



Your new travel companion

Turn the page, grab your card and enjoy your journeys. To make the most of your card, create an HSL account.



General Travel Conditions



|| **HSL**
HRT

Helsinki Region Transport



Create an HSL account

1. Go to hsl.fi/account
2. Create an HSL account by entering your email address
3. You're ready to go

If you already have an HSL account, log in and check your information.

In the future, the HSL account will allow you to top up your card online and provide access to other useful services.





Win!

All those who create an HSL account and check their information, are entered into a prize draw for HSL gift vouchers. We are raffling five HSL gift vouchers worth 200 euros each month until the end of 2018.

Helsinki Region Transport General Travel Conditions

13 August 2018

The Helsinki Region Transport (HSL) General Travel Conditions apply to public transport journeys and services provided by HSL. It is the responsibility of the customers traveling on HSL public transport and using the services provided by HSL to read and comply with these terms and conditions.

These Travel Conditions are valid from 13 August 2018 and supersede all previous Travel Conditions. Travel Conditions are available at HSL card service points, R-kiosks and other sales points selling HSL cards as well as online at hsl.fi. HSL reserves the right to change these Travel Conditions. The Travel Conditions in force and more information about tickets: hsl.fi

1. Tickets and their use on HSL area public transport

HSL's operating area consists of nine municipalities: Helsinki, Espoo, Kauniainen, Vantaa, Kerava, Sipoo, Tuusula, Kirkkonummi and Siuntio. City internal transport services comprise bus, commuter train, Metro and tram services as well as ferry services to Suomenlinna. Regional transport services consist of bus, commuter train and Metro services across municipal boundaries and U line bus services. In addition, there are about 2,500 city bikes available around Helsinki and Espoo.

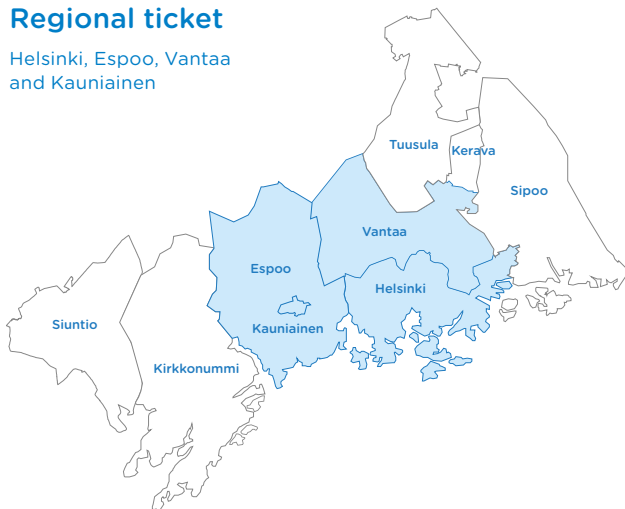
The HSL area has an integrated ticketing system. The technical implementation of the system is mainly based on the Helsinki Region Travel Card. The Travel Card can be loaded with season tickets and money or value that can be used for purchasing value tickets. In addition, there are tickets available via mobile apps, paper single and day tickets and single and day tickets loaded on disposable cards as well as SMS tickets.

There are two types of Travel Cards: personal and multi-user. A personal Travel Card can only be used by the owner of the card and it cannot be given to another person for use. The customer



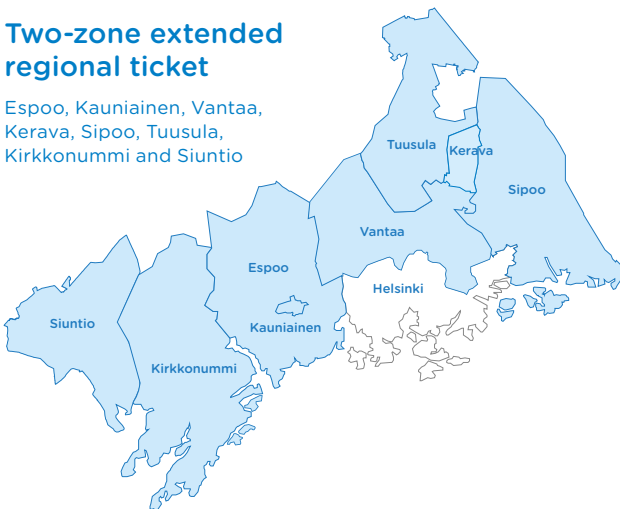
Regional ticket

Helsinki, Espoo, Vantaa
and Kauniainen



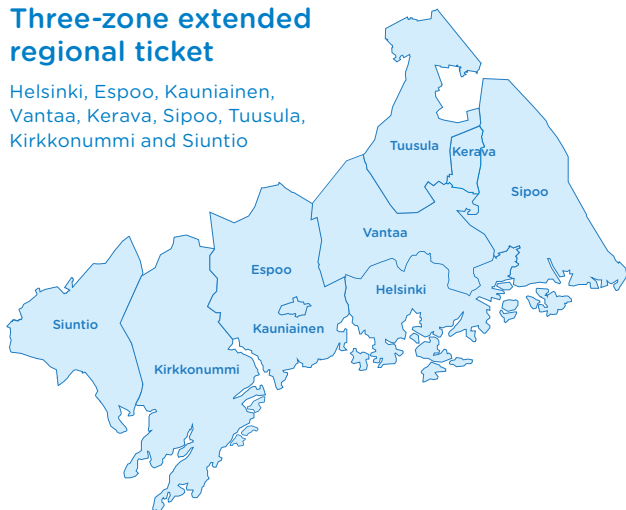
Two-zone extended regional ticket

Espoo, Kauniainen, Vantaa,
Kerava, Sipoo, Tuusula,
Kirkkonummi and Siuntio



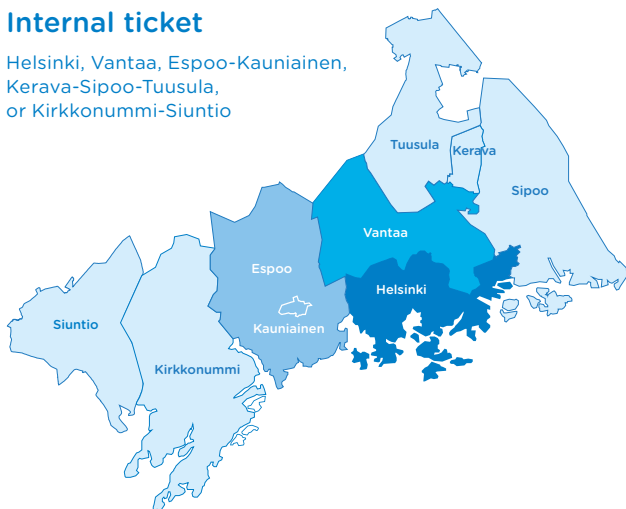
Three-zone extended regional ticket

Helsinki, Espoo, Kauniainen, Vantaa, Kerava, Sipoo, Tuusula, Kirkkonummi and Siuntio



Internal ticket

Helsinki, Vantaa, Espoo-Kauniainen, Kerava-Sipoo-Tuusula, or Kirkkonummi-Siuntio



group stored on the card and the home municipality together determine what kind of season and value tickets can be loaded on the card and at what price. Multi-user cards can be used by anyone who belongs to the customer group (adult or child) stored on the card. A multi-user card cannot be converted into a personal card and vice versa.

The customer is responsible for finding out what type of ticket they need for a given journey. A ticket that covers the entire journey is required for journeys across zone boundaries. Internal tickets for two different zones cannot be combined for one journey. In other words, HSL's tickets cannot be used as part payment on journeys beyond the HSL area. Correspondingly, tickets issued by VR, Matkahuolto and various bus operators cannot be used as part payment for Helsinki regional ticketing system tickets. However, VR's season or serial tickets for journeys outside the HSL area can be used as part payment on commuter train journeys from outside the HSL area to HSL area and vice versa. In addition to the VR's ticket, passengers need an HSL single or value ticket for the section of journey within the HSL area.

1.1 Season ticket

Season tickets can be loaded on the HSL card or purchased on the new HSL app. The HSL card and HSL app are separate systems and not connected to each other. Season ticket loaded on the HSL card can be valid for 14-366 days. The HSL app allows customers to buy 30-day season tickets as one-off and later also by a monthly subscription. Season tickets entitle passengers to unlimited travel within the validity area of the ticket.

An HSL card with a valid season ticket is shown to a card reader when boarding a bus. When using the HSL app, a 30-day ticket is shown to the bus driver. On commuter trains, the Metro and trams as well as on trunk route buses 550 and 560, passengers do not have to show the HSL card or HSL app ticket display.

When buying a season ticket via the app, the ticket must be on the passenger's phone before they board a vehicle or enter the



Metro platform area, i.e. before you get on the escalator after having passed the Travel Card readers.

In cases where passengers board a vehicle through a ticket inspection, the season ticket must be presented at the gate.

1.2 Value ticket

Value tickets are paid with money or value loaded on the HSL card. A value ticket is stored on the HSL card when the customer selects the fare zone on a card reader and shows the card to the reader. The value ticket allows customers to transfer from one vehicle to another within a given transfer time, with the exception of tram value tickets that are valid for travel on trams only.

The value ticket must be purchased immediately upon boarding a vehicle or before boarding the Suomenlinna ferry or entering the Metro platform area, i.e. before getting on the escalator after having passed the Travel Card readers. In cases where passengers board a vehicle through a ticket inspection, the value ticket must be presented at the gate.

When transferring from one vehicle to another, the HSL card with a valid value ticket is shown to a card reader when boarding a bus.

On commuter trains, the Metro and trams as well as on trunk route buses 550 and 560, passengers do not have to show the HSL card.

1.3 Single tickets

1.3.1 Paper single tickets

Paper single tickets are available from ticket machines and bus drivers. Single tickets allow transfers between vehicles within the validity of the ticket. Tram tickets are valid only on trams.

The ticket must be purchased immediately upon boarding a bus and before boarding a tram or the Suomenlinna ferry or entering the Metro platform area, i.e. before getting on the escalator after having passed the Travel Card readers. In cases where passengers board a vehicle through a ticket inspection, the season ticket must be presented at the gate.

1.3.2 Advance purchase single tickets

Advance purchase single tickets loaded on disposable cards are available from several sales points.

The card must be activated on the first journey by showing it to a card reader immediately upon boarding a vehicle and before boarding the Suomenlinna ferry or entering the Metro platform area, i.e. before getting on the escalator after having passed the Travel Card readers. In cases where passengers board a vehicle through a ticket inspection, the card must be presented at the gate. Advance purchase single tickets must be used within two years from the moment of purchase.

1.3.3 SMS tickets

SMS tickets are tickets ordered by mobile phone, with limited validity on public transport in Helsinki. SMS tickets allow transfer between vehicles within the validity of the ticket.

The SMS ticket must be on the passenger's phone before they board a vehicle or enter the Metro platform area, i.e. before getting on the escalator after having passed the Travel Card readers. In cases where passengers board a vehicle through a ticket inspection, the SMS ticket must be presented at the gate.

1.4 Day tickets

Paper day tickets valid from the moment of purchase can be purchased on buses and from some single ticket machines. In addition, day tickets are available via HSL mobile ticket app and the new HSL app.

Pre-paid day tickets for 1-7 days loaded on single-charge cards are available for all fare zones. They are available from all HSL card service and sales points as well as from some ticket machines. The card must be activated on the first journey by showing it to a card reader immediately upon boarding a vehicle and before boarding the Suomenlinna ferry or entering the Metro platform area, i.e. before getting on the escalator after having passed the Travel Card readers. In cases where passengers board a vehicle through a ticket inspection, the card must be presented at the gate.



1.5 Suomenlinna ticket

Suomenlinna tickets are valid only on the Suomenlinna ferry services. The tickets are valid from the moment of purchase and they are available from ticket machines at the Market Square and in Katajanokka as well as from the Market Square ticket office during the summer months. The tickets are valid for 12 hours.

Advance purchase Suomenlinna tickets loaded on single-charge cards are available from all HSL card sales and service points as well as from ticket machines at the Market Square and in Suomenlinna. The single-charge card must be activated before boarding the ferry by showing it to a card reader. The ticket is valid for 12 hours from the time it is first used.

1.6 Mobile tickets

The mobile ticket app and the new HSL app allow customers to purchase single and day tickets for adults and children. The HSL app also includes 30-day season tickets for all zones. Single tickets allow transfers between vehicles within the validity of the ticket.

The ticket must be on the passenger's phone before they board a vehicle or enter the Metro platform area, i.e. before getting on the escalator after having passed the Travel Card readers. In cases where passengers board a vehicle through a ticket inspection, the ticket must be presented at the gate.

The HSL card, mobile ticket app and HSL app are separate systems and not connected to each other.

1.7 Helsinki Card

Helsinki Cards are remotely readable cards valid for travel either in Helsinki or in Helsinki, Espoo, Kauniainen and Vantaa. Helsinki Cards are valid for 1, 2 or 3 days from the moment they are first used. The card must be activated at the beginning of the first journey by showing it to a card reader upon boarding a vehicle and before entering the Metro platform area, i.e. before getting on the escalator after having passed the Travel Card readers. In cases where passengers board a vehicle through a ticket inspection, the Helsinki Card ticket must be presented at the gate.

1.8 City bikes

City bikes are shared use bicycles that users can pick up at bike stations. The use of city bikes requires registration and, in case of buying a pass for the whole city bike season, an HSL account. Registration for the whole season, a week or a day is made at hsl.fi/citybikes or on the HSL app and payment is made by payment card. In addition, five centrally located bike stations have payment terminals, allowing customers to buy daily and weekly passes. The pass for the whole season is valid until the end of October of the current year.

2. Purchasing tickets

The customer's responsibilities include ensuring that they have a valid ticket accepted by HSL that covers the entire journey. When topping up their HSL card or buying a single-charge card at an HSL card sales or service point or at a ticket machine, the customer must check the details of the ticket loaded on the card on the receipt. Purchase of value tickets from the card reader and the use of the card and mobile apps are at customer's responsibility and individual single or value tickets purchased by mistake shall not be refunded.

The driver does not have to accept bills larger than EUR 20.

2.1 Right to travel without a ticket

The following persons are allowed to travel on transport services covered by the HSL ticketing system without a ticket (please note the restrictions on U line buses):

- Children under 7 years of age;
- People traveling with a small child aged 0-6 years in a pram, pushchair or wheelchair;
- People traveling with a wheelchair and
- Companions if the accompanied person has a Companion Pass and a valid ticket or right to travel without a ticket.

2.2 Carrying bicycles and other items

Bicycles can be carried on the Metro and commuter trains at all times, provided there is room. Passengers are advised to use

the doors marked with a bicycle symbol. Cyclists must walk their bicycles at platform areas and use lifts to move between floors. Bicycles are not allowed on buses and trams for safety reasons. However, folded bicycles are allowed on all public transport. Bicycles and kick bikes of children under school age can be carried on buses and trams if there is room for them in the space reserved for prams and wheelchairs. On the Suomenlinna ferry, bicycles can be carried for an additional fee.

Customers are allowed to carry regular luggage free of charge. Dangerous items, such as gas bottles, are not allowed onboard.

3. Ticket inspection

The personal HSL card can only be used by the owner of the card who must, if asked by an inspector, show proof of their identity. In case of mobile tickets, passengers first show their ticket to the ticket inspector and then press the 'Ticket inspection' button at the bottom of the ticket display to access the inspector mode, allowing them to read the QR code with the inspector's unit.

Passengers traveling with a child ticket must, upon request, show proof of their age. If need be, ticket inspectors verify personal details from the population register, in which case the customer must tell the inspector their name, address and ID number.

A penalty fare can be issued to a passenger traveling without a valid ticket. Additionally, the price of an inspector or value/single ticket will be charged. If the HSL card is used in breach of the HSL Travel Conditions, the inspector or another person authorized by HSL or VR can take the card away from the passenger.

The following persons have the right to inspect tickets: ticket inspectors, security officers patrolling with ticket inspectors, commuter train conductors and bus drivers.

4. Problems with purchasing tickets / If the HSL card/single-charge card does not work

If the HSL card or single-charge card does not work on the card reader, the customer must try another card reader. If

the card is damaged, the customer must purchase a ticket in another way. The damaged card is replaced by a new one at a service point. The season ticket and/or value remaining on the damaged HSL card or single-charge card can be transferred to the new card. The direct costs caused by the malfunctioning of the card (i.e. single tickets as well as phone calls and post-age) can be refunded to the customer on a case-by-case basis. If the fault is caused by the customer, the service point will charge a processing fee and a card charge. Physically damaged single-charge cards are not refunded.

If the card reader does not work

If the card reader does not work, the customer must turn to the bus driver to check the validity of the season ticket or right of transfer on the HSL card or to buy a value ticket. On other modes of transport or at the platform gate, the customer must try other card readers. If all of the card readers on the vehicle or at the platform gate are out of order so that the customer cannot buy a ticket for their journey without major inconvenience, the penalty fare may be omitted. In such case, the ticket inspector sells the customer a ticket.

If a mobile ticket or SMS ticket does not work

If the customer does not receive the mobile or SMS ticket on their phone because of a problem with the ticketing system or the mobile operator, the customer must purchase a ticket in another way before starting the journey. In the case of a system failure that prevents the customer from reasonably obtaining a suitable ticket for their journey, the penalty fare may be omitted. In such case, the ticket inspector sells the customer a ticket.

5. Lost HSL card

Customers can report lost personal HSL cards and the cards can be cancelled by the customer's ID number. Multi-user HSL cards can be reported and cancelled if an ID number or a company's business ID is stored on the card. An HSL card can be cancelled either by calling +358 9 4766 4000 or by visiting

an HSL card service point. Cards are placed on a revocation list according to rules set out by HSL. A cancelled HSL card cannot be used for traveling, it cannot be loaded with a season ticket or value, nor can it be reactivated. Card charge will not be refunded in case an HSL card is cancelled.

The season ticket and/or value remaining on a cancelled HSL card can be transferred to a new card. The season ticket remaining on the card will be loaded to a new card from the day on which the customer comes to the service point to take care of the matter. A processing fee will be charged for the transfer in addition to the card charge for the new HSL card.

A lost and found HSL card is kept at the service point for three months after which the card is deactivated. After this, HSL cannot refund the season ticket or value left on the card to the customer.

6. Ticket refunds

Value tickets, single tickets, tickets loaded on single-charge cards, mobile and SMS tickets are not refunded.

6.1 Season ticket and value refunds

HSL card enquiries and refunds are dealt with at HSL card service points. In addition, complaints can be filed at service points. When making a request for settlement, the customer must prove their identity. Claims for refund and/or complaints must be made within two months from the date the error is discovered or the reason for a refund arises. Possible refunds are paid in compliance with the provisions given on consumer protection. Refund is paid only for personal HSL cards and multi-user HSL cards with the owner's personal data. The card charge is not refunded.

If the claim for refund and/or complaint is accepted, the left-over season ticket will be converted into value or refunded according to the prices valid at the time of loading. A processing fee will be charged for the refund of a season ticket or value. Value loaded on the card can be refunded to the customer only in cases mentioned in sections 6.2 and 6.3.

6.2 Refund in case of changes in the customer's conditions of life

A season ticket loaded on an HSL card can be refunded by converting it into value on the card. The refund is paid from the day on which the customer comes to the service point to take care of the matter.

If the customer's new place of residence, work or study is located outside the HSL area, the season ticket and/or value remaining on a personal card can be paid also into the customer's bank account. The season ticket remaining on the card will be converted into value and refunded according to the prices valid at the time of loading.

A processing fee will be charged for the refund. If the card owner is unable to visit a service point themselves, another person can take care of the matter. A power of attorney is required in cases where a season ticket and/or value is refunded into the customer's bank account.

6.3 Refund due to hospitalization or case of death

Refunds are possible in case of hospitalization or death. The basis for refund has to be proven accordingly at a service point. In case of the customer being hospitalized, the season ticket loaded on a personal HSL card is refunded from the time of hospitalization, provided the customer has been unable to use the card. The term hospitalization is used to refer also to outpatient care. The claim for refund must be made within two months from the date the reason for a refund arises.

In case of death, the season ticket loaded on a personal HSL card is refunded from the date of death, as is the value remaining on the card on the day that the card is returned. A claim for refund can be filed within one year from the date of death. The card charge is not refunded. The refund is paid to the customer's/estate's bank account. The card is returned to the service point.

A processing fee will be charged for the refund.

7. Strikes or other service disruptions

In case of extensive strikes or stoppages of work, HSL issues

refund instructions on a case-by-case basis. Service disruptions, for example a service not running or not running as scheduled, do not generally entitle customers to refunds. Refunds are considered on a case-by-case basis upon application submitted to HSL.

8. Enquiring about information on the HSL card

Customers may ask for top up and value transaction information for their valid, personal HSL cards approximately from the past eighteen months at an HSL card service point. The customer must present an official ID document (an official ID card, passport, driver's license, or a Kela card with a photograph). The HSL card is not needed.

The information on a multi-user card is given to any person holding the card. The HSL card has to be presented at the service point if the owner's personal data has not been stored on the card.

In the HSL.fi online service, customers can check the validity of the season ticket and value balance on their HSL cards. Customers who have authenticated using their online banking credentials can browse the load history, value ticket purchases and customer information of personal HSL cards and multi-user cards with the owner's personal data.

Customers can also check the validity of the season ticket, value balance and value tickets at the card readers on public transport vehicles and at Metro stations by keeping the card at a card reader for at least three seconds. Customers can also get the season ticket information and value balance from all HSL card sales points and from those HSL ticket machines at which HSL cards can be topped up.

9. Useful life of the card and the duration of customership

The old, green Travel Cards can be used for travel until the switch to the new zone model. After that, the old cards will no longer work. When the card swap gets underway, the old cards can no longer be topped up at service points or other sales points. However, the old cards can be topped up at ticket

machines for two months after the start of the card swap.

Replacement of old Travel Cards and the transfer of season tickets and value to the new blue HSL cards is free of charge for six months after the start of the card swap. After this, customers can only change their Travel Cards to HSL cards at HSL card service points on payment of a €6 processing fee for three years.

If the customer does not change their old Travel Card to the new HSL card, the storage of the card is at the customer's responsibility.

The right to refund of the value on a the card will expire and the customer data will be removed from HSL's customer register three years from the last top up or value transaction or the expiry of the last season ticket. HSL will try to contact the customer before removing the data. It is the customer's responsibility to keep their contact details up-to-date.

When the switch to the new zone system takes place, all valid tickets loaded on HSL cards will automatically be converted into zone tickets. The converted season ticket can be converted into value without a processing fee for two months after the switch to the zone system. The useful life of the HSL card expires when HSL replaces the cards with new ones.

Tickets loaded on single-charge cards before the switch to the zone model will also be converted into zone tickets and will be valid after the switch to the zone model. Single-charge cards do not need to be replaced like Travel Cards.

10. HSL's Customer Register and data protection

HSL Helsinki Region Transport maintains a customer data file to provide various transport services in the HSL area. The Customer Register Privacy Statement is available to view at HSL service points, HSL's Registry and on HSL's website (www.hsl.fi/privacy). The Privacy Statement describes how customers' personal data is processed in HSL's services, provides information about contact persons for the data file and about customer's rights relating to the processing of personal data.

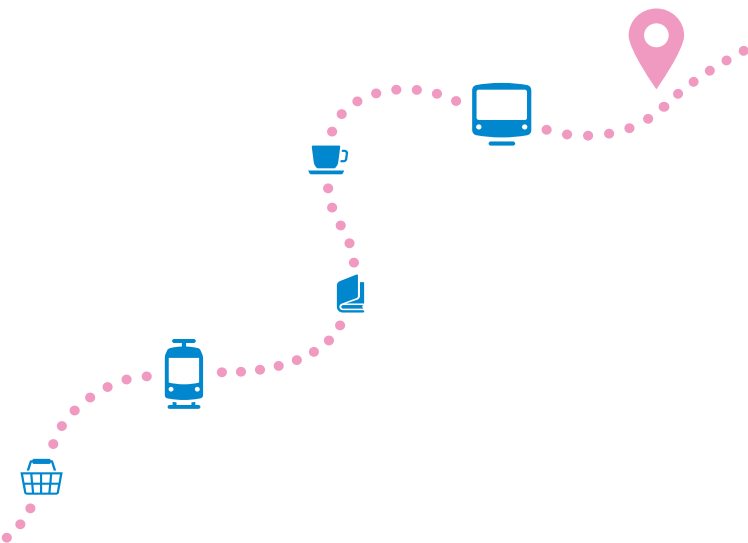
When a customer starts using an HSL card, data is transferred from the Travel Card Customer Register to HSL's Customer

Register. Processing of personal data in HSL's Customer Register is based on an agreement between the customer and HSL on the use of HSL's transport services. Data on customers is also brought to HSL's Customer Register when the customer uses other HSL's services. HSL's various services are partly based on the same base data, and customer data is shared by different services in this respect. In addition, other service-specific data can be interconnected.

The base data provided by the customer, data related to customer identification and data related to the topping up and use of the HSL card are used for account maintenance and management, determining HSL's municipal contributions, marketing communications (with the customer's consent) and for personalization of services. In case of any changes, the customer must update their data at an HSL service point or online. If the customer has a personal HSL card and their customer group or validity of customer group changes, the customer must visit a service point to update the information on the card. Data collected into the Customer Register and their processing is set out in the Privacy Statement.

Customers have the right to request access to their personal data stored in the data file and the right to request their personal data to be removed from the data file. Customers' rights and how they are put into practice are described in detail in the HSL Customer Register Privacy Statement and on HSL's website.

HSL shall process all customer data as confidential, and protect the data by appropriate technical and organizational measures. HSL requires the same from its subcontractors and partners in cooperation. Personal data contained in the customer register are transferred or disclosed to external persons or organizations when it is necessary to provide HSL's service, to authorities as permitted and required by legislation, and for other purposes, as defined and permitted. Transfers and disclosure of personal data shall be adequately protected.



HSL Customer Service

Tel. 09 4766 4000

Mon-Fri 7am-7pm

Sat-Sun 9am-5pm

hsl.fi

hsl.fi/en/tickets-and-fares/sales-points