

# **CHARTER OF OBLIGATIONS TOWARDS CONSUMERS (C.O.C) OF THE COMPANIES OASA-ETHEL-ILPAP-ISAP-AMEL-TRAM-PROASTIAKOS**

## **I. GENERAL RESPONSIBILITIES**

The Athens Urban Transport Organization is responsible for the design, planning, organization, coordination, control and generally the provision of Transport by all Public Transport Modes (surface and underground) in the region of Athens, Peiraias and Periphery.

In the region for which OASA is responsible, the execution of public transport by thermal buses, trolley buses, electric railway, metro, tram and urban railway is carried out by the following transport operators:

1. **ETHEL S.A.**  
ETHEL S.A is responsible for operating the thermal buses.
2. **ILPAP S.A.**  
ILPAP S.A. is responsible for operating the trolleybuses.
3. **ISAP S.A.**  
ISAP S.A. is responsible for operating the electric railway on Line 1 (Peiraias–Kifisia).
4. **AMEL S.A.**  
AMEL S.A. is responsible for operating metro line 2 (Agios Antonios – Agios Dimitrios/Alexandros Panagoulis), metro line 3 (Egaleo – Doukissis Plakentias – Airport) and future extensions of these.
5. **TRAM S.A.**  
TRAM S.A. is responsible for operating the ARISTOTLE tram line: Syntagma – SEF, the PLATO tram line: Syntagma – Glyfada and the THUCYDIDES tram line: SEF – Glyfada as well as any future extensions of these.
6. **PROASTIAKOS S.A.**  
PROASTIAKOS S.A. is responsible for operating the urban railway.

## **II. OPERATING HOURS OF PUBLIC TRANSPORT**

### **1. Operating hours of buses**

<u>Monday-Friday</u>	<u>Saturday</u>	<u>Sunday &amp; Official Holidays</u>
5:00 – 23:30	5:00 – 23:30	5:30 – 23:30

The first and last scheduled route and frequency of the schedule of each route are determined by the day (working or holiday), hour, season and passenger demand and differ from route to route. The above times may differ when circumstances demand it. The exact times are always on display at bus stops, bus terminals, the OASA webpage and OASA Information Centre by calling 185.

The following bus services are exceptions and operate 24 hrs a day

- 1) The X92, X93, X95, X96 and X97 express routes to the airport
- 2) The 040 route PEIRAIAS - SYNTAGMA

3) The X14 route SYNTAGMA - KIFISIA (20:00 to 05:30)

For the remaining hours the X14 executes the route from Syntagma to the Athens Olympic Sports Complex (OAKA).

The bus routes 500 PEIRAIAS – KIFISIA and 790 GLYFADA – PERISTERI operate from 00:30 – 04:30 daily.

## 2. Operating hours of trolleybuses

Monday-Friday

04:25 – 00:40

Saturday

04:25 – 00:15

Sunday & Official Holidays

04:25 – 00:15

Trolleybuses on route 11 from Koliatsou – Neo Pangrati – Nea Elvetia are an exception and run 24 hrs a day.

The first and last scheduled route and frequency of the schedule of each route are determined by the day (working or holiday), hour, season and passenger demand, and differ from route to route. The above times may differ when circumstances demand it. The exact times are always on display at trolley bus stops, trolleybus terminals, the OASA webpage and OASA Information Centre by calling 185.

## 3. Operating hours of the Electric Railway

### Line 1 : Peiraia - Kifisia

#### First & Last Scheduled Train

From	To	Departure Time	
		First Train	Last Train
Peiraia	Kifisia	05:00	00:15
Faliro		05:03	00:18
Monastiraki		05:16	00:31
Omonia		04:49	00:34
Attiki		04:54	00:39
Neratziotissa		05:13	00:58
Kifisia	Peiraia	05:00	00:15
Neratziotissa		05:07	00:22
Attiki		05:12	00:42
Omonia		05:17	00:47
Monastiraki		05:19	00:49
Faliro		05:32	01:02

#### Last Scheduled Train to Omonia

From	To	Departure Time of Last Train
Peiraia	Omonia	00:30
Faliro		00:33
Monastiraki		00:46
Kifisia		00:30
Neratziotissa		00:37
Attiki		00:57

### Frequency of Scheduled Trains

The waiting time between trains ranges from 3½ to 15 minutes according to the day (working or holiday), hour, season, the section of the line and exceptional passenger loads.

### 4. Operating Hours of the Metro

**Line 2: Agios Antonios - Agios Dimitrios / Alexandros Panagoulis and**

**Line 3: Egaleo - Doukissis Plakentias - Airport**

### First & Last Scheduled Trains

From	To	Hour of Departure	
		First Train	Last Train
Agios Antonios	Agios Dimitrios	05:30	00:06
Agios Dimitrios	Agios Antonios		00:08
Egaleo	Doukissis Plakentias		00:09
Monastiraki	Doukissis Plakentias		00 :15
Doukissis Plakentias	Egaleo		24 :00
Ethniki Amyna	Egaleo		00:07
Syntagma	Agios Antonios	05:38	00:20
	Agios Dimitrios	05:40	
	Egaleo	05:39	
	Doukissis Plakentias	05:31	
	Airport	05:38 & 05:59	22:59
Monastiraki	Airport	05:36 & 05:58	22:58
Doukissis Plakentias	Airport	05:55 & 06:16	23:16
Egaleo	Airport	05:30 & 05:52	22:52
Airport	Egaleo	06:30	23:30

*Note: The above times may differ. The precise times are always displayed at the metro stations.*

### Frequency of Scheduled Trains

- The waiting time between trains ranges from 3 to 10 minutes according to the day (working or holiday), hour, season, the section of the line and exceptional passenger loads.
- Train departures to and from the Airport are every 30 minutes every day of the week.

## 5. Operating hours of the Tram

Line	Day	From	To	Hour of Departure	
				First Tram	Last Tram
Line 4 ARISTOTLE	Monday-Thursday	Syntagma	SEF	05:09	00:10
	Friday			05:09	24 hr service
	Saturday			24 hr service	24 hr service
	Sunday			24 hr service	00:10
	Monday-Thursday	SEF	Syntagma	04:58	23:58
	Friday			04:58	24 hr service
	Saturday			24 hr service	24 hr service
	Sunday			24 hr service	23:58
Line 5 PLATO	Monday-Thursday	Syntagma	Glyfada	05:00	24:00
	Friday			05:00	24 hr service
	Saturday			24 hr service	24 hr service
	Sunday			24 hr service	24:00
	Monday-Thursday	Glyfada	Syntagma	04:58	23:58
	Friday			04:58	24 hr service
	Saturday			24 hr service	24 hr service
	Sunday			24 hr service	23:58
Line 3 THUCYDIDES	Monday-Thursday	SEF	Glyfada	05:10	00:10
	Friday			05:10	24 hr service
	Saturday			24 hr service	24 hr service
	Sunday			24 hr service	00:10
	Monday-Thursday	Glyfada	SEF	05:13	00:13
	Friday			05:13	24 hr service
	Saturday			24 hr service	24 hr service
	Sunday			24 hr service	00:13

## Frequency of Routes

Day	Frequency	Operating Hours
Monday – Thursday	every 20 min.	05:00 – 01:00
Friday	every 20 min.	05:00 – 24:00
	every 40 min.	24:00 – 05:00
Saturday	every 30 min.	05:00 – 07:00
	every 20 min.	07:00 – 24:00
	every 40 min.	24:00 – 05:00
Sunday	every 20 min.	05:00 – 01:00

*Note:* All the above scheduled routes are subject to change according to season and are determined by the needs and expansion of the network. Passengers may be informed of any changes in schedule from the TRAM S.A. website at [www.tramsa.gr](http://www.tramsa.gr), from ticket-office staff, station announcements, visual notifications on electronic displays as well as the company's Customer Service Department at the following telephone numbers: 210-99.78.057 and 210-99.78.035.

## 6. Operating Hours of the Urban Railway

### First and Last Scheduled Trains

From	To	Hour of Departure	
		First Train	Last Train
PEIRAIAS	KIATO	05:45	22:38
ATHENS		06:06	23:06
KIATO	ATHENS - PEIRAIAS	05:22	22:22
PEIRAIAS	NERATZIOTISSA	05:45	22:38
NERATZIOTISSA	PEIRAIAS	06:44	23:44
NERATZIOTISSA	AIRPORT	06:23	23:52
AIRPORT	NERATZIOTISSA	06:00	23:20

*Note: All the above scheduled routes are subject to changes according to the season and are determined by the needs and expansion of the network. Passenger may be informed of any changes to the schedules at the PROASTIAKOS S.A. website: [www.proastiakos.gr](http://www.proastiakos.gr), from ticket-office staff and the Customer Services Department at 1110.*

### III. GENERAL OBLIGATIONS OF OASA

The Athens Urban Transport Organization S.A. is responsible for:

1. The planning, scheduling, organization and control of the public transport operations provided by the above companies with all Modes of Public Transport (surface and underground) in the region under its responsibility.
2. The promotion of measures to facilitate the smooth operation of the Public Transport Modes, such as the creation of bus lanes, the prevention of illegal parking, road markings etc.
3. The planning and implementation of actions and policies, in cooperation with co-responsible agencies (such as the Ministry of Environment & Public Works, the Athens Urban Planning Organization, and Local Administrations), to ensure the smooth operation of the Urban Transport network and improvement of the quality of life in the city.
4. The provision for the development and maintenance of a public information network in cooperation with the Public Transport Operators.
5. The approval of the type, form and placement of bus shelters constructed by other agencies or, where required, provision for their installation by other parties undertaking transportation works.

### IV. GENERAL OBLIGATIONS OF THE COMPANIES: ETHEL - ILPAP - ISAP - AMEL - TRAM and PROASTIAKOS

The public transport operators: ETHEL-ILPAP-ISAP-AMEL-TRAM - PROASTIAKOS, have the following obligations:

- To operate public transport with buses, trolleybuses, metro, tram and urban railway in accordance with the scheduled routes planned and announced to the public.
- To maintain the cleanliness and hygiene of vehicles and coaches in circulation as well as areas used by the public (stations).

- To systematically maintain rolling stock and provide all necessary support services and facilities, to ensure the safe and comfortable transport of passengers.
- To provide for the clear visibility of the route numbers in the front, side and rear panels of the vehicles and train carriages.
- To take timely measures in the case of breakdowns, in order to resume the smooth operation of their network and facilitate the smooth execution of scheduled routes.
- To take measures to ensure the accessibility Public Transport Modes to persons with disabilities and those in need of assistance (e.g. pregnant women, the disabled, the aged and very young) and encourage the use of Public Transport by these categories of persons.
- To provide and operate the facilities that must exist in the Transport Network for which they are responsible, including public reception areas, so as to ensure accessibility to persons with disabilities and those requiring assistance (e.g. pregnant women, disabled, aged and small children).
- To provide clearly marked seats in vehicles and carriages for the above categories of persons.
- To implement clear and simple administrative procedures and familiarize the general public with these procedures, so as to facilitate the transactions of citizens.
- In cooperation with OASA, to duly inform the public of emergency or temporary changes occurring in the public transportation network for which they are responsible.
- To maintain information notices in areas accessible to the public, with useful information, emergency instructions and contact addresses and telephone numbers for the public to address queries.
- To display timetables at every stop / station with the times of the first and last scheduled route as well as the frequency of routes throughout the day.
- To display the route schedule at ticket offices and monthly pass sales points and to maintain this schedule.
- To adhere to the Transport and Safety Regulations, as described in the relevant section below, as well as the special regulations applicable to every Public Transport Company.

## **V. SPECIAL OBLIGATIONS OF TRANSPORT PERSONNEL IN THE COMPANIES ETHEL-ILPAP-ISAP-AMEL-TRAM-PROASTIAKOS**

### **V1. OBLIGATIONS OF DRIVERS**

Drivers on duty have the following obligations:

- To have a presentable appearance and always wear the uniform and distinguishing insignia required by the regulations. Following submission of a justified request, the Companies are obliged to be able to provide passengers with the details of their employees in any particular vehicle, location and time.
- To display good conduct and appropriate respect in their communications with passengers and the public in general.
- To adhere to traffic regulations, to stop precisely at the locations indicated by bus/tram/trolley stop-signs, and to make every possible effort to serve the passenger public, particularly those persons with disabilities and those requiring assistance.

- To apply the directive prohibiting smoking, the use of mobile phones (with the exception of their service phone) and personal music players on duty, except where this is expressly provided by the service.
- To inform the public of emergency and temporary changes that concern the route on which they are employed.
- To conduct the transport of passengers in a suitably safe and responsible manner.

## **V2. OBLIGATIONS OF STATIONMASTERS-SUPERVISORS**

Stationmasters and supervisors on duty have the following obligations:

- To have a presentable appearance and always wear the uniform and distinguishing insignia required by the regulations. Following submission of a justified request, the Companies are obliged to be able to provide passengers with the details of their employees in any particular vehicle, location and time.
- To maintain route schedules and generally the smooth operation of the means of transportation.
- To display good conduct and appropriate respect in their communications with passengers and the public in general.
- To make every possible effort to serve the passenger public, particularly those persons with disabilities and those requiring assistance.
- To apply the directive prohibiting smoking and the use of mobile phones, with the exception of their service phone.
- To inform the public of emergency and temporary changes that concern the routes for which they are responsible.

## **V3. OBLIGATIONS OF TICKET OFFICE PERSONNEL**

Ticket office personnel on duty have the following obligations:

- To have a presentable appearance and always wear the uniform and distinguishing insignia required by the regulations. Following submission of a justified request, the Companies are obliged to be able to provide passengers with the details of their employees in any particular vehicle, location and time.
- To ensure that the opening hours of the ticket office in which they are employed are always clearly displayed and followed with precision.
- To display good conduct and appropriate respect in their communications with passengers and the public in general.
- To make every possible effort to serve the passenger public, particularly those persons with disabilities and those requiring assistance.
- To apply the directive prohibiting smoking and the use of mobile phones, with the exception of their service phone.

## **V4. OBLIGATIONS OF TICKET INSPECTORS**

Ticket inspectors on duty have the following obligations:

- To have a presentable appearance and always wear the uniform and distinguishing insignia required by the regulations. Following submission of a justified request, the

Companies are obliged to be able to provide passengers with the details of their employees in any particular vehicle, location and time.

- To carry out ticket inspections with the appropriate care, politeness and respect towards passengers.
- To make every possible effort to serve the passenger public, particularly those persons with disabilities and those requiring assistance.

## **VI. SPECIAL CUSTOMER SERVICE & INFORMATION SERVICES**

### **1. PUBLIC INFORMATION SERVICES**

All public transportation companies are obliged to provide reliable information on the services they provide through their websites. They must also duly inform the passenger public in every expedient way of any changes concerning the transportation modes for which they are responsible, e.g. by announcements in the media, relevant websites, areas accessible to the public (stations, stops, ticket offices, stationmasters' offices) and in vehicles/train coaches.

OASA is responsible for informing the public on general matters concerning the operation of all Public Transport Modes under its responsibility and informs citizens in the following manner:

- Through the media, on every matter of immediate importance concerning the system of Urban Transportation.
- Through the website [www.oasa.gr](http://www.oasa.gr)
- Through its telephone information centre number 185, which operates Monday to Friday from 6:30 to 23:30 and Saturday-Sunday-Holidays from 7:30 to 22:30.
- Through printed informative material that it publishes annually and distributes for free at its offices, by post on request and through stands that it places and regularly restocks in town halls, hospitals and educational institutions.
- With route schedules at stops and bus/trolley terminal stations.
- With special maps in electric railway and metro stations that indicate connections between different means of public transport and facilitate the combined use of Public Means of Transport.

It is the responsibility of ISAP and AMEL to also update the following:

- Within the station and clearly visible:
  - Train timetables (showing at least the first and last train) and the frequency of scheduled trains.
  - Notices with general information on tickets, unlimited travel passes and the operation of the lines.
- Within the carriages:
  - Plan of the electric railway and metro network.
  - Audio system announcing the next station.

It is the responsibility of the TRAM to also update the following:

- On the platforms and in clearly visible locations:

- Electronic panels showing routes and tram timetable.
- Table of routes and stops on the lines, as well as information on the relevant tickets.
- Within the tram carriages:
  - Electronic screen depicting the route and the next four stops.
  - Audio system announcing the next stop.

It is the responsibility of the PROASTIAKOS to also update the following:

- On the platforms and in clearly visible locations:
  - Electronic panels showing routes and train timetable.
- In the ticket offices:
  - Table of routes and stops as well as information on the cost of tickets.
- Within the carriages
  - Electronic screen depicting the next station at each station.
  - Audio system announcing the next station.

## **2. CONTACT INFORMATION FOR URBAN TRANSPORT COMPANIES**

The transport companies are obliged to make known to the wider public the manner in which they can be contacted. The following is a list of the contact information for these Companies (postal, electronic address and telephone):

### **Contact Information for OASA**

15 Metsovou Str., Athens 106 82  
 Tel.: 210-82.00.999, 210-88.36.076  
 Fax : 210-82.12.219  
 Telephone Information Service : 185 (Schedules, routes, tickets)  
 Web site : [www.oasa.gr](http://www.oasa.gr)  
 e-mail : [oasa@oasa.gr](mailto:oasa@oasa.gr)

### **Contact Information for ETHEL (Buses)**

6 Parnassou Str., Agios Ioannis Rendis 182 33  
 Tel. : 210-49.33.002, 210-49.18.788  
 Fax : 210-49.22.075  
 Web site : [www.ethel.gr](http://www.ethel.gr)  
 e-mail : [ethelbus@ethel.gr](mailto:ethelbus@ethel.gr)

### **Contact Information for ILPAP (Trolleybuses)**

Terma Achaïas & Kirkis, Nea Filadelfia 143 42  
 Tel. : 210-25.83.300-6  
 Fax: 210-25.33.050  
 Web site : [www.athens-trolley.gr](http://www.athens-trolley.gr)  
 e-mail : [grammatia@athens-trolley.gr](mailto:grammatia@athens-trolley.gr)

### **Contact Information for ISAP (Metro Line 1)**

67 Athinas Str., Athens 105 52  
 Tel. : 210-32.48.311

Fax : 210-32.23.935  
Web site : [www.isap.gr](http://www.isap.gr)  
e-mail : [pro@isap.gr](mailto:pro@isap.gr)

**Contact Information for AMEL (Metro Lines 2 & 3)**

94 Kifissos Str., Athens 104 43  
Tel.: 210-51.94.012  
Fax. : 210-51.94.033  
Web site : [www.ametro.gr](http://www.ametro.gr)  
e-mail : [pservice@ametro.gr](mailto:pservice@ametro.gr)

**Contact Information for TRAM (Tram)**

Terma Aeroporias Str., Elliniko 167 77  
Tel. : 210-99.78.000, 210-99.78.035, 210-99.78.057  
Fax : 210-99.11.543  
Web site : [www.tramsa.gr](http://www.tramsa.gr)  
e-mail : [commercial@tramsa.gr](mailto:commercial@tramsa.gr)

**Contact Information for PROASTIAKOS (Suburban Rail)**

9 Kratinou & Athinas Str., Athens 105 52  
Tel. : 210-52.72.000 (Monday-Friday 08:00 - 20:00,  
Saturday-Sunday-Holidays 08:00 - 18:00)  
Fax : 210-52.72.176  
Web site : [www.proastiakos.gr](http://www.proastiakos.gr)  
e-mail : [info@proastiakos.gr](mailto:info@proastiakos.gr)

**3. LOST AND FOUND SERVICES**

All the public transport companies operate Lost and Found Offices.

**ETHEL - tel. 210-49.33.002**

Address: 6 Parnassou Str., Agios Ioannis Rendis  
Lost & Found items can be picked up on workdays from 07:00-14:30.

**ILPAP – tel. 210-88.34.138**

Address: 17 Admitou Str., Attiki Sq., Athens  
Lost & Found items can be picked up on workdays from 09:00-14:00.

**ISAP - tel. 210-32.93.186**

Address: 67 Athinas str., Omonia Athens  
Lost & Found items can be picked up on workdays from 07:00-21:00.

**AMEL - tel. 210-32.79.630, fax 210-32.79.649  
e-mail : [lostprop@ametro.gr](mailto:lostprop@ametro.gr)**

Address: Syntagma metro station  
Lost & Found items can be picked up on workdays from 07:00 – 19:00.

**TRAM – tel. 210-99.78.046, fax 210-99.11.543**

**e-mail : [lostandfound@tramsa.gr](mailto:lostandfound@tramsa.gr)**

Address: Terma Aeroporias str., Elliniko

Lost & Found items can be picked up on workdays from 08:00 – 16:00.

**PROASTIAKOS – tel. 210-52.72.000, fax 210-52.72.176**

**e-mail : [info@proastiakos.gr](mailto:info@proastiakos.gr)**

Address: 9 Kratinou & Athinas Str., Omonia, Athens

Lost & Found items can be picked up on workdays from 09:00 – 17:00.

#### **4. PAYMENT OF FINES**

In accordance with Law 2669/1998, Article 6, in cases where the fine is not collected by the inspector on site, payment may be undertaken within 20 days to the transport company that imposed it. Alternatively, the imposition of the fine is transferred to the relevant Tax Office to which the subject belongs and the fine is raised to 10 times the original sum imposed.

The following transport companies operate offices for the payment of fines:

##### **OASA**

25 Metsovou Str., Athens, for fines imposed by OASA and ETHEL inspectors

Payment hours workdays, 07:30 - 13:30.

Telephone number : 210-82.00.007

##### **ETHEL**

6 Parnassou Str., Agios Ioannis Rendis

Payment hours : workdays, 07:30 - 14:30.

Telephone number : 210-49.33.002 ext. 216.

##### **ILPAP**

17 Admitou Str., Attiki Sq., (coach station offices, 1<sup>st</sup> floor)

Payment hours : workdays, 07:00 - 14:30.

Telephone number 210-88.35.101 και 210- 88.36.566.

##### **ISAP**

67 Athinas Str., 5<sup>th</sup> floor Omonia Sq., Athens

Payment hours : workdays, 08:00 - 13:00.

Telephone number 210-32.48.311.

##### **AMEL**

Syntagma Station

Payment hours: workdays, 07:00 – 19:00

Tel. : 210-51.94.012, 210-32.79.630 , Fax : 210-32.79.649

e-mail : [pservice@ametro.gr](mailto:pservice@ametro.gr)

**TRAM**

Terma Aeroporias Str., Elliniko

Payment hours: workdays, 08:00-16:00

Tel. : 210-99.78.026, 210-99.78.077 , Fax : 210-99.11.543

e-mail : info@tramsa.gr

**PROASTIAKOS**

9 Kratinou & Athinas Str., Athens

Payment hours: workdays, 09:00-17:00

Tel. : 210-52.72.000 , Fax : 210-52.72.176

e-mail : info@proastiakos.gr

**VII. COMMUNICATION FOR REQUESTS, RECOMMENDATIONS AND COMPLAINTS**

Any citizen can address OASA or one of the transport companies in writing (by post, fax or e-mail) on matters that fall in its jurisdiction to express whatever request, recommendation or complaint regarding the services provided.

The message is forwarded to the relevant organizational unit of the company that received it, which either examines and responds to the interested party or forwards it to the department of the company responsible, after informing the interested party.

In cases where a request, recommendation or complaint is submitted, the responsible company is obliged to examine it and respond to the interested party within 30 days. In cases that require on site inspection the time required increases to 40 days.

**VIII. ARBITRATION COMMITTEE**

Every transport company (OASA-ETHEL-ILPAP-ISAP-AMEL-TRAM-PROASTIAKOS) convenes an Arbitration Committee in cases where it is apparent that the service department responsible is unable to settle any differences that may have arisen with a citizen.

The Arbitration Committee in each company consists of:

- One (1) high ranking management executive of the company.
- One (1) representative of the National Consumer Council.
- One (1) representative of the company employees Union.
- One (1) representative of the Committee for friendly settlement of consumer disputes that operates in the Prefectural Administrations.
- The Legal Counsel of the Company.

A non-voting representative of OASA participates in the Arbitration Committees of the transport companies ETHEL-ILPAP-ISAP-AMEL-TRAM-PROASTIAKOS. The injured party

(passenger or legal representative) is entitled to be present when the Committee convenes.

In the case that the passenger is dissatisfied they may also take their case to the Citizen Ombudsman and/or the Consumer General Secretariat of the Ministry of Development.

#### **IX. COMPENSATION TO PASSENGERS - CITIZENS**

- Non-compliance with the articles of the present Charter of Obligations towards Consumers (C.O.C.) may entitle the injured party (passenger or citizen) to compensation, the amount of which is determined below.
- The compensation decided upon by the public transport provider may be paid in the form of cash or tickets to an equal value.
- For matters concerning the C.O.C., the foreseen compensation can only be paid once to each passenger or citizen in general.
- Payment of compensation can also be undertaken without recourse to the Arbitration Committee.
- The passenger is obliged to set down in writing the incident referred to in his request for compensation, within 10 working days.

Compensation is determined as follows:

- Proven inappropriate conduct of company personnel towards passengers during the execution of their duties, thirty euros (30€).

A necessary precondition in this case is that the disciplinary board convened by the transport provider will have to confirm that disciplinary action is warranted against the offending employee.

- Failure to respond within the foreseen time period to a document that contains a just request, recommendation or complaint by the citizen - user of the services of the transport provider, thirty euros (30€).
- In addition, in accordance with the internal regulations of OASA and ETHEL-ILPAP-ISAP-AMEL-TRAM-PROASTIAKOS, the non compliance or inadequate provision of the services owed to citizens may instigate disciplinary action against the personnel responsible, while the decision of the Disciplinary Board will be made known to the citizen-passenger concerned.

#### **X. APPLICATION OF CHARTER OF OBLIGATIONS TOWARDS CONSUMERS**

The obligations of the transport companies concern passengers who make legal use of the Public Transport Modes by having a valid ticket, travel pass or other.

Apart from the articles concerning good conduct, the remaining articles of the present C.O.C. are not binding or applicable in the following circumstances:

- Circumstances beyond human control or emergencies including events such as strikes, extreme weather conditions, breakdowns and other irregularities.

- Conflict between requested or required actions and decrees of existing laws, internal regulations and other measures.
- Where the fulfilment of the commitments undertaken by the transport provider is dependant upon the actions or responsibilities of third parties e.g. Ministry Departments, Police, Local Administration etc.

## **XI. PASSENGER TRANSPORT & SAFETY REGULATION ON ATHENS URBAN TRANSPORT**

### **A. LUGGAGE TRANSPORT**

The transport of luggage is permitted, as long as the item does not exceed the size of a suitcase (100x60x25 cm) or is over 170 cm in length, and the owner is capable of carrying it himself.

Luggage will have to be placed in the free space available in the vehicle but not the passageways, exits and ticket validation areas, so as not to hinder movement of the remaining passengers. Smaller luggage, such as backpacks, should be held and not worn over the shoulders.

The transport of shopping trolleys is permitted at the driver's or other company representative's discretion, after taking into account passenger density and safety. The maximum permitted number of shopping trolleys is two (2) on regular and articulated vehicles and one (1) for MIDI buses.

Entry and exit of passengers with shopping trolleys should only be carried out from the middle door(s).

In all the above cases the passenger will have to remain by their luggage and ensure it does not cause injury or hindrance to other passengers.

The transport of inflammable, hazardous, sharp, poisonous, polluting or foul smelling materials and objects is not permitted.

### **B. TRANSPORT OF BICYCLES**

#### **B.1. ELECTRIC RAILWAY (ISAP)**

The transport of bicycles on the ISAP carriages is permitted during the days and hours of reduced passenger load, as determined by the recent relevant decision of the company's Board of Directors, which will be displayed on station notice boards.

The entry and exit of bicycles on the ISAP network is only permitted in those stations that allow a) safe transport of the bicycle itself and b) the transport of the bicycles without causing obstruction to the flow of passengers. The stations and direction permitted (up or down) will also be determined by the ISAP Board of Directors and will be displayed on station notice boards.

- The transport of bicycles on platforms and generally all areas of the stations will be undertaken on foot.
- The transport of bicycles is not permitted on elevators and escalators in the stations.
- Only 2 bicycles are permitted per train and entry will be undertaken from the last door of the last carriage, to make use of the available area where there are no seats.
- The bicyclists – passengers are obliged to give priority to persons with special needs and the elderly and not obstruct their access to the stations and train carriages.

Bicycles are not permitted during the days and hours in which athletic or other events are conducted near the line, due to the great density of passengers on trains and platforms.

## **B.2. PROASTIAKOS**

The transport of bicycles is permitted in the specially designed areas on board the railway carriage reserved for persons with special needs, provided these are not in use, and always under the strict supervision of the owner who has complete responsibility for its transport and placement in such a manner as to not hinder other passengers.

## **B.3. TRAM**

The transport of bicycles is permitted on the Tram. Entering / exiting should only be undertaken from the rear door of the vehicle and at the owner's responsibility.

## **B.4. BUSES, TROLLEY and METRO**

The transport of bicycles is not permitted on buses, trolley and the metro lines 2 & 3.

## **C. TRANSPORT OF BABY CARRIAGES**

In buses and trolleys baby carriages should be folded shut. The transport of one open baby carriage per vehicle is permitted where this is not possible or the owner prefers to keep the baby in the carriage, as long as the driver believes vehicle passenger load allows it.

In this case the person escorting the baby carriage is obliged to:

1. To enter / exit from the middle door(s).
2. To place the carriage in such a manner as to not hinder the passage and movement of other passenger on the vehicle.
3. To stay close to the carriage and hold it steady to ensure it does not cause injury or hindrance to other passengers.
4. To use the seat belt in the carriage and activate the brakes.

On the electric railway, metro and tram there are no restrictions on the transport of baby carriages.

## **D. TRANSPORT OF HOUSEHOLD PETS**

Only guide dogs and small household pets in special baskets with dimensions up to 70x40x50 cm are permitted.

## **E. AIR-CONDITIONING**

To maintain a comfortable temperature in means of transport equipped with air-conditioning care must be taken to activate cooling in summer, when the internal temperature reaches 28 degrees Celsius, and to activate the heating in winter when the temperature drops below 15 degrees Celsius.

## **F. TERMS OF PASSENGER TRANSPORT**

Passengers that travel with Public Transport Modes must comply with the "Terms of Transport" below. On entry into public transport vehicles and stations of ISAP, AMEL and PROASTIAKOS it is considered that they accept the terms below and must comply with the requests of authorized personnel of the transportation companies.

- Not to travel or attempt to travel without a valid ticket or travel pass. It is stressed that the fine is considerable, amounting to 60 times the price of the ticket.
- To comply with the articles of paragraphs A, B and C above, regarding the transport of luggage, baby carriages and household pets.
- Not to be under the influence of alcoholic beverages or narcotics.
- Not to use offensive language or behave aggressively or indecently.
- Not to lay down on the seats, benches or anywhere else and not to sleep.
- Not to smoke.
- Not to consume food, soft drinks, hot drinks or alcoholic beverages.
- Not to use electronic audiovisual means in a manner that is annoying to other passengers.
- Not to carry out political, religious or any other kind of propaganda.
- Not to remain in the facilities and vehicles when and where this is prohibited for the public.
- Not to use the emergency equipment without good cause, this is intended for public use only if absolutely necessary.
- Not to obstruct the movement of passengers in the stations and vehicles.
- Not to deface or destroy any facilities, equipment or vehicles with graffiti or in any other manner.
- Not to put up posters or distribute leaflets, signs or stickers.
- Not to pollute vehicles and facilities in any manner.
- Not to obstruct transport personnel in the execution of their duties.
- Not to use musical instruments.
- Not to trade goods and services, unless specifically authorized to do so.
- Not to beg.
- Not to carry backpacks on the shoulders.