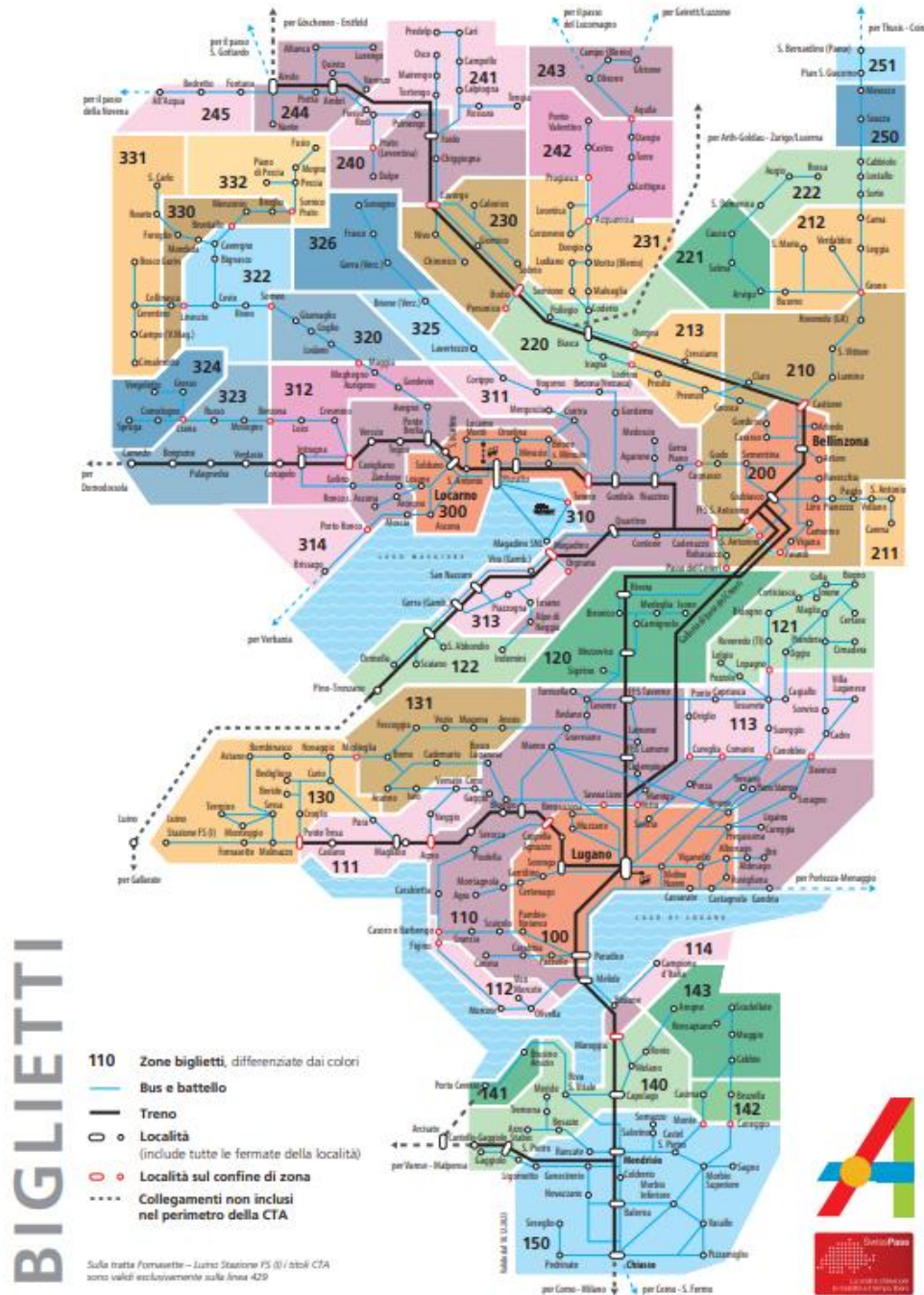
\* see point 2.2 for the tourist lines

\*\* up to the state border only

The area of validity of the TIA fare can be seen in the following zone map.

## Comunità tariffale Arcobaleno – Piano delle zone

arcobaleno.ch



Source: [arcobaleno.ch](http://arcobaleno.ch)

## **1.3 Travel Concessions**

In the event of possessing more than one travel concession, holders are directly responsible for ensuring they use the most advantageous concession.

### **1.3.1 Disabled Passengers**

Holders of a “Disabled Passenger Card” (Form 82.62dfi) are considered disabled passengers. They must be accompanied at all times.

When travelling in first or second class, the card holder is entitled to be accompanied by a carer and/or a guide dog for the blind. In this case, either the disabled passenger or the carer must hold a valid ticket. The Ticino Ticket is a valid ticket for this purpose.

Travel concessions will only be granted upon showing the “Disabled Passenger Card”.

The card for the blind and visually impaired (Form 475.2, [www.voev.ch](http://www.voev.ch)) only entitles the holder and their carer to free travel on urban lines in zones 100, 150, 200 and 300. The holder may also travel alone.

### **1.3.2 Luggage, Prams and Pushchairs, Bicycles and Mobility Aids**

For the special regulations concerning “Luggage, prams and pushchairs, bicycles and mobility aids”, please refer to the general regulations of T651.17 and, where not covered by these, to the regulations of T600.

## **1.4 Cases of Force Majeure**

In cases of force majeure, transport cannot be guaranteed even if a seat has been booked.

## **2. Tourist Transport**

### **2.1 Preliminary Information**

The public transport operators (IT) that have signed up to the regional fare network (CTA) do not automatically recognise the Ticino Ticket on their tourist lines, but special agreements are in place. Tourist transport (TT) is used to refer to all the operators in the tourist sector that have signed up to the Ticino Ticket.

A comprehensive list is provided in Annex 2.

## 2.2 Area of Validity

Ticino Tickets are recognised on tourist lines in accordance with the conditions set out to the point 2.3.

## 2.3 Ticino Ticket Area

### Public transport map





## **2.4 Special Regulations**

### **2.4.1 Travel Concessions**

In the event of possessing more than one travel concession, holders are directly responsible for ensuring they use the most advantageous concession.

### **2.4.2 Bicycle Transport on Tourist Lines**

The transportation of bicycles on tourist lines is not included in the Ticino Ticket offer. For specific information and restrictions, please check with the company providing the service in question.

## **3. Tourist Attractions**

### **3.1 Preliminary Information**

Tourist attractions (AT) refers to all the operators in the tourist sector that have signed up to the Ticino Ticket.

### **3.2 Special Regulations**

#### **3.2.1 Travel Concessions**

In the event of possessing more than one travel concession, holders are directly responsible for ensuring they use the most advantageous concession.

#### **3.2.2 Bicycle Transport on Public Transport and Tourist Attractions**

Bicycles are not covered by the Ticino Ticket offer. For specific information and restrictions, please check with the company providing the service in question.

## **4. Ticino Ticket General Regulations**

### **4.1 General Regulations for Public Transport**

Ticino Tickets, issued on the basis of these terms, are special network tickets.

Ticino Tickets (in its two formats: digital and paper) must be kept until they reach the end of their validity.

Passengers travelling outside the Ticino Ticket area of validity must purchase a valid ticket.

## **4.2 Age Bands**

### **4.2.1 Public Transport**

The following age bands apply to passengers on public transport:

0–5.99 years: Infants	Travel free of charge
6–15.99 years: Children	Travel with Ticino Ticket
16 years plus: Adults	Travel with Ticino Ticket

### **4.2.2 Tourist Transport and Tourist Attractions**

Specific terms apply for each individual partner.

## **4.3 Travel Regulations on Public Transport**

The general fare regulations listed in Point 1.1: Preliminary Information apply.

### **4.3.1 International Journeys**

The Ticino Ticket is valid for the route within the CTA and only between stops located within the community perimeter.

E.g.: departure from Bellinzona and stop in Lugano (or vice versa). The Ticino Ticket can be used within the route.

E.g.: departure from Lugano with final destination Milan (without stop in Chiasso). The Ticino Ticket cannot be used so you will have to buy a normal ticket between Lugano and Milan.

E.g.: departure from Lugano with destination Milan (with stop in Chiasso). The Ticino Ticket can only be used up to Chiasso. For the remaining part you will have to buy a normal ticket.

### **4.3.2 Journeys Outside the CTA Area of Validity**

The Ticino Ticket is valid for the route within the CTA and only between stops located within the community perimeter.

Ex: departure in Bellinzona and stop in Lugano (or vice versa). The Ticino Ticket can be used within the route.

Ex: departure in Bellinzona and stop in Airolo (or vice versa). The Ticino Ticket can be used within the route.

Ex: departure in Bellinzona and stop in Arth Goldau (or vice versa). The Ticino Ticket cannot be used so you will have to buy a normal ticket for the whole route.

### **4.3.3 Special Routes**

Ticino Tickets are not accepted as tickets on special trains and buses organised by third parties.

#### **4.4 Issuing Ticino Tickets (employers of accommodation)**

Ticino Tickets are only issued by authorised accommodation providers.

It is strictly forbidden to sell, charge a fee, or apply a surcharge for the issuance and/or printing of the Ticino Ticket (whether in digital or paper format).

The entire process of issuing and physically issuing the Ticino Ticket must be offered free of charge to the guest.

Unless expressly authorised by the ATT and CTA in advance, filling out Ticino Tickets manually is strictly prohibited. Passengers with a Ticino Ticket that has been completed by hand are liable to be fined, while the accommodation provider is liable to be excluded from the project.

The accommodation provider is entitled to print out the Ticino Ticket to his guest exclusively at the time of check-in. It is not permitted to send the Ticino Ticket in paper format before the arrival of the guest.

The accommodation provider is obliged to actively propose and generate a Ticino Ticket for each guest (who has reached the age of 6) for the entire period of stay.

The accommodation provider may only refrain from generating the Ticino Ticket if the guest unequivocally expresses the intention to renounce the Ticino Ticket.

The use of the Ticino Ticket by the staff of Ticino Tourism, the Regional Tourism Organizations (OTR) and authorized partners (authorized hosts) is excluded.

Also excluded is the use of the Ticino Ticket by family members for travel within the validity range of the CTA.

#### **4.5 Handing Over Ticino Tickets**

The Ticino Ticket is considered valid only from the tourist's check-in (carried out in an authorised accommodation establishment) until midnight on the day of check-out.

#### **4.6 Layout**

The Ticino Ticket is issued either as a special named ticket printed on white paper or electronically in PDF format (directly from the hotelier and in colour or black and white) or in its digital form in the Travel Companion (Progressive Web App) or saved in the wallet of your smartphone.

The Ticino Ticket is valid as a second-class one-day travelcard for all zones, for the period indicated on the ticket. Ticino Tickets may not be transferred or given to other users. In the event of the tourist leaving early, the accommodation provider must collect the Ticino Ticket and destroy it immediately.


Ticino Tickets must have the following information printed on them:

- The holder's details (full name and full date of birth)
- FQ code: 801 (2.)(CG)(V)(SPEZ)(2)/2a cl. / Tutte le zone
- Period of validity
- Unique ID (control)
- QR code of public transport
- Name of accommodation

For further details, please refer to the layout example provided below.

Paper, for 2024 (example "enlarged" for detail view):




**Public Transport | Free**



**Ticino Ticket**


**Jonathan Muster - Beispiel**  
 01/01/2000  
 Test Hotel Ticino Ticket  
 Check-in: 06/03/2024  
 Check-out: 19/03/2024  
 Ticket: 0867 6930 3787

**801 (2.) (CG) (V) (SPEZ) (2)**  
**2cl. / Tutte le zone.**








Titolo di trasporto non rimborsabile, **non cedibile a terzi** e da presentare in caso di controllo.  
 Fahrkarte **nicht übertragbar**, keine Rückerstattung und auf Verlangen vorweisen.  
 Titre de transport non remboursable, **non transmissible**, à présenter en cas de contrôle.  
 Non-transferable personal ticket, not refundable, to be presented upon demand.  
 Terms and Conditions: [ticino.ch/terms](https://www.ticino.ch/terms)

**Partner | Free -30% -20%**




[ticino.ch/partner](https://www.ticino.ch/partner)

Ticino Ticket PDF for 2024 in A4 format (for further details, please refer to the layout example provided below):

# Ticino Ticket



**IT** Grazie al **Ticino Ticket** puoi utilizzare gratuitamente tutti i mezzi di trasporto pubblico: **ticino.ch/publictransport**. Il Ticino Ticket è **valido dal check-in** fino alla mezzanotte del giorno del check-out. Scopri inoltre tutti i partner turistici convenzionati e le rispettive riduzioni sul sito **ticino.ch/partner**. Mostra il Ticino Ticket per ottenere gli sconti.


**DE** Mit dem **Ticino Ticket** können Sie die öffentlichen Verkehrsmittel gratis nutzen: **ticino.ch/publictransport**. Das Ticino Ticket ist **vom Check-in** bis Mitternacht am Tag des Check-outs gültig. Entdecken Sie zudem alle touristischen Partner und die jeweiligen Ermäßigungen auf der Website **ticino.ch/partner**. Zeigen Sie das Ticino Ticket vor, um die Rabatte zu erhalten.

**FR** Grâce au **Ticino Ticket** vous pouvez utiliser gratuitement les transports publics : **ticino.ch/publictransport**. Le Ticino Ticket est **valable depuis le check-in** jusqu'à minuit le jour du check-out. Découvrez aussi tous les partenaires touristiques affiliés et les réductions respectives sur le site **ticino.ch/partner**. Montrez le Ticino Ticket pour obtenir les réductions.



**EN** **Ticino Ticket** gives you public transport for free: **ticino.ch/publictransport**. The Ticino Ticket is **valid from check-in** until midnight on the day of check-out. Discover all the affiliated tourist partners and the respective reductions on the website **ticino.ch/partner**. Show the Ticino Ticket to get discounts.

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Dipartimento delle finanze e dell'economia  
Divisione dell'economia


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ORGANIZZAZIONI TURISTICHE REGIONALI

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**Public Transport | Free**




Ticino Ticket

**Muster Muster**  
01/01/2000  
Hotel Ticino Ticket - Test  
Check-in: 27/03/2024  
Check-out: 09/04/2024  
Ticket: 7695 6671 0254




**801 (2.) (TK) (V) (SPEZ) (2)**  
**2cl. / Tutte le zone.**

Titolo di trasporto non rimborsabile, **non cedibile a terzi** e da presentare in caso di controllo.  
Fahrkarte nicht übertragbar, keine Rückerstattung und auf Verlangen vorweisen.  
Titre de transport non remboursable, **non transmissible**, à présenter en cas de contrôle.  
**Non-transferable** personal ticket, not refundable, to be presented upon demand.  
Terms and Conditions: [ticino.ch/terms](https://ticino.ch/terms)

**Partner | Free -30% -20%**



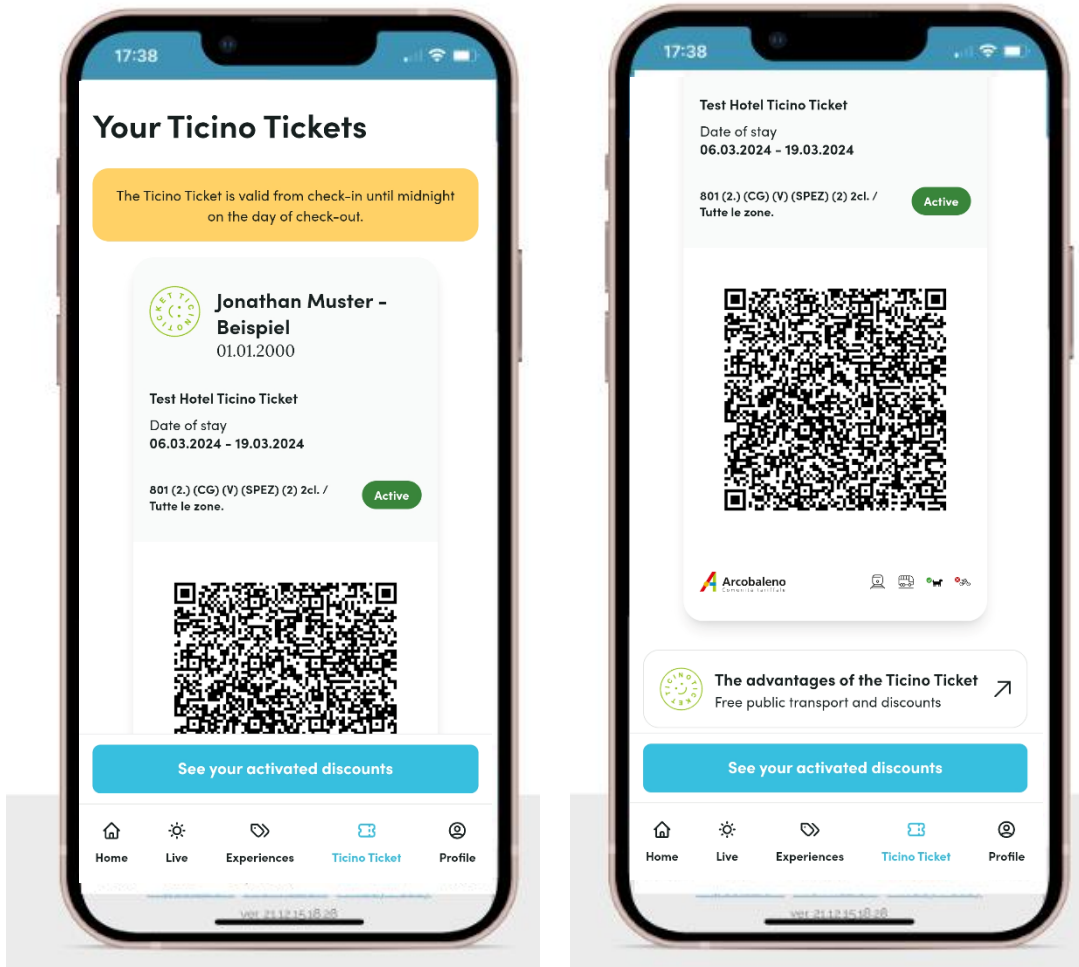
[ticino.ch/partner](https://ticino.ch/partner)

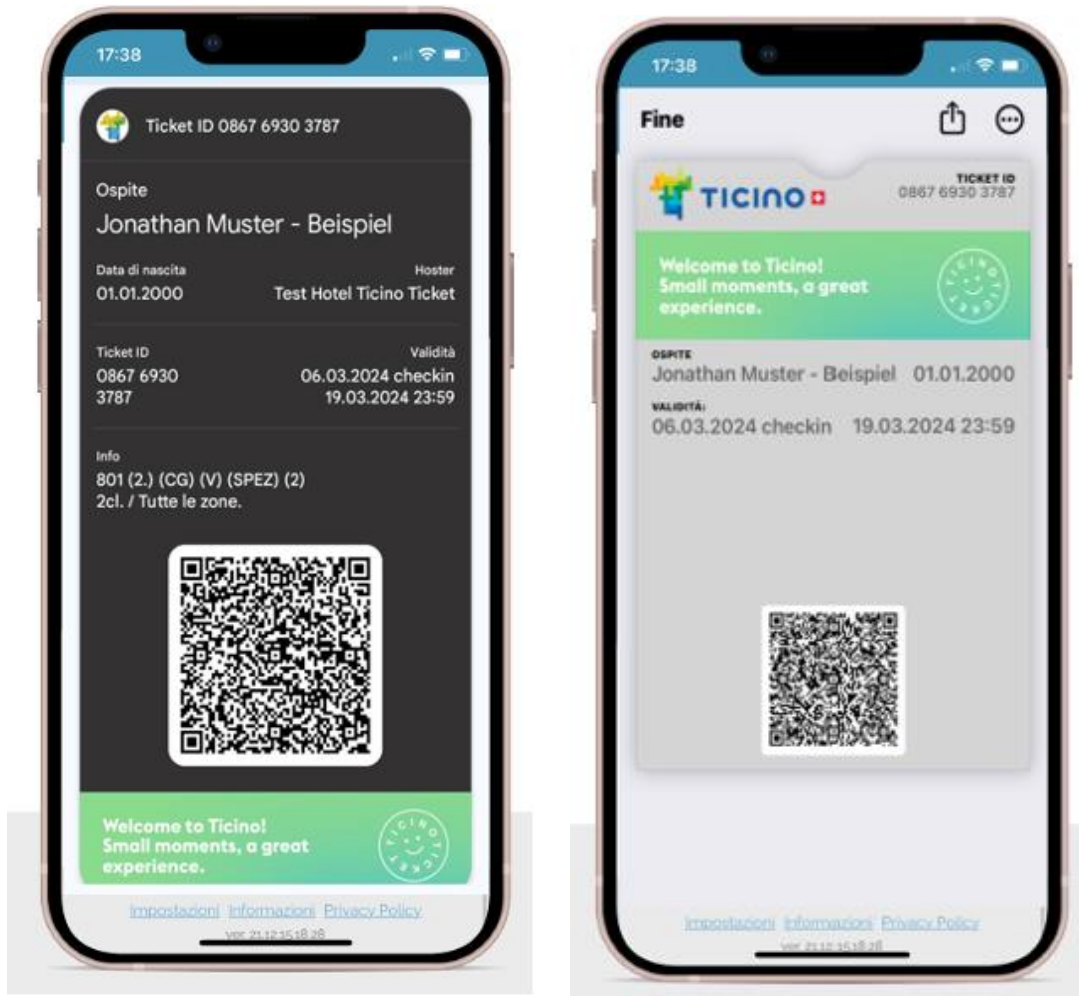
Edition: March 2024

page - 13 -

Version in the Travel Companion (PWA Guest) on smartphones:



Android and iOS wallet version on smartphones:



## 4.7 Period of Validity

Ticino Tickets are valid throughout the length of the stay printed on the ticket. Journeys can be interrupted and resumed at will throughout the Ticino Ticket period of validity.

The maximum duration for Ticino Tickets has been established as fourteen consecutive days. At the end of the fourteen-day period, in the event of the holder staying longer, a new Ticino Ticket must be issued.

## 4.8 Change of Class

Ticino Tickets are only valid for second class.

In order to travel in first class with a Ticino Ticket the holder will need to purchase a full-price change of class ticket.

Half-price season ticket holders can purchase a change of class ticket at a reduced price. In the event of ticket inspections, the half-price season ticket and change of class ticket must be shown together with the Ticino Ticket.

On routes without first-class compartments, the first-class ticket is also valid for second class (with no right to a refund).

## **4.9 Refunds and Replacement Tickets**

Ticino Tickets are non-refundable.

No TIA tickets purchased to replace a forgotten or lost Ticino Ticket will be refunded.

Replacement Ticino Tickets should only be issued by accommodation providers in the following circumstances:

- theft
- loss
- wear and tear
- reduced or extended stay after taking back the previously issued Ticino Ticket

The entire procedure for issuing replacement Ticino Tickets must be carried out by the accommodation providers at no extra charge.

Ticino Tickets do not entitle the holder to refunds for direct service (SD) tickets and international tickets.

## **4.10 Dogs and Small Pets**

By way of an exception to T651.17, dogs are transported free of charge if the person responsible for the dog holds a Ticino Ticket.

In order to travel free of charge, pets, cages, baskets or other containers must not occupy a seat.

Dogs travelling in first class must pay the lower second-class fare.

The person responsible for the dog must observe the following laws about dogs:

- The owner is required to adopt the necessary precautions to ensure that the animal cannot escape or harm people or other animals;
- In places frequented by the public or other animals, dogs must be kept on a lead and, if required by the circumstances, they must also wear a muzzle.

For other regulations, please refer to federal/canton law on dogs.



## **4.11 Group Travel**

For people travelling in groups with a Ticino Ticket, the fare regulations listed in Point 1.1. Preliminary Information apply.

Groups of ten or more people are required to notify the transport operators of their journey at least two working days in advance. Operators are not required to accept reservations.

School parties or groups of young people (e.g. outings) must necessarily be accompanied by a responsible adult (at least 16 years old).

Even in the event of booking, there is no guarantee of a seat.

Ticino Tickets do not guarantee seats, only transport.

If all the seats are full, but the means of transport still has capacity for standing passengers, the group can be transported. If the total authorised capacity for the means of transport has been reached, no further travellers may board and they must instead wait for the next service.

Dogs with groups travelling in first class must pay the lower second-class fare.

## **4.12 Bicycles**

Ticino Tickets are not valid for transporting bicycles. A reduced-price ticket will need to be purchased for the bicycle.

Transportation may be prohibited or restricted. The regulations of the individual transport operators and TIA 651.17 apply.

# **5. Ticket Inspections and Sanctions**

## **5.1 General**

Ticino Tickets must be shown spontaneously or handed over to the ticket inspectors to check.

Passengers without a Ticino Ticket or another valid ticket must purchase a ticket before starting their journey.

In the event of inspections, passengers “without a valid ticket” must pay the full supplement:

- CHF 90.00 + forfeit fare of CHF 10.00 the first time
- CHF 130.00 + forfeit fare of CHF 10.00 the second time
- CHF 160.00 + forfeit fare of CHF 10.00 the third time

For everything else, the articles of T600 for the National Direct Service and T651.17 of the "TIA" apply.

## **5.2 Valid Legal Grounds**

The federal law on transporting passengers, 745.1 and relative decree 745.11. Please refer to T600.5 "Regulations regarding passengers without a valid ticket / infringements and falsification".

## **5.3 Infringements and Falsification**

In the event of using an unauthorised or falsified Ticino Ticket, the internal regulations of the transport operator that uncovered the infringement shall apply. However, all cases will also be subject to a fine of CHF 100.00 for infringement and CHF 200.00 for falsification (listed under point 12.7.3.1 in T600). Criminal proceedings may also be undertaken.

An infringement occurs when a passenger:

- uses a Ticino Ticket issued in another person's name;
- clearly seeks to avoid inspection or provides false or out-of-date information about their identity.

Ticino Tickets are deemed to be falsified if they have been prepared incorrectly, if they have been modified, if they have been completed or otherwise tampered with, or if they feature any deleted information.

Falsified or unauthorised Ticino Tickets must be withdrawn.

The following actions are also considered abuse and/or forgery:

- the issuing / early activation of the Ticino Ticket in case it is sent to the user before arrival at the accommodation facility,
- the own use of the Ticino Ticket by the staff of Ticino Turismo, the Regional Tourist Organizations (OTR) and authorized partners (e.g. employers of accommodations)
- the use by family members of the same to travel within the validity range of the CTA

## **6. Information**

[www.arcobaleno.ch](http://www.arcobaleno.ch)

[www.sbb.ch](http://www.sbb.ch)

[ticino.ch/ticket](http://ticino.ch/ticket)