

1. Procedures for passenger transport on passenger trains

1. A passenger shall use the public transport services within a route network on a basis of the contract of regular carriage of passengers, in accordance with which the carrier undertakes to carry the passenger for a specific fee to the stop selected by him or her in the relevant route and the passenger undertakes to pay for the public transport service. The contract of regular carriage of passengers shall come into effect at the moment when the passenger commences to use the public transport service (gets on a public transport vehicle) (hereinafter – the train).
2. In order to use the public transport services, the passenger shall purchase a ticket, whereas in order to carry baggage, bicycles and/or pets – a baggage ticket. The ticket proves that the passenger has paid for the provided public transport service.
3. The passenger's rights of travelling on the train are certified by a valid ticket. A valid ticket shall be a ticket which complies with the requirements of Section IV and is registered in accordance with the procedure set out in Paragraph 5.
4. When boarding the train, the passenger shall have a train ticket purchased electronically or at the ticket office. If the passenger has not purchased a ticket before the start of the journey, the passenger shall purchase it on board the train from the ticket inspector as soon as the ticket inspector has entered the carriage and invited passengers to buy and register their tickets.
5. The passenger shall register the ticket:
 - 5.1. on trains with ticket machines – at the ticket machine or, if the registration is unsuccessful, at the ticket inspector;
 - 5.2. on trains without ticket machines – at the ticket inspector.Tickets shall be valid only after registration.
6. The passenger shall not register the ticket only in cases when the ticket has been purchased on the train from the ticket inspector.
7. The tickets can be purchased electronically or at the ticket office 9 (nine) days in advance.
8. The rules for the purchase, use and return of electronic tickets are published on the website of AS "Pasažieru vilciens" in the section About tickets <https://www.vivi.lv/lv/biletes/e-bilete/>.
9. When receiving the ticket, the passenger shall verify that it is issued in accordance with his/her order. The passenger shall preserve the purchased ticket until the end of the trip.
10. Sales of timed tickets is closed at ticket offices 5 (five) minutes before the train departure.
11. One-way tickets in two-line zones with transfer, crossing Riga, Torņakalns or Zemitāni stations during the trip, are executed as follows:
 - 11.1. one ticket with transfer is issued at the ticket office;
 - 11.2. on the train by the ticket inspector: in the first train a ticket for a trip along a particular line according to the zone tariff is purchased, whereas when boarding the second train – upon presenting the ticket purchased on the first train, the ticket is continued according to the number of zones.
12. A passenger who travels with transfer from a station or stop without a ticket office and who has a ticket purchased from a ticket inspector, is entitled to purchase a ticket from the ticket inspector on the train which the passenger transferred to without an additional fare.
13. A passenger boarding a train at a station or stop where a ticket office operates shall purchase a ticket from the ticket inspector at an additional charge of **EUR 1.00**.
14. When purchasing a ticket with a specified seat number, the passenger shall occupy the seat indicated on the ticket. If a ticket without indicated seat number has been issued for travelling in a train wagon with numbered seats, the passenger shall occupy a vacant seat only after receiving the ticket inspector's permission.

15. On trains with numbered seats, 5 (five) additional standing places are intended in each wagon (except the comfort class wagon). A standing place ticket does not guarantee a seat to passengers.
16. Passengers can book tickets for trains with numbered seats and comfort class wagon by calling 90001222 (charge per call EUR 0.52/min including VAT) on weekdays from 07.30 to 19.00, on weekends and public holidays from 08.30 to 19.00.
17. If a passenger train is equipped with a door opening button, the passenger shall press the opening button to open the door.
18. Toilet facilities are available on all electric trains, modernized DR1AC series diesel trains, PESA 730ML series diesel trains, and other diesel trains outside the sanitary zone (the sanitary zone is the zone between Riga Central Station and Garkalne, Ogre, and Jelgava stations).
19. The passenger is obliged to observe cleanliness and order on the train, as well as any epidemiological restrictions stipulated by laws and regulations. The passenger is not allowed:
 - 19.1. to board or leave the train while it is moving;
 - 19.2. to damage the train and its equipment, and to carry out any activities that may endanger traffic safety;
 - 19.3. to actuate the emergency switches, brakes and other devices without necessity;
 - 19.4. to travel wearing soiling or smelly clothes, soil the wagon interior, eat, or use chemical products that may soil the interior or clothes of other passengers;
 - 19.5. to smoke, light matches or a lighter and similar objects;
 - 19.6. to make noise, sing, play musical instruments or use sound equipment;
 - 19.7. to travel under the influence of alcoholic beverages, narcotic, psychotropic or other intoxicating substances, if the passenger behaves rudely or aggressively, and to consume alcoholic beverages, use narcotic, psychotropic or other intoxicating substances;
 - 19.8. to disturb other passengers or the carrier's employees with his/her actions;
 - 19.9. to place advertisements or announcements on the train, and to carry out marketing activities not coordinated with the carrier;
 - 19.10. to draw or write on surfaces of the train;
 - 19.11. to leave pets unattended on the train;
 - 19.12. to carry baggage that may endanger the safety or health of passengers or the carrier's employees, or may significantly affect comfort of passengers or the carrier and which may interrupt with the operation of the train or damage the train equipment.
20. While being on the train, the passenger is liable for damages resulting from his/her actions in the manner and to the extent provided by the Civil Law.
21. If the train is unable to continue the trip due to technical damage or any other reason, the service staff of the train shall inform passengers about such circumstances. The carrier shall implement measures to get passengers to the nearest station or stop, or the station or stop indicated on the ticket.
22. A person with reduced mobility in need of assistance shall inform about his/her planned journey at least 24 hours before the start of the journey by filling in the questionnaire on the website of VAS "Latvijas dzelzceļš" in the section "Information for persons with reduced mobility" - www.ldz.lv/prm, or by calling the free phone number 80021181 or 8760 24 hours a day.
23. Information on specific stops where persons with disabilities and persons with reduced mobility can enter/exit the train without the use of additional aids is available on the website of AS "Pasažieru vilciens" in the section "Basic Train Timetable" <https://www.vivi.lv/lv/informacija-pasazieriem/> and VAS "Latvijas dzelzceļš" in the section "Information for Persons with Reduced Mobility" - www.ldz.lv/prm.
24. The Rules on Access to Railway Transport for Persons with Disabilities and Persons with Reduced Mobility are available on the website of VAS "Latvijas dzelzceļš" www.ldz.lv and on the Company's website www.vivi.lv.

25. In case of any uncertainty regarding the access arrangements to a particular passenger platform or about other issues related to assistance for disabled persons and persons with reduced mobility, information can be obtained by calling 80021181 or 8760.
26. Free Wi-Fi is available on board.