



## WHAT IS THE CHEAPEST WAY TO TRAVEL?

For all who do not know anything about the advantages of the Bestprice-Chipcard:

- ❖ You pay the lowest possible price from the first time you use the card. You will never have to work out which tarif is the best one for you, as the system automatically calculates the best price. As you pay only for what you use, you will no longer 'lose' days (in case of illness or holiday etc.) as per the usual season ticket.
- ❖ Buy a transferable chip card from the bus driver or at our customer office at Kaiser-Josef-Platz (the card itself costs 3 €). If you don't need your chip card anymore (for example, if you are relocating), you will be refunded 3 € for the card plus the amount remaining on the card.
- ❖ You may top up your card with 10, 20 or 50 € by asking a bus driver or at our customer office. Minimal balance: 10 €.
- ❖ You must place your card in front of the electronic validating machine at the beginning of each journey (the chip card can remain in your purse, as the machine will still register that you have checked in). Check in each time you on step onto the bus. If the bus has left the stop, it will no longer be possible to check in. Beware that if a controller asks for your ticket and you have not checked in, you may be fined.
- ❖ If the check in is successful, the electronic validating machine will beep. The screen on the machine will show the period of time for which the ticket is valid. It will also show the remaining value and price that has just been debited. It will also inform you when the balance on chip card is going to run out.
- ❖ If the check in is unsuccessful, a very loud triplicate beep will sound and the machine will read either "Please swipe card again" or "Card is empty"
- ❖ If, for example, you have only 50c but the ride costs 1.20 €, you will still be able to check in. This will result in a negative balance on your card (in this case, of 50c) and you will not be able to check in until you have topped up your card. The next time you top up your card, the negative value will be deducted from the value of the top up i.e. a top up of 10.00 € on a card with a balance of -50c will result in a total value of 9.50 €.
- ❖ „Transferable“ means that the card can be used by someone other than the original owner (i.e. children, a friend, etc.) . The more often the card is used, the sooner it will switch into the weekly/monthly mode .



## HOW DOES THE BEST PRICE SYSTEM WORK?

- ❖ The debit for the first 40 minutes is 1.90 €. Within these 40 minutes no further debit will be carried out (for example if you transfer to another bus).
- ❖ A further debit carried out within 3 hours after the first (40-minute) debit amounts to 1,50 € (consequently a 3-hour-ticket costs 3,40 €).
- ❖ The next 40 minutes after these 3 hours cost 0,50 €, which is exactly the remaining difference to the cost of a day ticket. No further debits will be carried out on this day, i.e. you can be certain never to pay more than what you would have paid for a day ticket.

- ❖ Within 7 calendar days from the first debit the maximum amount payable is the price of a weekly ticket.
- ❖ Within 30 calendar days from the first debit the maximum amount payable is the price of a monthly ticket.
- ❖ On Saturdays, the maximum amount payable is the price of a Saturday day ticket.
- ❖ After 30 calendar days, a new calculation period begins.

Someone who uses the Bestprice chipcard to get to work and back each day pays only 3.80 € (two debits à 1.90 €), whereas someone who buys their tickets at a "normal" ticket vending machine pays 4,20 €. This means you save approximately 8 € per month, or a total of approximately 100 € a year!

## HOW CAN I CHECK THE DEBITS?

The calculation of the best price starts with the first debit and is not influenced by recharges of the card. In order to check the balance and the pay level you are currently in (i.e. 40 minutes, 3 hours, daily, weekly, monthly...), the customer can request a printout card statement from the bus driver or the customer relations office. This is the only way to check your current pay level.

If you are transferring from a Linie Wels bus in the core zone to a regional bus, you are required to pick up this printout card statement from the bus driver in any case, as failure to do so results in having to pay twice for travelling in the core zone of Wels. The single ride or day ticket for the regional public transport will then cover your ride from the core zone border onwards.

This is what the printout bestprice card statement looks like:

```

*****
*   sabtours Wels   *
*   CHIPKARTENINHALT   *
*****
Kartenummer:      0140748673
BESTPREISDATEN:
Bestpreis Erwachsene
Betrag:           EUR 14,40
Bewertung:        18.06.2008
Fahrscheindaten:
Monatskarte
Bis:              Do 17.07.2008 23:59
Buchungen:
10.07.2008: EUR 2,70
09.07.2008: EUR 3,20 T
05.07.2008: EUR 0,60 W
04.07.2008: EUR 3,20 T
03.07.2008: EUR 2,90
02.07.2008: EUR 3,20 T
28.06.2008: EUR 0,30 W
27.06.2008: EUR 3,20 T
26.06.2008: EUR 3,20 T
25.06.2008: EUR 3,20 T
21.06.2008: EUR 0,30 W
20.06.2008: EUR 3,20 T
19.06.2008: EUR 3,20 T
18.06.2008: EUR 3,20 T
*****
4295      11.07.2008 07:01

```

On June 21, 2008, only a further 0.30 € were deducted, as the cost of a weekly ticket had been reached. The next debit was not carried out until June 25, 2008. The "W" indicates that the weekly pay level has been reached. Similarly, a "T" stands for "day ticket level".

On July 10, 2008, only a further 2.70 € were deducted, as the monthly pay level had been reached. Under "Fahrscheindaten" you can now find the date until which your monthly ticket is effective: Thursday, July 17, 2008. Consequently, a new calculation period starts on July 18.

## REDUCTIONS FOR SENIOR CITIZENS AND HANDYCAPPED PERSONS

- ❖ Women and men over the age of 63, as well as people with a disability of over 70% are entitled to a personalised chip card, which allows them to travel at a particularly low rate.
- ❖ This personalised, non-transferable chip card has to be purchased in our customer relations office on Kaiser-Josef-Platz. Please bring a government-issued ID and a suitable photo. An annual fee (unless you are in possession of an ÖBB VorteilsCard Senior) as well as a one-time fee for the chip card have to be paid. The initial charge of your best price card (10, 20 or 50 €) can be carried out by our customer relations office as well as by the bus driver. Minimum charge: 10 €.
- ❖ For every ride, the chip card has to be validated at the electronic validating machine as soon as you step onto the bus.
- ❖ The debit for 30 minutes is 1,20 €



- ❖ No further debit within 30 minutes – only registration of the ride.
- ❖ After 30 minutes another debit of 1,20 € for another 30 minutes.
- ❖ On Saturdays, a one-time debit of 1,20 € for the entire day.
- ❖ Within 7 calendar days from the first debit the maximum amount payable is the price of a weekly ticket.
- ❖ Within 30 calendar days from the first debit the maximum amount payable is the price of a monthly ticket.
- ❖ After 30 calendar days, a new calculation period begins.
- ❖ Attention! You are only entitled to single ride or day tickets at the reduced rate if you are in possession of a valid ÖBB VorteilsCard Senior!
- ❖ The Social services unit of the municipality of Wels hands out passes and vouchers for senior citizens and handicapped persons. The vouchers can be loaded onto your chip card at our customer office. They are valid until the 31<sup>st</sup> of January of the subsequent year, they are not transferable and must not be separated from the pass. The passes for the following year can be picked up as of November.
- ❖ The relevant calendar year must be activated on the chip card. The activation will be effected upon presentation of a valid ÖBB VorteilsCard or payment of the annual fee. In the newly activated year, any credit remaining from the previous year can be used up until the 31<sup>st</sup> of January. The new calendar year must be activated no later than that, otherwise validation of your chip card on the bus will not be possible. However, no remaining credit will be lost.

## A RIDE WITHOUT A CHIP CARD?

Single-ride and day tickets for inner-city destinations as well as 19 destinations outside of Wels can be obtained at the self-service automats on the busses or on Kaiser-Josef-Platz. These automats are equipped with a money change and “Quick” cash function, but do not accept notes. The display is easy to read and the handling is simple:





- ❖ Choose the relevant card type (long distance, day ticket, single ride centre, youth 15<21, full price, reduced price)
- ❖ Fare will be displayed
- ❖ 19 destinations outside of Wels (e.g. Linz, including the core zone of Linz) can also be chosen
- ❖ Weekly and monthly tickets for destinations outside of Wels (e.g. for commuters Wels-Linz) can only be obtained at the train station or in regional buses. On Linie Wels buses, these tickets are valid without having to be validated.
- ❖ Our bus drivers carry change. However, please take into account that occasionally (i.e. in case of popular demand for this service), the amount may be insufficient.
- ❖ Should you not have enough coins on you and be unable to pay by Quick Cash, you can purchase a best price chip card for 10€ from the bus driver (3€ deposit). The card will show a balance of 7€. Please validate this card every time you step onto the bus and you will be guaranteed a ride at the lowest possible rate.
- ❖ Tickets must be purchased and validated before or immediately after you step onto the bus. Once a ticket control has started, it will no longer be possible to purchase tickets. The automats will be deactivated during the control.

## **FREE RIDE FOR STUDENTS AND APPRENTICES**

- ❖ The free ride pass has to be carried and ready for controls at all times. If you forgot your free ride pass, you will be handed a payment form together with an information sheet in case of a control. If a copy of the valid free ride pass is faxed to the company "Securitas" (Fax number 0732 341717-34, both sides of the pass, including telephone number for inquiries in case the copy is illegible) within 3 days of the control, only a handling fee – but not the higher penalty fare – has to be paid.
- ❖ If a student or apprentice who has forgotten to bring along their free ride pass informs the driver of this upon stepping on the bus, the controllers will be notified by the driver. In this case, the student/apprentice will also be given a payment form and information sheet, but no handling fee has to be paid after a copy of the valid pass was faxed to the company "Securitas".
- ❖ Young customers who own a Youth-net-ticket (69 €) are free to use public transport all over Upper Austria from 1<sup>st</sup> of September till 30<sup>th</sup> of next September. Available in the customer office.

## **CUSTOMER OFFICE LINIE WELS**

Kaiser-Josef-Platz/Verkehrinsel

open Monday-Friday 9 am to 1 pm, on school days 9 to 12:30 and 1 to 5pm

Phone: 07242 44212, Fax: 07242 350441, Email: [liniewels@sabtours.at](mailto:liniewels@sabtours.at), [www.liniewels.at](http://www.liniewels.at)

You can also have the value of parking coins (0.35€ per piece) charged onto your chip card in the Linie Wels customer office.