

# RULES AND REGULATIONS FOR USERS

## OF THE MADRID METROPOLITAN RAILWAY

DECREE 49/1987 OF 8 MAY OF THE AUTONOMOUS COMMUNITY OF APPROVING THE RULES AND REGULATIONS OF THE MADRID METROPOLITAN RAILWAY

### CHAPTER I. On the rights of users

**Article 1.** The Regional Transport Consortium shall see to it that users are informed, either directly by the Body itself or by way of Metro de Madrid, of the features of provision of the Metro de Madrid transport services and their possible contingencies.

### **Article 2. Users of the Madrid Metropolitan Railway have the following rights:**

- a. Choose between the different tickets and travel passes appearing in the approved Fare Schedules according to their prices and terms and conditions.
- b. Be carried with a valid transport ticket/pass along with articles and items of hand luggage, provided that these do not represent a nuisance or risk for other users, subject to the limitations laid down in Article 30, along with bicycles in the terms laid down in Article 2 bis, and along with domestic animals in the terms laid down in Article 2 ter, all the foregoing in the conditions set by the current Transport Service Timetables.

Folded bicycles and children's bicycles shall be considered as items of hand luggage and be governed by the regulations pertaining thereto.

Users of folding bicycles should fold them up before boarding the train.

- c. In case of an event or suspension of the service, waive continuation of their journey and obtain return of the amount of the fare, as specified in Articles 12 and 14.
- d. Be treated correctly by the staff of Metro de Madrid and have their requests for help and information attended to by same.
- e. Request and obtain at the stations indicated for this purpose the complaints book, where they may freely set out any complaint with regard to the features of the Metropolitan Railway services.
- f. Receive an answer from the Regional Transport Consortium to the complaints set out in said complaints book within a period of less than one month.
- g. In the event of accidents, Metropolitan Railway users are entitled to the respective indemnification, in accordance with the terms of the insurance policy that Metro de Madrid shall have taken out for the purpose.

### **Article 2 bis. Access and parking with bicycles.**

1. Access with bicycles: users with bicycles shall be permitted access in the times and on the lines or sections thereof as specified by the Regional Regular Public Transport Consortium of Madrid, by means of a resolution published in the OFFICIAL GAZETTE OF THE COMMUNITY OF MADRID, providing that the following conditions are met:

- a) Only one bicycle, at the most, will be permitted per passenger.
- b) Passengers taking a bicycle with them shall be responsible for its safekeeping and care, making sure in their movements not to cause injuries or nuisance to other users and/or harm or damage to the underground railway installations and rolling stock. They shall be liable for any harm or damage caused with it.
- c) Journeys on the train shall be made with a maximum of two bicycles placed in the front car and two bicycles in the rear car, adjacent in both cases to the driving cabs. On trains provided with special spaces set aside for bicycles, they must be placed in these spaces.

- d) Passengers taking a bicycle with them will be able to carry it on the escalators, rolling walkways and in lifts, providing that their level of occupancy so permits and that they do not cause inconvenience to other users.
- e) Riding the bicycle in the installations (corridors, platforms, etc.) is strictly forbidden.
- f) On Metro lines providing a connection to places outside the M-40 ring road or which cross roads of high traffic density hazardous for riding a bicycle, bicycle access shall be permitted with no time restriction. The Regional Regular Public Transport Consortium of Madrid shall specify by means of a ruling the sections of lines and stations affected, subject to a prior report by the operator.
- g) In any case, Metro will be able to restrict access with bicycles when they may interfere with the normal working of the service and, specifically, when particular circumstances arise that may cause this to be considered advisable, such as crowding, breakdowns or other operating incidents that impair transit and mobility within the installations.

2. Bicycle parking: users shall be allowed to park bicycles at those stations that have spaces specifically prepared for this purpose. Their use shall be by strict order of arrival and be subject to compliance with the conditions laid down by the operator.

**Article 2 ter. Access with domestic pets.**

1. Access with assistance dogs: users shall be permitted access with personal assistance dogs and assistance dogs undergoing training, in the cases and subject to the conditions and requirements specified in Law 2/2015, of 10 March 2015, on Access to the Environment by Disabled Persons Requiring the Accompaniment of Assistance Dogs, taking such animals to be those defined and classified in the above-mentioned Law 2/2015.

2. Access with dogs in general: apart from the cases stated in Paragraph 1 of this Article, users shall be permitted access with dogs that are properly identified by means of a chip in the manner so required by current legislation on the matter of identification of domestic animals.

Such access may take place at the times and on the lines or sections of lines that may be established, subject to a prior report of the respective departments of the transport operator, by the Regional Regular Public Transport Consortium of Madrid by way of a resolution published in the OFFICIAL GAZETTE OF THE COMMUNITY OF MADRID, proving that the following conditions are met:

- a) Only one dog will be allowed per passenger.
- b) Users entering the installations with a dog shall be responsible for the integrity of the animal and be under the obligation to make sure that it does not cause injuries or nuisance to people and/or harm or damage to the installations and to the Underground railway rolling stock. They shall be liable for any harm or damage that the animal may cause.
- c) Right from the time of entry into the station until final exit to the street, dogs should be fitted with a muzzle and their carrier will have to keep them on a lead, whether extendable or not, of a length not exceeding 50 centimetres.
- d) Metro journeys should be made in the rear car of each train and dogs may not occupy seats under any circumstances.
- e) Passengers taking a dog with them may use the lifts, providing that their doors are not obstructed, the level of occupancy so permits, and no nuisance is caused to other users. Escalators and rolling walkways may not be used under any circumstance.
- f) In any case, access with dogs may be restricted when circumstances arise that in the transport operator's view make this advisable, such as crowding or for reasons of safety both of people and of the animals themselves.
- g) They should comply at all times with the legislation on environmental protection and animal welfare, besides that governing the protection of the public health of people.

3. Access with other small-sized domestic animals: users will be allowed access with small domestic animals, provided that they are carried in suitable containers from which they cannot escape and which are neither hazardous nor cause inconvenience to other users due to their shape, size, noise or smell.

## **CHAPTER II. On the obligations of Metro de Madrid**

**Article 3.** As the company operating Madrid and Metrosur Metropolitan Railway "Metro de Madrid, Sociedad Anónima" is under the obligation to comply and make its staff comply with all the provisions of this Set of Rules and Regulations, in the way that may prove most suitable to the technical means and the organizational structure available in the network at the time, and always in the manner most in keeping with the principles inspiring its standards.

### **Section One. On the facilities, material and staff**

**Article 4.** Both the trains and the facilities to which the public has access – exterior entrances, forecourts, stairs, platforms and others – should be kept in a state that will permit their use in proper conditions of comfort, lighting, hygiene, order and cleanliness, and safety.

**Article 5.** The facilities and trains shall undergo cleaning at least once a day. Disinfection, desinsectization and deratization shall be carried out within the time limits set for these operations in current regulations and the respective certificates displayed in a clearly visible place.

**Article 6.** When Works are carried out during service hours or when materials, machinery or tools have to be deposited in user waiting or transit areas, the necessary measures shall be taken for the inconvenience caused to the public to be reduced to a minimum.

**Article 7.** Trains and facilities used by the public shall be provided with an alternative emergency lighting system.

**Article 8.** The platform edge area, forming a strip where the user should not stand, must be suitably marked at stations.

**Article 9.** There should be public address systems at all stations so as to broadcast information to users.

**Article 10.** Members of the railway staff shall show a courteous attitude towards users at all times and answer politely all requests for help and information that may be made to them.

### **Section Two. On the transport services and contingencies**

**Article 11.** The station Transport Service Timetable Charts will define, for every time of the year, both the train frequency in minutes at each station when this is less than seven minutes thirty seconds, differentiating periods of the day and days of the week, and the time when the first and last train of the day passes through the station.

Similarly, they will show the train frequency at each station when the interval is seven minutes thirty seconds or more on working days from Monday to Friday. Timetable Charts will also include information on transfer options available between lines.

**Article 12.** Users shall be entitled to the return of the amount of the ticket of which they are bearers in the following circumstances:

- a. When suspension of the service occurs.
- b. When the interval between trains is more than fifteen minutes on routes for which the Service Timetable Chart specifies intervals of less than seven minutes thirty seconds.
- c. When the interval between trains is more than twenty minutes on routes for which the specified interval is seven minutes thirty seconds or more.

**Article 13.** To make use of the afore-mentioned right to fare return, users affected who forgo continuing their journey should submit a ticket/travel pass entitled to refund as specified in the Fare Schedule.

**Article 14.** In the circumstances mentioned in the foregoing Articles users shall receive a ticket/travel pass equivalent to the one used at the time, which will permit them to make a journey the same as that interrupted.

If users so wish, they may choose to receive in cash the amount for the journey not completed corresponding to the value of the ticket/travel pass of which they are the bearer.

The refund should be requested at the station immediately after the contingency has occurred.

Travel passes permitting an unlimited number of journeys or free circulation shall not be entitled to any refund.

**Article 15.** In the cases laid down in Article 12, Station Managers\* shall make out a note providing a due record of this circumstance, at the request of users. This note should be requested immediately after the event has taken place.

**Article 16.** In cases of suspension of service or other irregularities, the entrances to forecourts and access to the platforms may be closed to the public for as long as may be required.

In the event of suspension of the service and contingencies on the lines causing delays longer than those specified in Article 12 to be envisaged, the estimation of the expected delay should be broadcast over the public address system as soon as possible.

**Article 17.** Passengers alighting from trains shall take priority over those wishing to board.

The blast of the train whistle indicates that the doors are about to close and informs users that boarding or alighting is then forbidden.

### **Section Three. On user information**

**Article 18.** The timetable of opening and closure of the service shall be displayed in the forecourts of all the stations in the network and at the entrances to stations with forecourts that have more than two flights of descending stairs or are more than 50 metres below ground level.

**Article 19.** The complete current Fare Schedule, with the prices and conditions of use of the different tickets/travel passes shall be displayed in the station forecourts and on the platforms.

**Article 20.** When a fare change is authorized due to modification of the prices, types of tickets/passes or their conditions of use, users shall be duly informed of the measures adopted to

assure the availability of the service paid for previously. These may consist, either alternatively or conjointly, of the exchange of valid tickets/passes that have not been used up prior to the entry into force of the new fare, in the conditions that may be determined, or of permitting the use of old tickets/passes for at least fifteen days after the afore-mentioned change.

**Article 21.** The necessary information shall be located at appropriate places in the stations for users to be able to obtain sufficient knowledge with regard to the system as a whole, its routes and the transfer, entrance, station and platform where they are or to which they are heading.

All stations shall also have information relating to the network map, User Rules and Regulations, service opening and closing times, Transport Service Timetable Schedule of the stations being entered, Fare Schedule and special items of information. Entrances with times differing from the general rule shall be duly indicated.

Any modification in respect of the information referred to in the previous paragraph should be announced sufficiently in advance.

**Article 22.** In cases in which one or more sections of the lines have a suspension of the service scheduled, or else fifteen minutes at the most after an unexpected suspension, the due warning notices should be on display to the public ahead of the entry control points, as well as on platforms and at entrances to stations with forecourts that have more than two flights of descending stairs or are more than 50 metres below ground level.

#### **Section Four. On complaints**

**Article 23.** Users may set out their complaints in writing in the respective official book, duly stamped by the Regional Transport Consortium, which shall remain at their disposal at the stations specified for this purpose in the Information Sheet in forecourts and on platforms, providing that they show a valid ticket/pass to travel on the metro and their ID card or passport.

### **CHAPTER III. On the duties of users**

#### **Section One. On tickets/travel passes**

**Article 24.** Before starting his or her journey, every passenger will have to be in possession of a valid transport pass, in accordance with the journey to be made, which should have been submitted for the due validation and cancellation for that journey. The transport pass that is insufficient or is not in accordance with the journey to be made, as specified in the current Fare Schedule, or has not been validated and cancelled for that journey, will not be valid. Children under four years of age and those cases that may be established by the body with responsibility for fares are exempted.

Throughout the whole journey and until reaching the destination station exit barriers, the user should keep the ticket/travel pass at the disposal of any Metropolitan Railway or Regional Transport Consortium official who might request it. Non-possession of a ticket/travel pass shall be penalized as laid down in these Rules and Regulations.

Users who are bearers of tickets/travel passes with a limited number of journeys shall be entitled to remain in the Metropolitan Railway facilities for three hours after their validation. At the end of this period, holders of these tickets/passes shall be considered users without a valid travel document for all purposes.

#### **Article 25.**

- a. Current tickets/travel passes are those approved at any time by the Madrid Regional Transport Consortium, which shall appear mandatorily in the Fare Schedule.

- b. The travel passes valid in the Madrid Metropolitan Railway shall be for personal use, irrespective of their features, in order to comply with the provisions of Article 24.

**Article 26.** When proceeding to its purchase, both at the ticket windows and automatic dispensing machines, the passenger should make certain that the transport pass acquired corresponds to the journey to be made and, when applicable, that the change received is correct. In the event of the pass acquired or the change received not being in order, the Metropolitan Railway operating company service staff should be informed of this on the spot and they will then make the due enquiries to clarify the circumstances and act in accordance with the result of these.

**Article 27.** Users purchasing their ticket/travel pass after being informed of the existence of a suspension or contingency in the service shall not be entitled to the return of its amount, as referred to in Article 12.

#### **Article 28.**

1. By way of an extraordinary surcharge for the service used or intended to be used, passengers not in possession of a valid transport pass will be required to pay the sum of eighty euro, an amount that will be reduced by half in the event of payment to the Metropolitan Railway operating company being made either immediately or within a period of fifteen working days. Passengers considered as not being in possession of a valid transport pass will be those who, when asked to show it by any official of the Metropolitan Railway or Regional Transport Consortium Inspectorate, do not produce a transport pass at all, produce a pass that is inadequate or not in accordance with the journey that they are making or have made, or else the pass they show has not been duly validated and cancelled for the journey that they are making or have made.

Should payment of the extraordinary surcharge not be made by passengers not in possession of a valid transport pass within a time limit of thirty days as from when the lack of a valid pass was recorded, the due report will be filed for the purpose of initiating the respective penalizing procedure.

2. When the improper use of a transport pass has been confirmed as laid down in its terms and conditions of use, this may be withdrawn by any official of the Metropolitan Railway or the Regional Transport Consortium Inspectorate and it will not be returned until it has been clarified, before this Authority, by means of the due statements, that the situation that gave rise to its withdrawal was alien to the passenger; or else payment is made of the respective fine, if so imposed in a proceeding initiated due to Group C irregularities entailing withdrawal, as referred to in point 12 of the Resolution of the Board of Directors of the Regional Transport Consortium of 11 April 2012, which adopts the general terms and conditions of contracting and use of the universal e-ticketing system for public transport.

#### **Section Two. On the use of the facilities**

**Article 29.** Passengers shall be subject to the obligations and prohibitions contained in Article 142.14. of Land Transport Management Act 16/1987, of 30 July, and in Article 7.o) of Law 28/2005, of 26 December Health Measures against Smoking and Regulating the Sale, Supply, Consumption and Advertising of Tobacco Products.

**Article 30.** As specified in Article 33.1 of Land Transport Management Act 16/1987, of 30 July, the Regional Transport Consortium Inspectorate personnel shall have authority status in the performance of their functions.

For these purposes, the personnel entrusted with these functions or activities will be issued with an accreditation badge. These officials will be under the obligation to identify themselves before any user so requesting by means of the aforesaid accreditation.

### **Section Three. On infringements and penalties**

**Article 31.** Offences consist of all those forms of conduct specified in Article 142.14 of Law 16/1987, of 30 July, and in Article 19.2.a) of Law 28/2005, of 26 December.

The offences specified in the previous paragraph will be penalized as specified in Article 143.1.a) of Law 16/1987, of 30 July, with the exception of that of smoking on Metropolitan Railway premises which, under, will be penalized in accordance with Article 20 of Law 28/2005, of 26 December.

**Article 32.** The offences referred to in the foregoing article will prescribe as specified in Article 30 of Law 40/2015, of 1 October, on the Legal System Applicable to the Public Sector.

#### **Article 33.**

- a. The competent body for instituting and settling the penalising proceedings foreseen in these Rules and Regulations is the Managing Director of the Regional Transport Consortium. The proceeding shall always be initiated ex officio, either on own initiative or as the result of a report.
- b. The procedure for imposing penalties shall comply with the provisions of Land Transport Management Act 16/1987, of 30 July, and the Regulations for its application, adopted by Royal Decree 1211/1990, of 28 September, as well as those of Law 39/2015, of 1 October, on the Common Administrative Procedure of the Public Administrations.

#### **Article 34.**

- a. The imposition of the respective penalty shall be separate from the obligation to indemnify the damages caused.
- b. The general rules contained in Law 39/2015, of 1 October, on the Common Administrative Procedure of the Public Administrations shall be applicable in relation to the execution of the penalties.

**Article 35.** The possibility of penalizing offences referred to in Article 31 of these regulations will prescribe as and when laid down in Article 30 of Law 40/2015, of 1 October.

**Article 36.** The company operating the Metropolitan Railway is authorized to receive the amount that users have to pay for the surcharges specified in Article 28 of these Rules and Regulations.

### **SINGLE ADDITIONAL PROVISION.**

#### **Empowerment.**

The Board of Directors of the Regional Transport Consortium is empowered to determine any change in the amount of the extraordinary surcharge by means of the procedure laid down for the adoption of fares for passenger transport services under the responsibility of this Body.

## **FINAL PROVISIONS**

**First.** The Department of Transport, Housing and Infrastructure shall issue the provisions necessary for the implementation and adoption of this Decree, in particular those concerning the safety of users, both in their access to the installations and during the provision of the public transport service, without prejudice to the powers conferred on the Regional Regular Public Transport Consortium of Madrid for the establishment, by means of a Resolution, of the conditions referred to in Articles 2 bis and 2 ter.

**Second.** These Rules and Regulations shall come into force on the day following their publication in the OFFICIAL BULLETIN OF THE COMMUNITY OF MADRID and also be inserted in the «Official State Gazette».

## **ABROGATIVE PROVISION**

Whatever provisions of the same or lower order applicable in the Autonomous Community of Madrid that may conflict with what is stipulated herein are abrogated. Text updated with the changes made by various items of legislation, the most significant of which being:

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

**EXTENSION TO THE PUBLIC PASSENGER TRANSPORT RAILWAY LINE, BETWEEN MADRID AND THE MUNICIPALITIES OF RIVAS-VACIAMADRID AND ARGANDA DEL REY, OF APPLICATION OF THE RULES AND REGULATIONS FOR USERS OF MADRID METROPOLITAN RAILWAY, (DECREE 17/1999, OF 4 FEBRUARY).**

**EXTENSION TO METROSUR OF APPLICATION OF THE RULES AND REGULATIONS FOR USERS OF THE MADRID METROPOLITAN RAILWAY (DECREE 10/2003, OF 6 FEBRUARY)**

**"EXTENSION TO THE COMMUNITY OF MADRID LIGHT METRO LINES, OF APPLICATION OF THE RULES AND REGULATIONS FOR USERS OF THE MADRID METROPOLITAN RAILWAY (DECREE 57/2006, OF 29 JUNE)"**

**MODIFICATION ADOPTED BY DECREE 72/2016 OF 5 DE JULY, OF THE COMMUNITY OF MADRID GOVERNING COUNCIL, PUBLISHED IN THE OFFICIAL GAZETTE OF THE COMMUNITY OF MADRID (B.O.C.M.) Nº 159 OF 6 JULY 2016.**

**MODIFICATION ADOPTED BY DECREE 56/2017 OF 24 DE MAYO, OF THE COMMUNITY OF MADRID GOVERNING COUNCIL, PUBLISHED IN THE OFFICIAL GAZETTE OF THE COMMUNITY OF MADRID (B.O.C.M.) Nº 124 OF 26 MAYO 2017.**