

TRAVEL AND HOUSE RULES

We would like to offer a pleasant and safe journey for our employees and guests. For this purpose, we have drawn up travel and house rules. By publishing these, we hope to contribute to a pleasant atmosphere on the bus for both employees and guests. This is no more than logical to us. We will clarify the rules below. The "General Terms and Conditions City and Regional Transport" serve as the basis for these. The travel and house rules of Syntus, as described in this document, are a supplement to these conditions.

Pay with exact cash

We prefer that you pay with exact cash. You cannot pay with bills exceeding 20 Euros. It is important to pay with exact cash as much as possible on the bus/train. This means there is as little cash money as possible present on the bus/train, in turn benefiting the safety of your driver/inspector.

The OV-chipkaart is a valid ticket.

The OV-chipkaart is a valid ticket if you have checked in at the start of your trip in the indicated manner. You should check whether your check-in was successful. If, due to a technical failure of the system, check-in is not possible, the transport operator may ask you to purchase a different kind of ticket.

Checking in and out must be done per transport operator when you travel by train. When travelling by bus, you check in and out per vehicle.

Paying with the Syntus app

With the Syntus app, you can pay with your smartphone on Syntus' public transport. This only applies to trips for which you have a valid and activated ticket. The tickets can be purchased in the app with iDEAL and creditcard. You show your ticket to the driver and (if requested) to the service and inspection employees, and you make sure that your entire screen is visible. The ticket must be registered in the name of the person who travels with it.

Keep the bus/train clean

Throw rubbish in the waste bin and do not put your feet on the seats. Everyone likes to travel in a clean bus/train. Therefore, do not throw anything, such as wrappers, cans and gum on the floor, but make use of the waste bins. If a waste bin is not present, we ask that you take the waste outside and use the waste bin there or take it home with you. This keeps the bus/train clean for guests and colleagues after you. In order to prevent wear and filthy stains, we ask that you do not put your feet on the seats. This also gives the travellers after you a clean seat.

For safety reasons, a bus can transport no more than one wheelchair.

The buses of Syntus are equipped with one wheelchair spot, allowing disabled people to travel with us as well. Naturally, this should occur in a safe way. The wheelchair should be placed in the wheelchair spot on the bus. If seat belts are present, these should be used. Please take into account that you (or your supervisor) can independently operate the wheelchair platform (if this is not electrical).

Electric wheelchairs can ride on the bus

The guidelines for the safe transport of electric wheelchairs is that electric wheelchairs must not weigh more than 250 kg including the driver. Furthermore, the wheelchair cannot be longer than 120 cm, wider than 70 cm and higher than 109 cm. The electric wheelchairs must be secured by means of a seat belt in order to be transported safely. Only one wheelchair can be brought onto the bus at a time. Syntus wishes to stick to these guidelines, but has noticed that the compliance with these guidelines is currently not practically feasible. Syntus is currently looking for a means to guarantee these guidelines for the bus driver. Until that time, Syntus permits all electric wheelchairs.

Mobility scooters on the bus/train

Mobility scooters are not allowed on Syntus buses. In sharp bends, a mobility scooter could fall over because it cannot be secured in the bus. This leads to unsafe situations. Mobility scooters are allowed on Syntus trains, if these meet the established guidelines. These entail: not heavier than 250 kg, not longer than 120 cm, not wider than 70 cm and not higher than 109 cm.

Wheelchairs on the train

The Syntus trains are independently accessible to wheelchair users.

The use of skateboards, roller skates, inline skates and such on the bus/train is not allowed Safe travel by bus/train is not possible when you wear roller skates or inline skates in the vehicle. Particularly in case the bus/train suddenly has to brake, this could result in dangerous situations for you and your fellow passengers.

Bringing bicycles on the bus

It is not allowed to bring bicycles on the bus (there are only a few exceptions in case of special promotions). There is simply no space available on the bus for your bicycle. A folding bicycle, when folded, is allowed outside of rush hour. This to prevent hindrance to other travellers. The bus driver decides whether your folding bicycle is allowed on the bus.

Bringing bicycles on the train

Outside of rush hour and with a valid ticket, you are allowed to bring a bicycle on our trains. That means on working days before 6.30 AM, between 9 AM and 4 PM and after 6.30 PM. Folding bicycles, when folded, form an exception to this rule and can be brought without a ticket. On holidays and in the months of July and August, you can bring your bicycle on the train all day. To bring a bicycle, you need a Bicycle Day Ticket (Dagkaart Fiets). Bicycles with a combustion engine may not be brought on the train for safety reasons. Bicycles must be placed in the special bicycle area on the train. In case of a lack of space, we ask that you take the next train. You are responsible for your bicycle before, during and after the trip.

Making telephone calls and listening to music

Be considerate towards fellow travellers and try to limit sound nuisance due to telephone use or listening to music to a minimum. This means that the sound of your phone should be reduced and that conversations should not be so loud that everyone on the bus/train can hear them. Listening to music is also part of this rule. Use headphones and watch the volume.

Not allowed: Smoking, alcohol and eating food that has a distinctive smell or stains

In all the public transport, including the waiting areas and the platform, as well as in the majority of the public spaces in the Netherlands, smoking is prohibited (this is also true for electronic cigarettes). Additionally, no alcohol may be consumed on the bus/train. It is not allowed to consume food that cause hindrance because of a distinctive smell or stain. For example, you cannot eat ice cream, chips, fish or other snacks on the bus/train.

(Hot) drinks on the bus

It is not allowed to bring (hot) drinks on the bus. If the bus driver has to make an emergency stop, this could pose a danger to you and your fellow passengers. When in doubt, the bus driver decides.

Placing wheelchairs and prams

Place wheelchairs and prams in the intended space. If this space is already taken: fold the pram. For safety reasons, the aisle in the bus/train needs to be free. Therefore, you are asked to place wheelchairs and prams in the intended space. Should the balcony be taken, keep the pram folded without using the aisle. You are obligated to take your child from the pram or pushchair while driving. In this way, we limit hindrance to your fellow travellers and we help safeguard safety for you and your fellow travellers.

Safely put your luggage away

Please make sure your luggage is not in the aisle and that it cannot roll or slide during the bus ride. In this way, we can safeguard safety and limit hindrance to your fellow passengers to a minimum.

Living pets on the bus/train

A small pet that fits into a bag or basket must be put in one's lap and can travel for free on the bus or train of Syntus. Other pets must always be kept on a leash. The bus driver or Service & Control employee may always decide differently. For pets on a leash, you must purchase a 'Dog Day Card' (Dagkaart Hond) for travelling on the train. A dog can travel by bus for free.

Give up your seat to people with a disability and elderly

Please make a kind gesture to fellow travellers who may have more trouble standing for a longer period of time than you do. This allows everyone to travel safely and pleasantly with Syntus. In most Syntus buses, one or more seats are priority seats, reserved for people with a disability or elderly. Of course, you can sit there, but you should make room if another passenger needs the seat.

Are all the seats taken? Walk to the back as far as possible

When getting on the bus, walk to the back as far as possible. This allows other passengers to get on more quickly and all seats are used as much as possible. When all seats are taken, you are kindly requested to walk to the back as far as possible. This allows other passengers to get on the bus more quickly.

Want to transfer? Let your bus driver know on time

Our bus drivers do their utmost to get everyone to their destination on time. If you need to transfer, the driver will try to realise the transfer for you. It helps if the bus driver is informed on time.

Let people get off go first

Partly with regard to inspecting your ticket, you should board the bus on the front and get off at the back. Based on the instructions of the bus driver, this rule may be deviated from. For the train, you must wait boarding the train until all the people getting off have left the train. This improves flow and helps Syntus ride on time.

Keep your ticket within reach

When boarding the bus, make sure you have your OV-chipkaart or other ticket ready. This advances the flow and helps Syntus transport you to your destination on time.

Minimum age of our guests

Anyone is welcome to travel with Syntus. Children from 0 to 3 years old must be supervised by a person of 18 years old or older. In consultation with the Syntus bus driver or inspector, this rule may be deviated from. Syntus deems it highly desirable that young children up to 11 years of age are also supervised by an adult.