Ticino Ticket Terms of Use

(tourist ticket)

2020 Edition
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**

<table>
<thead>
<tr>
<th>Abbreviation</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>CTA</td>
<td>Arcobaleno Regional Fare Network</td>
</tr>
<tr>
<td>SD</td>
<td>Direct Service</td>
</tr>
<tr>
<td>TIA</td>
<td>Arcobaleno Integrated Fare</td>
</tr>
<tr>
<td>IT</td>
<td>Public Transport Operators</td>
</tr>
<tr>
<td>ATT</td>
<td>Agenzia turistica ticinese</td>
</tr>
<tr>
<td>OTR</td>
<td>Regional Tourism Organisation</td>
</tr>
<tr>
<td>AT</td>
<td>Tourist Attractions</td>
</tr>
<tr>
<td>TT</td>
<td>Tourist Transport Operators</td>
</tr>
</tbody>
</table>
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 (T600.5)
- 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:

<table>
<thead>
<tr>
<th>IT Initials</th>
<th>Code</th>
<th>Transport Operators</th>
</tr>
</thead>
<tbody>
<tr>
<td>ABL</td>
<td>862</td>
<td>Autolinee Bleniesi SA*</td>
</tr>
<tr>
<td>AMSA</td>
<td>736</td>
<td>Autolinea Mendrisiense SA</td>
</tr>
<tr>
<td>ARL</td>
<td>858</td>
<td>Autolinee Regionali Luganesi SA</td>
</tr>
<tr>
<td>PAG</td>
<td>801</td>
<td>AutoPostale Svizzera SA Regione Ticino* e</td>
</tr>
<tr>
<td>FART</td>
<td>049</td>
<td>Ferrovia “Centovallina” Locarno – Camedo – Domodossola**</td>
</tr>
<tr>
<td>FART Auto</td>
<td>817</td>
<td>Autolinee Regionali Ticinesi</td>
</tr>
<tr>
<td>SBB</td>
<td>011</td>
<td>Ferrovie Federali Svizzere e TILO **</td>
</tr>
<tr>
<td>FLP</td>
<td>047</td>
<td>Ferrovie Luganesi SA</td>
</tr>
<tr>
<td>SNL Auto</td>
<td>188</td>
<td>Società Navigazione del Lago di Lugano SA</td>
</tr>
<tr>
<td>TPL</td>
<td>955</td>
<td>Trasporti Pubblici Luganesi SA</td>
</tr>
</tbody>
</table>

* see point 2.2 for the tourist lines

** up to the state border only
1.3 Arcobaleno Regional Fare Network Area

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

Comunità tariffale Arcobaleno – Piano delle zone
arcobaleno.ch – info@arcobaleno.ch
1.4 Special Regulations

1.5 Travel Concessions

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

1.5.1 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) 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.

1.5.2 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.

1.6 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 in Annex 2.
A detailed list with the relative discounts is provided in Annex 2.

2.3 Ticino Ticket Area
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. A comprehensive list is provided in Annex 3.

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 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 years: Infants **Travel free of charge***
- 6–15 years: Children **Travel with Ticino Ticket**
- 16 years plus: Adults **Travel with Ticino Ticket**

* Infants under 6 years old may not travel unaccompanied. The number of infants under 6 years old is shown on the accompanying adult's ticket next to the following symbol:

![Infant Symbol]

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 CTArcobaleno 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 CTArcobaleno 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

Ticino Tickets are only issued by authorised accommodation providers.

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

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.

4.5 Handing Over Ticino Tickets

Accommodation providers may only issue a Ticino Ticket upon the tourist’s arrival.

In no circumstances may Ticino Tickets be sent to users before their arrival at their accommodation.

4.6 Issue and Layout

Ticino Tickets are issued as special named tickets printed on offset white 150mg2 FSC paper in the form of a card and are 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 year of birth)
- No. infants under 6 years old
- FQ code: (2.)(CG)(V)(SPEZ)(“)
- Class
- Area of validity
- Period of validity
- Unique ID (control)
- QR code
- Name of accommodation
Ticino Tickets may also be in A4 format (for further details, please refer to the layout example provided below [front/back]).

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

Small dogs (up to 30 cm high at withers), cats and small pets restrained in cages, baskets or other suitable containers are transported free of charge as hand luggage.

By way of an exception to T651.17, dogs measuring more than 30 cm high at the withers are also 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 instructions and regulations of the relative transport operators 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 30.0 in T600.5). 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.

Issuing a Ticino Ticket early, before the user arrives at their accommodation, is also considered an infringement and falsification.

6. Information

www.arcobaleno.ch
www.sbb.ch
ticino.ch/ticket