

# GENERAL TERMS OF TRAVEL CARDS AND TRAVEL OF JOENSUU REGION PUBLIC TRANSPORT

The general terms of travel cards and travel of Joensuu Region public transport are applicable from 7.3.2016 and apply to Joensuu Region public transport travel cards sold after 26.1.2015.

In case of differences between the various language versions, the Finnish terms shall be decisive.

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## 1. Scope of application

These terms shall apply to Waltti travel cards, Waltti tickets and single-charge cards issued by Joensuu Region public transport (in the area of Joensuu, Kontiolahti ja Liperi) and sold after 26.1.2015, the ticket products loaded on them and the use of such products in public transport. A continuing customer relationship between Joensuu Region public transport and the customer requires that these terms and conditions are followed.

## 2. Rights, obligations and responsibilities of the card owner and holder

### 2.1 Purchase of Waltti travel card

The Waltti travel card for Joensuu Region public transport can be bought in a service point in the region or online. The travel card fee according to the applicable price list shall be charged for the card.

The customer shall study the general terms of travel cards and travel of Joensuu Region public transport before buying the card. When the travel card is issued, a customer relationship comes to stand between the customer and Joensuu Region public transport, and it shall continue until either party terminates the relationship. The customer shall follow these terms in order to keep the customer relationship in force.

#### 2.1.1 Personal Waltti travel card for Joensuu Region public transport

Anyone can buy the personal Waltti travel card for Joensuu Region public transport. The identity of the customer is verified when the card is bought, however.

A travel card may be sold to a minor or a legally incompetent person without the consent of their guardian or supervisor of their rights. If a minor has no picture ID, they must present a reliable statement of their identity (such as the Kela card). A minor or a legally incompetent person shall be responsible for the meeting of these terms jointly with their guardian or the supervisor of their rights.

A personal Waltti travel card can also be bought on behalf of another person. In such case, the buyer shall verify their own identity and provide a proxy given by the person who the card is being bought for. You can pick up a proxy from the service point or print it out on the public transport website. The holder of the proxy does not need to have a travel card themselves, but also information concerning them is collected in the customer file. The authoriser or the card holder shall be solely held responsible for meeting these terms, if the person is over 18 years of age and legally competent.

Customer information is stored in the customer file of the Joensuu Region public transport travel card system. The controller is the city of Joensuu. The description of file according to Section 10 of the Personal Data Act (523/99) is available in the service point and in the Joensuu Region public transport website. See Chapter 3.3 for more information about the customer file.

All multi-user tickets based on the age group as well as personal cards issued under certain conditions, containing special benefits, may be loaded on the personal Joensuu Region public transport Waltti travel card. If the right of a person using a personal travel card to a special benefit granted to them should change, they shall update the information in question on the travel card in the service point.

When the age group changes, the card shall be updated in the service point.

### 2.1.2 Multi-user Joensuu Region public transport Waltti travel card

A company, a community or a private person may buy a multi-user Waltti travel card. Information about the buyers of multi-user travel card is not collected in the customer file.

The age group is stored on the multi-user travel card; this group will not change. multi-user tickets can be loaded on the travel card based on the age group.

### 2.1.3 Company and community-specific Waltti travel card (coming later)

A company or community with a business ID can acquire a Waltti travel card. The business ID, name, address, telephone number, contact person and identifying information of the travel cards will be stored in the customer file. The accuracy of the company's information will be verified as appropriate from the Business Information System. The controller is the city of Joensuu. The customer company or community shall have the right to request the controller for the information concerning it stored in the customer file. The information may also be printed out for the customer in the service point.

The collected information is shown/printed out for the person representing the company or the community when they buy the card, and they shall inspect the accuracy of the information and accept it. The travel card is multi-user and age group-specific, and multi-user ticket types can be loaded on it.

### 2.1.4 Waltti Day ticket

A Waltti Day ticket can be bought in the service point. Day ticket is loaded on single-charge card and it is valid for 24 hours from the first use.

The Waltti ticket is always multi-user and it will not be redeemed.

### 2.1.5 Single-charge ticket

A paper single-charge ticket bought in the vehicle for travel and free transfer within the transfer time specified by Joensuu Region public transport. The period and zones of validity are printed on the ticket.

## 2.2 Storage and useful life of the travel card

A five-year (5) guarantee of use is granted for Joensuu Region public transport Waltti travel card from the time of purchase. After the technical service life of the card (currently 8 years), the card can no longer be used for the payment of a trip, but the customer may transfer the value remaining on the card to a new travel card in a service point within one (1) year. If the value is not transferred to the new card, the value is written off.

The card owner or holder agrees to store the card carefully during the operational guarantee period. When the travel card is no longer used, it shall be returned to the service point for destruction.

The travel card can withstand normal operating conditions. The card may not be modified or copied, cut, folded or perforated.

A travel card which has become defect during the guarantee period without negligence on the part of the customer can be replaced with a new card without a charge in the service point. During the guarantee period, a card fee according to the price list may be charged for the new card if it can be determined that the travel card has not been stored with the appropriate care or that it has been damaged on purpose.

## 2.3 Determination of travel card usage information

The customer may request the event history of their travel card for specific tickets and loadings for a period of one (1) year in the service point. The customer shall prove their identity. The customer does not need to have the travel card with them.

The usage information of a multi-user travel card is given to the card holder. The travel card must be presented at the service point.

## 2.4 Using the travel card

A season ticket loaded on the Waltti travel card can be used for the payment of trips in the Joensuu region public transport. Value loaded on the Waltti travel card can also be used for the payment of trips in the customer's own public transport region and, in the future, also in other towns where Waltti is used. The period of validity of the Waltti travel card begins when it is first validated at the beginning of a trip.

When the travel card is used outside the user's own public transport region, an entry is made in the usage event register of both the user's own region and the region where the card was used.

In order to travel, the customer shall have a valid ticket on the travel card entitling them to the trip. The price of a single-charge ticket is charged for persons travelling without a valid ticket. In addition, an inspection fee may be charged.

The travel card shall be validated in the card reader each time when the passenger boards a vehicle. The tickets include a zone-specific right of transfer, the validity of which is verified when the travel card is validated in the card reader.

If the card reader in the vehicle does not work, the passenger shall ask the driver to validate the ticket information or right of transfer in the travel card using the driver device. If the driver device does not work either, the fee shall not be charged. In case of a defect travel card, the fee for the trip shall not be charged, and the customer shall have the travel card replaced in the service point as soon as possible. The driver may charge the price of the single-charge ticket from the customer if they can determine that the passenger attempts to use the defect travel card repeatedly.

The personal ticket loaded on the travel card may only be used by the card owner. They must present a reliable proof of identity to the driver upon request. A person using a travel card for children or young people must present a reliable proof of their age to the driver when requested.

The travel card may be given for use by another person belonging to the same or lower age group if the card contains a multi-user ticket suitable for the user.

Value loaded on the travel card can be used for the payment of the trip of several persons belonging to the same customer group.

The travel card can be charged in the public transport service point, online as well as in sales points and busses.

A sales point-specific sales fee shall always be charged for the loading of the travel card.

One ticket or combinations of tickets (such as a season ticket and a value ticket) may be loaded on the travel card. The validity of a ticket product on the travel card begins with the first validation. Also another seasonal (similar) ticket product may be loaded on the card during the period of validity of an active ticket product. The period of validity of the waiting ticket product will only begin when the valid ticket has been used completely.

## 2.5 Misuse of the travel card

The driver has the right to charge a person misusing the travel card the single charge according to the valid price list. The inspector has the right to charge both the single charge and the inspection fee.

If a personal travel card containing a personal ticket has been given for use by another person, or if a personal or company and community-specific travel card of a lower age group has been given for use by someone belonging to a higher age group, the driver shall have the right to take the passenger's travel card into custody. Travel cards taken into custody can be inquired at the service point. The customer shall prove their identity when they pick up the card. The card owner shall be liable for losses or other damage caused by the misuse. No compensation is paid for the time the card was kept in possession.

If a multi-user travel card of a lower age group has been given for use by someone belonging to a higher age group, the driver is entitled to charge the single charge from the passenger. The travel card stays with the passenger.

## 2.6 Closing a lost travel card

### 2.6.1 Personal Walthi travel card

If a travel card goes missing, this must be notified to the service point so that the card can be closed. The customer shall provide their personal identity number in such a case. Because of data security, it is recommended that the notification be made in person at the service point or by telephone (not by letter, e-mail or fax, for example). This also ensures that the closing is done in time. If the customer has several travel cards, the service point must also be informed of the number of the travel card, or the card to be closed must be determined by some other way (identification based on the ticket type loaded on the card, for example). The travel card is placed on the blacklist which is sent electronically to service providers.

A closed travel card can no longer be used for travel. The card reader of the bus will generate an alarm if an attempt is made to use a closed card.

A replacement card can be bought to replace the closed travel card, and any tickets remaining on the closed travel card can be transferred to the new card. The ticket information is checked in the customer file of the travel card system. A processing fee according to the valid price list will be charged for the transfer of the tickets, and the card fee will be charged for the new travel card. The closed travel card which has been replaced will be removed from use. If the customer finds the closed travel card which has been replaced by a new card, the old card shall be delivered to the service point for demolition.

A travel card reported as stolen will be treated like a lost travel card. The card fee of a lost or stolen travel card will not be compensated.

### 2.6.2 Multi-user Waltti travel card

The use of a multi-user travel card corresponds to the possession and use of cash. Multi-user travel cards cannot be closed, and tickets on them cannot be transferred to another card. Joensuu Region public transport shall not be liable to compensate for the tickets on a lost or stolen multi-user travel card. The card fee of a lost or stolen travel card will not be compensated.

### 2.6.3 Company and community-specific Waltti travel card

If a travel card goes missing, this must be notified to the service point so that the card can be closed. The customer shall provide the business ID of the company in such a case. Because of data security, it is recommended that the notification be made in person at the service point or by telephone (not by letter, e-mail or fax, for example). This also ensures that the closing is done in time. If the company has several travel cards, the service point must also be informed of the number of the travel card, or the card to be closed must be determined by some other way (identification based on the ticket type loaded on the card, for example). The travel card is placed on the blacklist which is sent electronically to service providers.

A closed travel card can no longer be used for travel. The card reader of the bus will generate an alarm if an attempt is made to use a closed card.

A replacement card can be bought to replace the closed travel card, and any tickets remaining on the closed travel card can be transferred to the new card. The ticket information is checked in the customer file of the travel card system. A processing fee according to the valid price list will be charged for the transfer of the tickets, and the card fee will be charged for the new travel card. The closed travel card which has been replaced will be removed from use. If the customer finds the closed travel card which has been replaced by a new card, the old card shall be delivered to the service point for demolition.

A travel card reported as stolen will be treated like a lost travel card. The card fee of a lost or stolen travel card will not be compensated.

## 2.7 Complaints and requests for clarification

### 2.7.1 Defect travel card

A five-year (5) guarantee of use is granted for Joensuu Region Waltti travel card from the time of purchase. A travel card which has become defect during this period without negligence on the part of the customer can be replaced with a new card without a charge in the service point. Tickets on the defect travel card can be transferred to the new card if the contents of the travel card can be determined in the travel card system. Reading the card number in the travel card or a document concerning the card (such as the card history) must be possible.

During the guarantee period, a card fee according to the valid price list may be charged for the new card and a processing fee may be charged for the transfer of tickets to the new card if it can be determined that the travel card has not been stored with the appropriate care or that it has been damaged on purpose.

When a card is replaced, the defect card shall be delivered to the service point for demolition. The card fee of a defect travel card will not be compensated. If the customer does not wish to acquire a new travel card, the tickets remaining on the defect travel card will be processed as unnecessary as described in Chapter 2.7.2.

### 2.7.2 Returning of unnecessary tickets

The customer may return unnecessary tickets loaded on their personal travel card at their request in the service point. The customer shall present the travel card and a proof of identity. The value of the compensation will be calculated according to the tariff applicable at the time when the ticket was loaded. The compensation will be made by:

- paying the value ticket balance to the customer in cash
- paying the price of a seasonal ticket which has not been taken into use to the customer in cash.

If the customer returns tickets because of a change in their conditions (such as long-term hospitalization, sickness or unemployment), also tickets which were on the travel card when the hindrance started may be taken into account. In such case, the customer shall present adequate proof of the hindrance of use coming into stand. In case of death, the tickets remaining on a personal travel card may be returned by the customer's next of kin or estate.

A processing fee according to the price list valid at the time shall be charged for the return. If the value to be paid for the return is smaller than the processing fee, the tickets cannot be returned. Tickets loaded on a multi-user travel card cannot be returned. Commuter tickets cannot be returned as the price consists of shares of the customer and their employer or only of the employer's share.

### 2.7.3 Incorrect loading of tickets

Any incorrect loadings of tickets shall be corrected primarily and immediately in the loading point where the error has taken place. If the card has been used after the loading, the correction can only be done in a service point. In such case, the correction request is processed in the Joensuu Region public transport service point according to public transport instructions.

If it can be determined that the incorrect loading of tickets is due to the customer's error or negligence, the ticket will be processed as unnecessary as described in Chapter 2.7.2. If it can be determined that the incorrect loading of tickets is due to the service provider's error, the ticket will be processed as unnecessary as described in Chapter 2.7.2, but no processing fee shall be charged. The correction request shall be made within two (2) months from the time when the customer has noticed the error or when they should have noticed it.

### 2.7.4 Incorrect charges of value tickets

Incorrect or accidental charges on a value ticket can be restored on the travel card or compensated in cash in a customer service point. In case of error, the customer shall ask the driver for the card history, in which the driver shall mark the incorrect event. This document and the travel card shall be presented in the service point.

Correction requests for incorrect charges of value tickets shall be made within two (2) months from the time when the customer has noticed the error or when they should have noticed it. The correction requests are processed in the Joensuu Region public transport service point according to public transport instructions.

### 2.7.5 Other requests for clarification and compensations

Other requests for clarification concerning the travel card and travel shall be made within two (2) months from the time when the customer has noticed the error or when they should have noticed it. The clarification requests are processed in the Joensuu Region public transport service point according to public transport instructions.

When making the request for clarification, the card owner or holder shall proof their identity and show the appropriate documents for the verification of the correctness of the transaction. The owner of a personal travel card can authorize another person to take care of matters related to their travel card by means of a proxy if they are unable to act on their own.

If the request for compensation and/or complaint is accepted, the customer may be compensated for the reasonable costs caused by the error according to the regulations concerning the protection of customers. Compensation can be calculated for seasonal tickets which have not been taken into use as well as for any unused tickets as described in Chapter 2.7.2, or retrospectively:

- for used value tickets, according to the tariff applicable at the time in question, and
- for used seasonal tickets, according to the tariff applicable at the time of loading.

If a retrospective request for compensation is due to not being able to use the ticket for a certain period (more than five (5) days, such as long-term hospitalization or sickness) during the period of validity of the ticket, the matter can only be processed for those tickets for which the usage information can be determined (value ticket or season ticket where the number of trips is linked to the period of validity). The loss of value of a season ticket suffered by the customer is calculated in the system by dividing the price of the seasonal ticket by the length of the period of validity and multiplying the result by the number of days which remained unused.

A processing fee will be charged if the basis for compensation is caused by the customer's error, negligence or inability to use the ticket (for more than five (5) days, such as long-term hospitalization or sickness). If the basis for compensation is caused by the service provider's error, no processing fee will be charged. If the value to be paid for the compensation or return is smaller than the processing fee, the tickets cannot be compensated or returned.

Card payments will not be compensated. Commuter tickets cannot be compensated or returned as the price consists of shares of the customer and their employer or only of the employer's share. Separate instructions on compensation will be provided in case of extensive disturbances, such as a strike affecting bus transport. Disturbance in traffic, such as the missing of a departure or a part thereof or a departure arriving in advance or late, do not usually give the right to compensation. Compensation can be paid on a case-by-case basis based on an application made to Joensuu Region public transport.

## 2.8 Termination of travel card and customer relationship

The card owner shall have the right to terminate their travel card and customer relationship in the service point at any time. In such a case, the card owner shall provide a proof of identity. If the card owner returns their personal travel card, they shall have the right to redeem the tickets remaining on the card. The redeemed cards will be processed as unnecessary as described in Chapter 2.7.2.

The owner of a personal travel card can authorize another person to take care of matters related to their travel card by means of a proxy if they are unable to act on their own. In case of death, the tickets remaining on a personal travel card may be redeemed by the customer's next of kin or estate. A processing fee according to the price list valid at the time shall be charged for the redemption. Tickets cannot be redeemed:

- if the value to be paid for the redemption is smaller than the processing fee;
- if the travel cards are not returned; or
- if the travel card is a multi-user one.

Commuter tickets cannot be redeemed as the price consists of shares of the customer and their employer or only of the employer's share. Card payments will not be compensated.

Joensuu Region public transport shall have the right to terminate the customer relationship if the preconditions for customer relationship are not met. In order to keep the customer relationship, the customer shall follow the general terms of travel and travel cards of Joensuu Region public transport. At the end of customer relationship, the customer information is kept for one (1) year. The information stored in the customer file is detailed in the description of file.

## 3. Duties, responsibilities and rights of Joensuu Region public transport

### 3.1 Sales of Waltti travel cards

Joensuu Region public transport shall sell Waltti travel cards according to the terms and conditions described in Chapter 2. Only multi-user tickets based on the age group may be loaded on multi-user cards as well as on company and community cards. All multi-user ticket types based on the age group as well as personal cards issued under certain conditions, containing special benefits, may be loaded on the personal travel card.

### 3.2 Fees and benefits

Joensuu Region public transport shall have the right to charge the customer for the fees according to the price list valid at the time in question, available in the service point and the website. In addition to the tickets, such fees include:

- the card fee for the travel card
- the sales commission for the loading of the travel card
- the processing fee for the return, redemption and transfer of tickets
- the processing fee for any other sorting out related to the travel card.

Sales points, buses included, shall have the right to charge the sales commission for the loading according to their price list.

Joensuu Region public transport shall have the right to change their price list. A change of the service price list resulting in the addition of a fee to the terms of cards of Joensuu Region public transport as a result of a change in legislation a decision of the authority or the increase of an existing fee or commission, will become applicable at the time specified. Changes of the service prices list will be posted in the Joensuu city and Joensuu Region public transport websites.

#### 3.2.1 Student benefits (Waltti student card)

Intended to students who are 25 years old or older. A student may only have one travel card with student as the customer group (recommendation).

The terms of Waltti student card:

- full-time student (minimum of 25 hours a week) and studying towards a degree
- The length of the academic year must be the minimum of 8 months (for foreign exchange and degree students minimum of 3 months)
- You need to study at an university or college in Joensuu, Kontiolahti or Liperi
- Season and/or Prepaid ticket

Students younger than 25, may travel with a Youth ticket. Waltti Student Card may be purchased from Carelicum service point (Koskikatu 5, Joensuu). You need to take with you an Identification and a student discount form which available online: [www.joensuu.fi/liput-ja-hinnoittelu](http://www.joensuu.fi/liput-ja-hinnoittelu).

### 3.2.2 Schoolchildren's benefits

The municipality will pay the fee of public transport for schoolchildren in comprehensive school in certain terms. The terms can be found in the websites of Joensuu, Kontiolahti or Liperi.

### 3.2.3 Veteran benefits

Veterans are allowed to travel without fee in Joensuu Region public transport.

### 3.2.4. Commuter ticket benefit

Will be added to selection later.

## 3.3 Right of use of customer information and data protection

In the customer file of the travel card system, customer information of owners of personal travel cards and the loading and usage transactions are collected which Joensuu Region public transport needs in order to manage the customer service of the travel card system as well as consumer protection.

The information is stored in the customer file of the Joensuu Region travel card system. The controller is the city of Joensuu. The description of file according to Section 10 of the Personal Data Act (523/99) is available in the service point and in the Joensuu city website.

Personal information is collected from the Population Information System of the Population Register Centre based on the customer's personal identity number. The collected information is shown/printed out for the customer when they buy the card, and they shall inspect the accuracy of the information and accept it. The customer shall have the right to request that incorrect information be corrected. This request shall be addressed to the controller.

The customer shall have the right to request the controller for the information concerning themselves stored in the customer file. The information may also be printed out for the customer in the service point (proof of identity is required).

Information of the customer file may be used for direct marketing according to Section 19 of the Personal Data Act based on the explicit consent of the customer. The information shall not be disclosed for use by third parties.

Information stored in the travel card and the customer file include the card owner's name, personal identity number, domicile and place of residence, gender as well as user group. In addition, the card owner's address, the number of the card issued, as well as telephone number and e-mail address (optional information) and the loading information of the travel and usage information concerning tickets with monetary value to the customer are stored in the customer file only. The last (maximum) seven (7) usage

transactions are also stored on the travel card. The personal data content in the travel card is always in the encrypted format.

The complete customer information can only be seen in the service point. The customer information is kept for one (1) year after the end of customer relationship. The devices of the service providers only show information stored on the travel card to the driver or the sales assistant.

The information stored in the customer file is detailed in the description of file. The most typical purposes of use of identifying customer information are:

- the sales of personal travel card
- changes of the customer's address information and municipality
- identification of the owner of a found travel card
- closing of a lost travel card
- termination of the travel card at the end of customer relationship
- replacement of a defect travel card
- identification of the customer when tickets on the travel card are returned
- sorting out of errors and the checking of loading transactions and certain usage transactions of the travel card at the request of the customer.

Joensuu Region public transport shall have the right to use the customer information it has collected in electronic customer communications and direct marketing if the customer has consented to this.

Service point staff entitled to update and check customer information in the travel card system is bound by absolute confidentiality. These persons only have the right to process customer information at the request of the customer and to browse the system for the loading transactions as well as usage transactions specified in the description of file stored on the travel card.

### 3.4. Limitation of liability of Joensuu Region public transport

Joensuu Region public transport shall not be liable for any use of the travel card other than use in services related to travel, and it shall not be liable for any damage caused by other contracting companies.

### 3.5 Validity of and changes to the terms of travel and travel card

The terms of travel and travel card of Joensuu Region public transport are valid until further notice. The terms can be changed. If a change of the terms results in an increase of the obligations of the card holder or owner or a reduction of their rights and is not caused by a change in legislation or a decision of the authorities, Joensuu Region public transport shall publish a notice of the change in the service point and in their website. The change will become applicable at the time announced in the notice.