



## Metro's Conditions of Travel

To enable the provision of a safe, comfortable, reliable and easily accessible bus service, passengers are asked to comply with the following Conditions of Travel.

Failure to comply with the Conditions of Travel may constitute a breach of the *Tasmanian Passenger Transport Regulations (2000)*, and result in a passenger being directed to leave the bus.

When travelling with Metro, passengers must:

- Have a valid ticket for their journey;
- Carry proof of entitlement if using a Concession or Child/Student ticket;
- Not smoke;
- Not consume food or drink;
- Not interfere with a vehicle, service equipment or service;
- Not bring an animal on to a vehicle unless it is an approved guide or assistance animal;
- Not use obscene or offensive language;
- Not carry flammable liquids;
- Not carry firearms or weapons of any type;
- Not enter or leave or attempt to enter or leave a vehicle whilst it is moving or waiting at any road intersection or traffic signal;
- Not threaten with violence or abuse or wilfully assault any customer or Operator;
- Not play any instrument or gamble or play any game which may annoy or inconvenience other Customers or cause distraction to the Operator;
- Not create a nuisance or disturbance.

## Right to Refuse Carriage

Metro has the right to refuse to carry any person who is:

- Intoxicated or under the influence of drugs;
- Deemed likely to cause harm or intimidate fellow travellers; or
- Likely to cause damage to a bus.

## **Standard of Behaviour**

To help make everyone's journey a pleasant and safe one, passengers are asked to:

- Allow other passengers to alight the bus before boarding;
- Refrain from placing personal items on a seat whilst people are standing;
- Offer their seat to mobility impaired passengers;
- Not place feet on seats;
- Use headphones or earphones for personal listening devices;
- Respect other passengers by behaving in a considerate manner.

## **Mobility Aids**

While Metro does not refuse carriage on the grounds of disability, to ensure passengers' safety and comfort the following rules must be followed:

- Mobility aids may only be carried upon Metro's low floor bus services;
- Mobility aid weight must not exceed 300kg (passenger weight included) and must comply with dimension, stability and manoeuvrability standards;
- Occupied mobility aids such as wheelchairs, prams and strollers must be stationed in the designated area facing towards the rear of the bus with safety features applied;
- Passengers are permitted to carry unoccupied wheelchairs, bikes, prams, strollers and scooters provided they can be stowed away in the luggage racks.

**Please be considerate of fellow passengers and help us make everyone's journey a safe and pleasant one.**

**For further information, please call 13 22 01.**