

# PASSENGER REGULATIONS

## OF THE FERROCARRIL METROPOLITANO DE MADRID

AMENDMENT APPROVED BY DECREE 115/1993, 21 OCTOBER, OF THE COMMUNITY OF MADRID  
PUBLISHED IN THE COMMUNITY OFFICIAL GAZETTE, B.O.C.M. No. 292 OF 9 DECEMBER 1993.

### CHAPTER I. Passenger rights

**Article 1.** The regional consortium of transportation shall ensure that passengers are duly informed, either directly by the Consortium itself or through Metro de Madrid, on the characteristics of the transport services provided by Ferrocarril Metropolitano and the possible incidents.

- a) To choose from among the different kinds of tickets and travel passes, (classified by prices and terms), which are indicated on the approved fare list.
- b) To be transported holding a valid ticket or a travel pass together with their hand luggage or objects they may be carrying, as long as these do not pose any inconvenience or danger to other passengers, and comply with the limitations stipulated under Article 29. They may also be accompanied by guide dogs, under the conditions established in Transport Service Working Hours in force.
- c) To choose to discontinue the journey, in case of contingencies or suspension of service, and receive a refund of the fare, as established under articles 12 and 14.
- d) To be treated courteously by Metro de Madrid personnel, who will dutifully attend to their requests for help and information.
- e) To request and obtain the complaints book (libro de reclamaciones) from those stations which have so been designated, and freely express any complaints on any aspects of the Ferrocarril Metropolitano services.
- f) To receive a reply from the Regional Consortium of Transportation to the complaints made in the complaints book within a period of time of less than one month.

Ferrocarril Metropolitano passengers, in case of accidents, are entitled to the corresponding indemnity, in accordance with the terms of the insurance policy that, to that effect, Metro de Madrid shall have contracted.

### CHAPTER II. Responsibilities of Metro de Madrid

**Article 3.** Metro de Madrid, as the company operating the Ferrocarril Metropolitano de Madrid, is obliged to comply with, and ensure that its personnel enforce, all the provisions of these Regulations.

#### First section. Facilities, materials and personnel.

**Article 4.** Both the trains and the facilities to which the general public have access- gates, passageways, staircases, platforms and others- must be maintained in a such a state that they can be used under conditions of comfort, adequate lighting, hygiene, order and safety.

**Article 5.** The trains and the facilities must be cleaned at least once a day. Furthermore, they must be subjected to disinfection, fumigation and rodent controls within the periods stipulated for such operations, in accordance with current legislation. The corresponding certificates must be posted in a conspicuous place.

**Article 6.** When there are works in progress during service hours or when such works imply the positioning of materials, machinery or tools in places where passengers wait or pass, necessary measures must be taken so as to minimise, as far as possible, any likely inconvenience to the general public.

**Article 7.** The trains and facilities open to public use must be equipped with an alternative lighting system for emergencies,

**Article 8.** At the station, the edge of the platform shall be clearly marked out, as an area where passengers are not allowed to stand.

**Article 9.** Every station must have a public loudspeaker system to inform passengers.

**Article 10.** Railway personnel must, at all times, treat passengers correctly, and deal courteously with any requests for help or information that may be required of them.

## **Second Section. Transport service and Contingencies**

**Article 11.** The transport service working hours at the stations must clearly specify for each season of the year:

- a) The interval in minutes when this is less than six minutes, making a clear distinction between the periods of the day and the days of the week.
- b) The arrival time at each station of trains with more than 6 minutes interval, in theory, on working days, from Monday to Friday.

The timetable must state the time of the first and last trains of the day at each station and must also include a guarantee of train connections.

**Article 12.** Passengers will be entitled to a refund to the value of the type of ticket they hold in the following events:

- a) When there is a cancellation of service.
- b) When the time interval between trains exceeds fifteen in the case where the Schedule Information Table states less than eight minutes.

When the time intervals between trains exceeds twice the stipulated time on routes for which Schedule Information Table indicates a time interval of more than eight minutes.

**Article 13.** To claim the above-mentioned refund, all affected passengers who decide to discontinue their journey, must present a ticket whose refund is included in the Fare Table.

**Article 14.** In the event of the aforementioned circumstances, the passenger will receive a single ticket. If the passenger so desires, he/she can get cash for the unfinished journey, based on the value of the type of ticket that he/she holds.

The request for refund shall be made at the ticket office immediately after the occurrence of the anomaly.

No refund will be given for those types of ticket that entitle bearers to unlimited journeys or free circulation.

**Article 15.** For the cases established under Article 12, the Railway personnel shall, upon passengers' demand, issue a note in which they must specify the circumstances.

**Article 16.** When there is a cancellation of service or other anomalies, the entrances into the hallways or to the platforms may be closed to the general public for as long as it might be deemed necessary. In the case of cancellation of service and contingencies on the lines that are liable to cause delays of more than the time interval established under article 12. The estimated delay time must be announced on the public loudspeaker system, as soon as possible.

**Article 17.** Passengers leaving the trains will have priority over those wishing to enter them. The sound of the whistle indicates that the doors are about to be closed. Passengers are not allowed to enter or leave after this signal.

## **Third Section. Passenger Information**

**Article 18.** The opening and closing times shall be posted in the entrance hallways at every station of the network, and at the entrance of stations which have their hallways at more than two flights of staircases below, or when the hallway is more than 50 metres away from the entrance.

**Article 19.** A complete list of current fares, together with the terms of use for the different types of tickets, must be posted in the hallways and platforms at every station.

**Article 20.** When a change of fare is authorised, due to a change in price, type of ticket or the terms of use, users must be duly informed. Likewise, passengers must be informed about the terms for possible exchange or refund that may arise from the change. A minimum period of two months must be given for users to effect the exchange or to claim the refund.

**Article 21.** Necessary information must be posted at convenient places in the stations so that passengers may have ample knowledge of the entire network, train itineraries and connections, the access, the station or the platform where he/she is heading to or where he/she is located. In the hallways of every station, before entering the check points, there shall be Train Service Schedule Information, fare Information and Special Information about the station into which one is entering. This information must be repeated at least once, on another notice board on the platform, as close to the accesses as possible.

Any planned changes in the above shall be announced well in advance.

All accesses with different working hours from the normal ones, shall be clearly indicated.

**Article 22.** When there is a planned cancellation on one or more sections of a line or a maximum of 15 minutes after an unexpected cancellation of service, information warning the general public of the cancellation must be posted in the

check point areas, platforms and at those accesses into stations where the hallways are more than two flights of staircases below, or are more than 50 metres away from the entrance.

#### **Fourth section Complaints**

**Article 23.** Passengers, upon showing a ticket valid for travelling on the Metro, an ID card or a passport, may put into writing any complaints they have in the appropriate official books, issued by Regional Consortium of Transportation, available at stations designated for that purpose in the notice board on the passageways and platform.

### **Chapter III.- Passengers Responsibilities**

#### **First section. Tickets and travel passes.**

**Article 24.** Every passenger must be in possession of a ticket or travel pass, which, before the start of the journey, must be subjected to the corresponding entry check.. Without this, the ticket shall not be valid, except in those cases envisaged in current fare list.

Throughout the journey and until the final exit point at the destination station, the passenger must keep his/her ticket or travel pass and show it to any Ferrocarril Metropolitano personnel or the Regional Consortium of Transportation inspector who may ask for it.

Failure to show a valid ticket/travel pass will be liable to a fine as established in these Regulations.

Passengers bearing valid ticket/travel pass which grant the holder a limited number of journeys, will be entitled to remain in the facilities of the Ferrocarril Metropolitano network for not more than three hours after checking in. After the 3 hours, passengers bearing such tickets/travel pass will be considered, for all intents and purposes, as passengers without a valid ticket/travel pass.

#### **Article 25.**

1. Valid tickets/travel passes are those approved by the Regional Consortium of Transportation of Madrid, and must be included on the official fare Table.
2. Every valid ticket/travel pass in the Ferrocarril Metropolitano de Madrid shall be for personal use, whatever its characteristics may be, so as to comply with the provision of Article 24.

**Article 26.** The passenger must make sure that, at the time of purchase, he/she has been issued the right ticket/travel pass, and, if need be, has been given the correct change.

In the case of tickets issued by vending machines, any error in ticket price or change given must immediately be reported to any station personnel, who, after making the relevant checks to clarify the incident, will act accordingly.

Late claims shall not be considered, except for special cases which are duly justified.

**Article 27.** Passengers who buy tickets after being informed about the existence of any cancellation or contingency in the service will not be entitled to any refund, as established in Article 12.

**Article 28.** Passengers without any valid ticket/travel card, shall be liable to pay a penalty fare 20 times the prices of a single ticket, for the service used or which they intend to use. When the penalty fare is not paid to the Railway agents/personnel, it will be reported to the appropriate office so as to initiate the necessary fine procedure.

When a ticket or travel pass is found to be used incorrectly, it could be seized by the Metro personnel, in the case of a ticket or travel pass that has expired. Or, on the other hand, it could be withheld until the penalty fare, stipulated in the preceding paragraph, is paid.

#### **Second section. Use of facilities**

**Article 29.** Passengers shall be subject to the obligations and prohibitions which the Law 16/1987, of 30 July, on the Land Transport and its Regulations of 28 September 1990 establish in their regulations for Railway Police.

**Article 30.** Workers of the company operating the Ferrocarril Metropolitano shall, in the discharge of their duties as Railway Police, mentioned in the preceding Article, be considered as agents of authority.

#### **Third section: Infractions and fines**

**Article 31.** Infractions are all those behaviours envisaged under both Chapter IV, section VI of Law 16/1987, 30 July, on the Land transport Regulations, and in Articles, 293, 294 and 295 of the regulatory text that develop the above-mentioned Law, approved by Royal Decree 1211/90 of 28 September. Likewise, the incorrect use of pass cards and

smoking or holding a lighted cigarette in all the coaches, the escalators and any zones forming part of the network of Ferrocarril Metropolitano de Madrid are considered infractions.

**Article 32.** The infractions referred to in the preceding Article will be sanctioned by the fine stipulated under Article 295 of the Land Transport Regulations.

**Article 33.**

1. The competent organ to initiate and resolve sanction procedures, envisaged in this Regulations, is the director-general of the Regional Consortium of Transportation. The procedure must be initiated by a competent public officer, either on his own initiative or acting upon a report.
2. The procedure for the imposition of fines shall be in conformity with the provision of Law 16/1987, of 30 July, and the Regulations for its application, approved by the Royal Decree 1211/1990, of 28 September, as well as that of Law 30/1992 of 26 November, of the Judicial regime on Public Administration and Common Administration Procedure.

**Artículo 34.**

3. The imposition of appropriate fines will be irrespective of the obligation for paying damages.
4. The general rules that apply in fine enforcement are those contained within the Law on Public Administration Judicial Regime and Common Administrative Procedure and other legislations concerning compulsory execution.

**Article 35.** The possibility for sanctioning the behaviours referred to under Article 32 of these regulations will prescribe in the time limit and forms set out under Article 298 of the Land Transport Law.

**Article 36.** The Company operating the Ferrocarril Metropolitano is hereby authorised to collect from passengers the full amount of the penalty fares, under article 28 of these Regulations.

**FINAL PROVISIONS**

**First.** The Regional Ministry of Transport shall promulgate all the necessary provisions for the development and application of this Decree.

**Second.** The present regulations shall come into force the next day following the publication in the OFFICIAL GAZETTE OF MADRID REGIONAL GOVERNMENT. They must also appear in the OFFICIAL GAZETTE of the State.

**DEROGATIVE PROVISION**

Any regulations of the same or lower rank, with application in the Madrid Autonomous Region, which may contradict these present regulations, remain null and void.

**Updated text with the modifications made due to various regulations, the most significant of these being:**

**MODIFICATION APPROVED BY REGIONAL GOVERNMENT OF MADRID DECREE 1993/115 OF 21 OCTOBER (DECRETO 115/1993 DE 21 DE OCTUBRE DE LA COMUNIDAD DE MADRID), PUBLISHED IN THE OFFICIAL GAZETTE OF THE REGIONAL GOVERNMENT OF MADRID (B.O.C.M.) Number 292, 9 DECEMBER 1993.**

**EXTENDED TO THE PUBLIC PASSENGER TRANSPORT RAILWAY LINE BETWEEN MADRID and THE MUNICIPALITIES OF RIVAS-VACIAMADRID and ARGANDA DEL REY. SCOPE OF APPLICATION OF THE MADRID METROPOLITAN RAILWAY PASSENGER REGULATIONS (DECREE 1999/17 OF 4 FEBRUARY) -REGLAMENTO DE VIAJEROS DEL FERROCARRIL METROPOLITANO DE MADRID, (DECRETO 17/1999, DE 4 DE FEBRERO-**

**EXTENDED TO METROSUR SCOPE OF APPLICATION OF THE MADRID METROPOLITAN RAILWAY PASSENGER REGULATIONS (DECREE 2003/10 OF 6 FEBRUARY) -REGLAMENTO DE VIAJEROS DEL FERROCARRIL METROPOLITANO DE MADRID (DECRETO 10/2003, DE 6 DE FEBRERO)-**