

# Fares for the Linz centre zone

## The present Fare Regulations apply to tramways, trolley buses and buses

For information on the fares of the Pöstlingberg mountain railway (Pöstlingbergbahn) please refer to the Special Fare Regulations Pöstlingbergbahn.

Valid from 1 January 2019

### General Terms

Within the Linz centre zone, the tickets and passes of LINZ AG LINIEN, except the MINI (used as short-distance ticket) and the Job-ticket, entitle passengers to use all means of transport of the Upper Austrian Transport Association (Oberösterreichischer Verkehrsverbund, OÖVV = free choice of transport mode). For all journeys beyond the centre zone, the fare regulations of the OÖVV apply.

Tickets and blocks of tickets are available at the ticket vending machines, as pre-purchased tickets and at the LINZ AG LINIEN online shop.

- Ticket vending machines are in place for self-service at all stops along all lines of LINZ AG LINIEN, except the district lines. Tickets purchased at the ticket vending machines are valid upon issuing.
- Pre-purchased tickets are available at many tobacconists' across the city and at the LINZ AG LINIEN Info centre. They must be validated at a ticket vending machine before starting the journey. Holders of non-transferable tickets have to also enter the number of the corresponding authorisation. The validity period of a pre-purchased ticket starts with the time of validation. All pre-purchased tickets can be used for another three months after a fare change or can be exchanged for the new tickets up to six months after a fare change upon payment of the price difference. Tickets can not be validated beyond the Linz centre zone.
- The products marked with an asterisk (\*) are available also at the LINZ AG LINIEN Online Shop. Online tickets can be obtained via mobile device using the LINZ AG LINIEN ticket app (for iOS and Android) or at the LINZ AG LINIEN Online Shop at [www.linzag.at/shop-linien](http://www.linzag.at/shop-linien). All online tickets are personal and non-transferable. Please refer to the Special Terms of Use for online tickets of LINZ AG LINIEN for any further information.

### 1. Tickets and blocks of tickets

Journeys undertaken with a short or long distance ticket or a block of tickets must be started immediately and the destination must be reached via the shortest possible route. Interruptions, round trips or returns are not allowed. Changing to a different line is allowed with all tickets and is not considered an interruption.

#### 1.1 MAXI \*

- **24-hour ticket** EUR 4.50
- **6-rides-tickets (24h each)** EUR 26.20

Up to four children under 15 years can travel with the ticket holder with no extra charge. Transferable ticket. Valid for 24 hours upon validation or time of issue. The last journey must be completed within the 24 hour period.

#### 1.2 MIDI

- **Ticket for one long-distance journey** EUR 2.30
- **6-rides-tickets** EUR 13.30

##### Can also be used as 24h ticket for:

- children under 15 years. Age must be certified by means of an official photo-ID
- owners of an Aktivpass issued by the city of Linz
- persons carrying out compulsory military or social service with the relevant service card
- disabled persons with an Austrian disability ID issued by the Service Office of the Federal Ministry of Labour, Social Affairs and Consumer Protection (Sozialministeriumservice) certifying a minimum disability rating of 70% or mentioning that the owner of the ID is entitled to reduced fares according to the Austrian law on persons with disabilities (Bundesbehindertengesetz) or with the disability ID of the Austrian Federal Railways (ÖBB Österreichcard Spezial);
- senior citizens with a senior citizens ID of the Austrian Federal Railways (ÖBB Vorteils card Senior or ÖBB Österreichcard Senior)
- dogs

Up to four children under 6 years can travel with the ticket holder with no extra charge. Non-transferable if used as long-distance ticket; the ticket may however be passed on to children or persons entitled to reduced fares. If used as 24-hour ticket it is valid for 24 hours upon validation or time of issue. The last journey must be completed within the 24 hour period.

#### 1.3 MINI

- **Ticket for one short-distance journey** EUR 1.20
- **6-rides-tickets** EUR 6.90

##### Can also be used as long-distance ticket for:

- children under 15 years. Age must be certified by means of an official photo-ID
- owners of an Aktivpass issued by the city of Linz
- persons carrying out compulsory military or social service with the relevant service card
- disabled persons with an Austrian disability ID issued by the Service Office of the Federal Ministry of Labour, Social Affairs and Consumer Protection (Sozialministeriumservice) certifying a minimum disability rating of 70% or mentioning that the owner of the ID is entitled to reduced fares according to the Austrian law on persons with disabilities (Bundesbehindertengesetz) or with the disability ID of the Austrian Federal Railways (ÖBB Österreichcard Spezial);
- senior citizens with a senior citizens ID of the Austrian Federal Railways (ÖBB Vorteils card Senior or ÖBB Österreichcard Senior)
- dogs

If used as short-distance ticket, a MINI is valid for a journey of a maximum of 4 stops (not counting the stop where you boarded), but cannot be used on express bus lines and regional lines. If used as long-distance ticket, it is valid also on express bus lines and regional lines. Up to four children under 6 years can travel with the ticket holder with no extra charge. Non-transferable ticket.

#### 1.4 1h ticket

EUR 2.30

Only available as online ticket via the LINZ AG LINIEN ticket app. Up to four children under 6 years can travel with the ticket holder with no extra charge. Valid for 60 minutes upon the start of the validity period. The last journey must be completed within the 60 minutes period.

#### 1.5 Youth ticket

- **24-hour ticket** EUR 2.30
- **6-rides-tickets (24h each)** EUR 13.80
- **Long-distance ticket** EUR 1.20
- **6-rides-tickets** EUR 7.20

For young people aged 15 to 21 years. Up to four children under 6 years can travel with the ticket holder with no extra charge. Age must be certified by means of an official photo-ID.

#### 1.6 Weekly pass \*

EUR 14.70

Valid for 7 days upon validation (e.g. Wednesday to Tuesday midnight). Up to four children under 6 years can travel with the ticket holder. On Saturdays, Sundays and on public holidays, two adults and up to four children under 15 years can travel using the weekly pass. Transferable.

#### 1.7 Monthly passes

Monthly passes are valid for one month upon validation (e.g. 15 October to 14 November midnight) and entitle their holders to use also the Pöstlingbergbahn. Up to four children under 6 years can travel with the ticket holder.

##### 1.7.1 Transferable monthly pass \*

EUR 49.11

Thanks to a subsidy by the city of Linz, the sales price for this pass is only EUR 46.20. On Saturdays, Sundays and public holidays, two adults and up to four children under 15 years can travel using the transferable monthly pass.

##### 1.7.2 Senior citizens monthly pass \*

EUR 27.98

Thanks to a subsidy by the city of Linz or a participating municipality, the sales price for this pass is only EUR 25.80. The pass is valid only in combination with a senior citizens ID issued by LINZ AG LINIEN. The LINZ AG LINIEN senior citizens ID can be applied for by all senior citizens aged 63 years and older as well as younger persons if they can present proof of receiving a pension on their name from one of the statutory pension insurances, and whose main residence is in either Linz, Leonding, Wilhering, Steyregg oder Puchenu (income limit), i.e. those municipalities which have signed a corresponding agreement with LINZ AG LINIEN. The same privilege also applies to non-working persons aged 58 years or older who live in Linz or Leonding and whose spouse or civil partner already receives a pension. Holders of a LINZ AG LINIEN senior citizens ID are not eligible for fare reductions on single tickets.

### 1.7.3 Monthly pass for Aktivpass holders \* EUR 27.98

Thanks to a subsidy by the city of Linz or the municipality of Leonding, the sales price for this pass is only EUR 25.80. The pass is valid only in combination with a valid Aktivpass (a discount ID issued by the city of Linz for residents with low-income) or a disability ID issued by LINZ AG LINIEN. A special promotional activity related to the Austrian Energy Efficiency Act reduces the sales price for this pass to EUR 13.00 until the end of 2019. Thanks to a subsidy by the municipality of Leonding, the sales price of this pass is only EUR 13.00 for residents of Leonding.

### 1.7.4 Monthly pass for dogs EUR 25.80

In order to be transported, dogs must be kept on a short leash and must wear a muzzle.

## 1.8 Annual and semester passes

Annual and semester passes entitle their holders to use also the Pöstlingbergbahn. These passes are issued at the LINZ AG LINIEN Infocenter. Up to four children under 6 years can travel with the ticket holder with no extra charge.

### 1.8.1 Transferable MEGA ticket (annual pass) EUR 491.34

Thanks to a subsidy by the city of Linz the sales price for this pass is only EUR 455.00. Thanks to an environmental incentive citizens with a registered main residence in Linz pay only EUR 285.00. Valid for 12 calendar months. On Saturdays, Sundays and public holidays, two adults and up to four children under 15 years can travel using the transferable MEGA ticket.

### 1.8.2 MEGA ticket for senior citizen (annual pass) EUR 279.80

Thanks to a subsidy by the city of Linz or a participating municipality the sales price for this pass is only EUR 258.00. Valid for 12 calendar months. The MEGA ticket for senior citizens is available for all senior citizens aged 63 and older as well as younger persons if they can present proof of receiving a pension on their name from one of the statutory pension insurances, and whose main residence is in either Linz, Leonding, Wilhering, Steyregg oder Puchenau (income limit), i.e. those municipalities which have signed a corresponding agreement with LINZ AG LINIEN. The same privilege also applies to non-working persons aged 58 years or older who live in Linz or Leonding and whose spouse or civil partner already receives a pension.

### 1.8.3 MEGA ticket for students (semester pass) \* EUR 196.40

Valid for 6 months. For the winter term: September to February; for the summer term: March to August. All students studying in Linz can apply for this pass provided they have not completed their 26th year by the first day of validity of the semester pass (i.e. cut-off days: 1st March and 1st September).

- Thanks to subsidies from the federation, the city of Linz and a special promotional activity taking place until the end of 2019, the sales price of this pass for students with their main residence in Linz is only EUR 65.00.
- Thanks to subsidies from the federation and the municipality of Leonding students with their main residence in Leonding also pay only EUR 65.00.
- Thanks to subsidies from the federation and the federal state Upper Austria, the sales price for this pass is only EUR 147.00 for students with their main residence in one of the neighbouring municipalities of Linz provided the closest stop lies within the Linz centre zone.

### 1.8.4 Job ticket (annual pass) EUR 313.54

Valid only for journeys within the network of LINZ AG LINIEN (within the centre zone, not valid for the ÖÖVV network). Valid for 12 calendar months, non-transferable. The Job ticket can be obtained by employees of companies that have signed a cooperation agreement with LINZ AG LINIEN including a set solidarity contribution per employee. Thanks to a subsidy from the city of Linz, these employees can buy the Job ticket for EUR 277.20. On Saturdays, Sundays and public holidays, the ticket holder can travel together with an additional adult and up to four children under 15 years with no extra charge.

## 2. Fees and penalties

### 2.1 Fees for issuing and processing

<b>2.1.1 Issuing fee for LINZ AG LINIEN IDs</b>	EUR 8.00
<b>2.1.2 Issuing fee for lost IDs</b>	EUR 8.00
<b>2.1.3 Processing fee for forgotten IDs and personal passes (LINZ AG LINIEN and ÖÖVV)</b>	EUR 8.00
<b>2.1.4 Processing fee following written notice</b>	EUR 23.00

### 2.2 Penalties

(according to Conditions of Carriage, section K)

<b>2.2.1 Immediate payment or payment within seven days</b>	EUR 70.00
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<b>2.2.2 Payment upon written notice</b>	EUR 85.00
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### 2.3 Passenger conduct

(according to Conditions of Carriage, section E)

<b>2.3.1 Misuse of facilities</b>	EUR 70.00
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<b>2.3.2 Cleaning charge</b>	EUR 70.00
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## 3. Special entitlements

In addition to the extended transport entitlements described with the individual products, the following persons benefit from additional extended transport entitlements

- disabled persons can travel with an accompanying person and/or an assistance dog without extra charge provided the disabled persons are travelling in a wheelchair or their disability ID mentions that they require an accompanying person;
- families with an Upper Austrian family card (ÖÖ Familienkarte) or the family card issued by the Austrian Federal Railways (ÖBB Österreichcard Familie)
- (One parent buys a full-price single ticket and up to three of their own children under 15 years and the second parent can travel with no extra charge. Minimum requirement: one adult travelling with one child).

Severely disabled persons and severely disabled war veterans with a minimum disability rating of 70 % and an ID for severely disabled war veterans of the type C with a corresponding mention are entitled to be carried free of charge on tramways and line traffic busses. An accompanying person may also travel free of charge provided there is a corresponding mention in the ID for severely disabled war veterans.

## 4. Luggage, wheelchairs and buggies

(according to Conditions of Carriage section N)

Passengers are entitled to bring hand luggage without extra charge. Buggies, baby carriers and wheelchairs are transported free of charge. Passengers are required to store their luggage on board in a way not to endanger the safety and order of operation and not to bother or disturb other passengers. Passengers or their accompanying persons have to secure buggies and wheelchairs themselves with the fastening devices provided on the vehicles. The staff of LINZ AG LINIEN are not obliged to help with getting on and off the vehicles with wheelchairs and buggies.

## 5. Bicycles

(according to Conditions of Carriage section N)

Unfolding bicycles must not be brought onto the vehicles.

## 6. Living animals

(according to Conditions of Carriage section O)

Small pets are carried without extra charge provided they are inoffensive and are transported in suitable, closed containers.

Holders have to pay the fare for dogs set in the Fare Regulations even if the dog is kept in a pet buggy. Only small dogs that are carried by the passengers or are kept on their lap as well as assistance dogs for disabled persons shall be carried free of charge. Dogs must be held on a short leash and must wear a muzzle. Assistance dogs are exempt from the obligation to wear a muzzle.

## 7. Refund of tickets

Under special circumstances, we may give a refund for unused personal passes. Provided the pass is deposited at or returned to the LINZ AG LINIEN Infocenter, Hauptplatz 34, 4020 Linz without delay after the occurrence of such circumstances, we will refund the sales price less EUR 4.37 for each day of the validity period that has already elapsed counting back from the day of depositing or returning the pass.