

General conditions of carriage - abstract

1- GENERAL RULES

Tickets and passes must be validated at the beginning of each journey, kept throughout the whole journey and displayed in case of a ticket inspection. In case of personalised tickets, passengers must be in possession of a valid identity document. Tickets cannot be transferred to other persons after validation.

Fines

Passengers found travelling without a valid ticket or with an irregular ticket (for themselves, animals or luggage) will be issued with a penalty fare from € 104.90 - reduced to € 54.90 euros if paid within 5 days after notification.

How to pay fines - all payment methods

- online through the “Pay your fines” portal;
- with Pay & Go parking meter: using credit or prepaid cards enabled for Fastpay service. This payment method can be used only within 5 days after notification;
- with credit card directly to Atac inspectors by mobile POS, if available. It is not possible to pay the ticket inspectors in cash;
- using the PagoPA form.

2- TICKETS AND PASSES

Integrated Metrebus tickets and passes (zone A - Rome) can be used on the entire public transport network of the city (buses, trams and Metro lines); Cotral buses and regional railways (Trenitalia 2nd class only, Metromare, Termini Laziali-Centocelle and Roma-Viterbo) within the territory of Rome.

They cannot be used for special Cotral and Trenitalia connections to/from Fiumicino Airport.

Tickets can be purchased:

- via app through the B+ service;
- with Tap & Go using a contactless payment card enabled for online purchases;
- at ATAC ticket offices;
- at automatic ticket vending machines in all metro stations;
- in the main railway stations;
- at some bus and tram stops;
- at newsstands, bars, tobacconists and other authorized shops.

BIT valid for 100 minutes from first validation. On the Metro, it is valid for a single journey, even using different lines, but without passing through the turnstiles if you change between lines A-B-B1; passing the turnstiles is permitted only to change between line A and C.

ROMA 24H / ROMA 48H / ROMA 72H valid for unlimited journeys within the city of Rome, starting from first validation for the number of hours indicated on the ticket.

CIS valid for 7 days, namely until midnight of the seventh day starting from the day of validation, for unlimited journeys within the city of Rome.

Monthly and annual passes valid respectively during the charged calendar month or for 365 days from the charging day. Both must be accompanied by copy of payment receipt.

3- CHILDREN AND ANIMALS

Free travel

Within the territory of Roma Capitale, children up to the age of ten have free access to ATAC vehicles and lines managed on behalf of ATAC by other operators, if accompanied by a fare-paying adult.

Animals

Upon payment of an **ordinary ticket**, the following animals are allowed on board:

- small and medium-sized dogs, maximum two per bus, with leash and muzzle and in suitable hygienic conditions. Access is allowed from the rear entrance of the vehicles and from the first and last wagon of the metro lines;
- cats, birds and small animals in suitable containers not larger than 25x45x80 cm.

Guide dogs accompanying blind and visually impaired people are admitted free. The person in charge of the animal is liable for any damage caused.

4- LUGGAGE AND LOST PROPERTY

Passengers are allowed to carry for free only one piece of luggage not larger than 50x30x25 cm. Additional baggage and luggage exceeding 50x30x25 cm requires the payment of a ticket. It is forbidden to carry luggage larger than 80x45x25 cm (except for musical instruments not exceeding 150x50x20 cm, which are allowed for free, one per person). They must be placed so as not to cause annoyance, hindrance or encumbrance for other passengers. Buggies are admitted for free only if folded. Transportation of bicycles is permitted according to the conditions indicated in the FAQ area of our site.

The transport of luggage can be limited or refused for special needs related to the service, at discretion of ATAC personnel.

Lost property

For all details on lost property on public transport vehicles managed by ATAC, please check in the FAQ area of our site by typing: "What can I do if I have lost an object on an ATAC vehicle?"

5- OBLIGATIONS AND PROHIBITIONS

It is mandatory:

- to observe all prescriptions related to the use of vehicles and to follow the instructions given by the company staff (art. 17 Presidential Decree 753/80);
- to take all necessary precautions and pay attention to the safety and security of persons and animals in your custody, as well as the safety of your belongings (art. 17 Presidential Decree 753/80);
- to behave in such a way as not to cause danger or damage to yourself or others, or to cause disturbance to any other person (art. 17 Presidential Decree 753/80);
- not to occupy seats reserved for specific categories;
- to occupy only one seat.

It is forbidden:

- to open the bus doors or to get on and off while the vehicle is still moving (art. 25 Legislative Decree 753/80);
- to get on or off the bus through the wrong doors (art. 25 Presidential Decree 753/80);
- to open vehicle windows without the consent of the other passengers (art. 25 Presidential Decree 753/80);
- to activate the controls for the emergency opening of the doors and any other emergency device installed on the vehicles, except in case of serious and imminent danger (art. 26 Presidential Decree 753/80);
- to throw objects from the vehicle (art. 27 Presidential Decree 753/80);
- to smoke on buses, trains and in all areas of the metro stations. The ban includes e-cigarettes and, in general, all devices that cause exposure to secondhand smoke;
- to damage or soil vehicles and their furnishings (art. 29 Presidential Decree 753/80);
- to sell goods or services on board, unless expressly authorized by ATAC, as well as to perform activities as a singer, player or to raise funds for any purpose (art. 30 Presidential Decree 753/80);
- to carry loaded and unassembled firearms. The prohibition does not apply to public force (art. 33 Presidential Decree 753/80).

Sanctions and expulsion from vehicles

Drunken persons or people offending the decency or giving scandal or disturbing other passengers and refusing to comply with the security rules may be expelled from the vehicles, without being entitled to a refund of the ticket (art. 31 Presidential Decree 753/80).

Disobeying the above listed prescriptions and prohibitions is subject to prosecution according to law.

Warnings

ATAC shall not be held responsible for the consequences deriving from the non-observance of the provisions charged to passengers.

If a passenger is damaged by anomalies occurred during the service, ATAC is liable only if the passenger proves that he has taken all the appropriate measures to avoid the damage.

Violations of the conditions of carriage are ascertained and notified by company personnel.

6- BICYCLES AND OTHER MICROMOBILITY DEVICES

MICROMOBILITY DEVICES

It is strictly forbidden to transport micromobility devices with any type of traction motor, such as scooters, hoverboards, segways, pedal-assist e-bikes, etc.

FOLDING BIKES

Folding bicycles with dimensions, when closed, of maximum 110 x 80 x 40 cm, are allowed on metro lines A, B/B1, C and on the surface network every day of the week without time restrictions.

NON-FOLDING BIKES

Non-folding and exclusively human-powered bicycles (therefore without any type of engine or motor) are allowed every day of the week, according to the following rules:

Surface vehicles - buses

The transport of non-folding bicycles during service hours is allowed as follows:

- bus lines served by vehicles of at least 12 m, equipped with wheelchair spaces and recognizable by the specific pictogram. It is understood that if said space should be occupied by a passenger in a wheelchair (already on board or boarded later), the bicycle user will have to leave him the space by getting off the vehicle;
- trolleybus lines.

Surface vehicles - trams

The transport of non-folding bicycles, as hand luggage, is allowed only on low-floor vehicles which are equipped with wheelchair spaces, recognizable by the serial numbers 9100 and 9200:

- Tram lines 2, 3 and 8 (usually served by trams with serial numbers 9100 and 9200);
- Tram lines 5, 14 e 19 (occasionally served by trams with serial numbers 9100 and 9200).

Non-folding bicycles are not admitted on Stanga trams (series 7000 - 7100) and on Socimi trams (9000 series).

Metro lines A, B-B1 and C

The transport of bicycles, as hand luggage, is allowed without time restrictions on:

- Metro line A
- Metro line B/B1
- Metro line C

On Metro line A the stations of Spagna, Barberini, Repubblica, Termini, Vittorio Emanuele and San Giovanni are not accessible to passengers with bicycles.

In the event of excessive crowding, the station personnel can temporarily prohibit the access of passengers with bicycles.

In any case, the transport of bicycles on board of ATAC metro-rail and surface vehicles, is complete responsibility of the passenger who takes it on board and the latter must take into account the crowding conditions of the vehicle. Passengers travelling with a bicycle are personally and exclusively liable for damages they may cause to themselves, to objects, to other persons and to the service, relieving ATAC from any responsibility. Therefore they shall pay the utmost care when boarding and alighting from vehicles, during the whole journey, while placing themselves in the reserved spaces, and keep under control any protruding part of their bike.