

Transport conditions

August 2026



www.gestramvia.it

Indice

CHAPTER 1 - General conditions of Carriage	4
CHAPTER 2 - Travel documents.....	4
CHAPTER 3 - Validation of tickets and travel documents	6
CHAPTER 4 - Free circulation on trams & circulation at a reduced price.....	6
CHAPTER 5 - Transport of children	7
CHAPTER 6 - Transport of animals	7
CHAPTER 7 - Transport of luggage.....	8
CHAPTER 8 - Transport of bicycles.....	9
CHAPTER 9 - Verification of the conditions of travel and violation of the conditions of Carriage	11
CHAPTER 10 - Safety rules, prohibitions and sanctions	14
CHAPTER 11 - Further prohibitions	15
CHAPTER 12 - Additional sanctions.....	16
CHAPTER 13 - Complaints	17
CHAPTER 14 - Registered office	17

CHAPTER 1 - GENERAL CONDITIONS OF CARRIAGE

1. Users of the GEST transport service, in order to use the service itself, are required - pursuant to Article 25 of the Regional Law 31/07/1998, no. 42 and subsequent amendments and additions - to obtain a valid and suitable travel document recognized by the Company before boarding the tram, and to keep it for the duration of the journey and at the stop. The journey is considered concluded after leaving the tram car.
2. Travel documents are not transferable after the start of the trip.
3. Payment for transport must also be made for luggage in excess of that admitted free of charge, and for animals admitted for a fee.
4. In order to be recognized as valid, travel documents must be validated and used according to the provisions contained in these conditions.

CHAPTER 2 - TRAVEL DOCUMENTS

1. The travel documents valid on the tram are those issued by Autolinee Toscane S.p.A..
2. TICKETS:
 - a. The single ticket, where provided, allow you to use the GEST service until you get off the tram car in which it was validated.
 - b. The hourly ticket allows you to use the GEST service for the indicated validity time, which starts from the moment of validation on the tram. Once the validity period has expired, passengers must get off the vehicle at the first useful stop. On the other hand, once the validity period

has expired, if passengers still intend to use the service, they will have to validate a new ticket.

- c. The single ticket is valid for the journey of only one passenger and must be validated only once.
- d. Multiple tickets can be used by one or more people at the same time and must be validated as many times as the corresponding number of passengers.

3. SUBSCRIPTIONS & PASSES:

- a. Subscriptions are personal and can only be used by the owner.
- b. The type of pass shown must correspond to that indicated on the ID card that accompanies it, where applicable. In the event that the card is not provided, the season ticket must be accompanied by a valid personal identity document.
- c. Season tickets must always be completed as required by the rules of use shown on each travel document.
- d. Monthly passes are valid from the first to the last day of the calendar month for which they were issued.
Other subscriptions are valid for the indicated number of days.
- e. If the type of season ticket allows you to travel only on some lines, season-ticket holders can also use the other lines only for the sections of the common route.
Subscribers and ticket holders are granted the right to get off the tram of the line having the section in common at the stop immediately following the junction with the related subscription line, only when there is no stop at the junction. Otherwise you can get off only at a shared stop, with the exception of the one immediately preceding the junction.

CHAPTER 3 - VALIDATION OF TICKETS AND TRAVEL DOCUMENTS

1. Travel tickets must be validated with the special validating machines placed on the tram.
Tickets must be validated as soon as you get on the first tram used for the journey.
Validation of subscriptions must only be carried out on first use.
2. The passenger is required to check that the validation has taken place correctly.
Otherwise he must report the irregularity to the driver of the tram on which the validation was carried out.
3. Only travel tickets for which this is expressly provided for must not be validated.

CHAPTER 4 - FREE CIRCULATION ON TRAMS & CIRCULATION AT A REDUCED PRICE

1. Those entitled to a suitable title/travel document or a suitable identification document and/or certificate and/or card issued by the body to which they belong and/or specific authorization, are admitted to free circulation on trams and to circulation at a reduced price.

CHAPTER 5 - TRANSPORT OF CHILDREN

Children under the age of 11 travel free of charge when accompanied by an adult. For details on how free travel applies, please consult the full travel rules at www.at-bus.it/trasporto-bambini.

The following conditions of carriage also apply:

- **Children under the age of 10** must be accompanied by a parent with parental responsibility, a legal guardian, a foster carer, or another person legally responsible for the child.
- **Minors aged 10 to under 18** must be accompanied by a parent with parental responsibility, a legal guardian, a foster carer, or another person legally responsible for them. They may travel with another accompanying adult aged 18 or over only if that person has been expressly authorised by one of the aforementioned persons through a written authorisation form, which the minor must carry when using the service. Minors may travel unaccompanied only if authorised by one of the aforementioned persons through a written declaration issued in the form of a statutory declaration pursuant to Article 47 of Presidential Decree No. 445/2000. The minor must carry this declaration when using the service. To assist passengers, a template is available for download [here](#).

CHAPTER 6 - TRANSPORT OF ANIMALS

1. Free access of pets is allowed on local public transport, within the limits of one animal per passenger.

2. Dog owners are obliged to use a leash and muzzle, with the exception of those intended for the assistance of blind people. However, the use of a pet carrier as an alternative to the muzzle is allowed.
3. Other types of pets must be kept in special carriers.
4. The pet owner carrying the animal on local public transport must ensure that it does not cause dirt or disturb or damage the other passengers or the tram cars.
5. The animal can be removed, at the sole discretion of the Company personnel, in the event of significant crowding, if it can disturb other passengers.
6. In any case, the person accompanying the animals is required to pay compensation for damage or harm caused to things and/or people.

CHAPTER 7 - TRANSPORT OF LUGGAGE

1. Each passenger can carry only one piece of luggage or parcel free of charge, with dimensions not exceeding 50X30x25 cm, and weighing no more than 10 kilos.
The following can also be transported free of charge:
 - Pushchairs and strollers for children;
 - Small musical instruments;
 - Fishing rods and skis;
 - Shotguns, provided they are disassembled and kept in their case.
2. Baggage or packages of larger dimensions, up to a maximum of 80x45x25 cm and weighing no more than 20 kilos, can be transported, in number not exceeding two for each passenger, upon payment of a ticket for each.

3. The transport of luggage or parcels exceeding the dimensions of 80x45x25 cm and the weight of 20 kilos is forbidden.
4. Luggage, parcels and other baggage must be placed on the ground in such a way as to cause as little discomfort as possible to other passengers and, in any case, so as not to hinder the passage of other passengers to and from the doors.
5. Without prejudice to the prohibition of and the related sanctions referred to below in relation to the transport of dangerous materials, the transport of foul-smelling materials or materials that could soil the tram, or disturb or cause annoyance to passengers, is forbidden.
6. The transport of luggage and/or parcels can be refused, at the sole discretion of the Company personnel, when trams and lines are crowded.

CHAPTER 8 - TRANSPORT OF BICYCLES

1. It is allowed to get on and get off the trams carrying bicycles in the following periods:
 - a. WEEKDAYS AND SATURDAYS:
 - I. from 05:00 AM to 07:00 AM
 - II. from 10:00 AM to 5:00 PM
 - III. from 8:00 PM to 12:30 AM
 - b. SUNDAY AND HOLIDAYS:
 - I. all day.
2. The driver can limit access in the event of:
 - a. significant passenger turnout;
 - b. other justified reasons.

The Company reserves the right to evaluate further limitations.

3. The transport of bicycles is allowed only in the trams where access is indicated, with a special symbol placed at the end of the tram car. A maximum of 2 bicycles per tram car are allowed. Bicycles must always be placed safely in the space on the opposite side from the cabin where the driver is driving, and they must be fastened with the appropriate supports.
4. The passenger is responsible for the bicycle during transport. In particular, whoever transports the bicycle is responsible for the damage it can cause to things or people (including themselves), thus exonerating the Company from any responsibility. Furthermore, the passenger must pay the utmost attention both during the trip and in the access / exit path from the tram cars to the stops, making sure that the bicycles have clean wheels and do not damage the tram cars in any way.
5. Passengers with bicycles getting on the tram have the right of way; instead, while getting off the tram, passengers without a bicycle has the right of way.
6. The following rules must be observed:
 - a. the bicycle cannot be longer than 180 cm;
 - b. each passenger can carry only one bicycle;
 - c. the transport of up to a maximum of two bicycles is allowed;
 - d. it is mandatory to place and fix the bicycle within the delimited spaces;
 - e. it is forbidden to lean the bicycle against the walls;
 - f. passengers with bicycles must take every precaution in order to avoid risks or hindrance;
 - g. it is mandatory, before the tram departure, to secure the bicycle with the appropriate devices, constantly guarding it during the whole journey;

- h. children under the age of 12 can only get on the tram with the bicycle if accompanied by an adult;
 - i. electric bicycles are allowed; tandems are not allowed.
- 7. In case of evacuation, the bicycles must be left on board the tram. The bicycles will be recovered later by the personnel and the return to the owners will take place upon presentation of a valid ID document.
The aforementioned procedure also applies in the event of a lost bicycle.
- 8. Violators of the provisions of this regulation will be subject to the administrative sanction provided for by Presidential Decree 753 of 11/07/1980.

CHAPTER 9 - VERIFICATION OF THE CONDITIONS OF TRAVEL AND VIOLATION OF THE CONDITIONS OF CARRIAGE

- 1. Pursuant to art. 25, 1st paragraph, of the L.R. 42/1998, as replaced by L.R. 33/2003, service users are required to show a valid travel document, at the request of the supervisory personnel in charge of the Company, both on board the trams and at the exit stop.
- 2. The personnel in charge, equipped with a special identification document issued by the Company, can also operate in civilian clothes and can directly collect, by issuing a receipt, the amount of the administrative sanction applied, in whole or in part.
- 3. Pursuant to art. 25, 3° paragraph, of the L.R. 42/1998, as a substitute for L.R. 33/2003, service users who are found by security personnel without a travel document (for themselves, animals or luggage) or with an irregular travel document, are subject to an administrative penalty fare from € 40.00 to € 240.00.

Pursuant to the same law, this fine can be paid in the minimum amount (€ 40.00) directly to the inspectors appointed by the Company, or in any case in the following 5 days at the competent Company offices.

The possibility of reduced payment remains unaffected, pursuant to L.R. 81/2000, as equal to double the minimum (€ 80.00), within 60 days of the event and in the manner prescribed by the Company.

The reimbursement of administrative costs in the amount of € 5.00 is also due.

4. The additional obligations that users of tram transport services must comply with are established by the Regulations of the Regional Council.
5. The personnel referred to in the aforementioned point 2 is also responsible for supervising compliance with the aforementioned additional provisions and for applying, where necessary, the required sanctions.
6. Pursuant to art. 25, paragraph 4, of the L.R. 42/1998, as replaced by L.R. 33/2003, failure to comply with the aforementioned additional obligations implies the application of administrative pecuniary sanctions from € 10.00 to € 60.00. These penalty fares can be paid according to the procedures set out in point 3.
7. The supervisory personnel appointed by the Company is qualified by the law as a Public Official and will contest the aforementioned violations with a specific assessment report.
8. For this purpose, the infringing user is required to show a valid personal identity document and, if failing to do that, they must provide their personal details orally; the refusal to provide personal data will be prosecuted pursuant to art. 651 of the Penal Code.
9. In the event that personal data are provided verbally, the supervisory personnel will be able to carry out the appropriate checks on the accuracy and authenticity of the statements, and any

false declarations will be prosecuted pursuant to art. 496 of the Penal Code.

10. The user of the service is considered without a suitable and valid travel document even when:

- a. despite being in possession of the ticket:
 - I. they failed to validate it as soon as they got on the tram, or
 - II. the hourly ticket is used beyond the time of validity, or
 - III. on the ticket there are more validations than those required by the type of ticket, or
 - IV. the ticket shows signs of alteration or counterfeiting;
- b. despite having a subscription:
 - I. they have not validated it or filled it in as intended, or
 - II. the subscription has expired or is accompanied by an expired identification card, or
 - III. the passenger does not hold an identification card, or
 - IV. a subscription with a rate that does not correspond to that provided for by the card is used, or
 - V. the season ticket or identification card show signs of alteration or counterfeiting.

11. The user is also considered to be without a suitable travel document when:

- a. they declare to be subscribers but are unable to show the subscription, or

- b. they are in possession of the card or pass without a subscription, or
- c. they use a season ticket without being in possession of an identification card.

In this regard, users without a travel document who, within 5 days following the assessment, are able to present their duly validated personal season ticket - prior to that of the assessment - to the competent Company offices, are subject to the payment of only the reimbursement of the administrative expenses.

12. In the event of counterfeiting, alteration or cancellation of the validation of the travel document, it will be withdrawn by the security officers who have ascertained the violation.

In this case the violator, in addition to being subject to the administrative sanction referred to in point 2, will be issued a further sanction for the violation of articles 465 or 466 of the Penal Code, decriminalized pursuant to Legislative Decree 507/1999.

13. Any crimes ascertained by the supervisory personnel will be prosecuted in compliance with Criminal Law.
14. Ordinances and injunctions referred to in art. 18 of Law 689/1981 will be sent within 365 days from the date of ascertainment of the infringement.

CHAPTER 10 - SAFETY RULES, PROHIBITIONS AND SANCTIONS

1. Although not specifically provided for and referred to below, the provisions and penalties referred to in Presidential Decree 753 of 11/07/1980 apply in matters of police, safety and regularity of the operation of transport services.

2. Anybody who uses the service offered by GEST is required to observe the provisions contained in the “General Conditions of Carriage” as well as to comply with the warnings, invitations and provisions relating to the order and safety of the operation of the service issued by the Company and/or by the appointed personnel.
3. Passengers must use all necessary precautions and ensure, insofar as it depends on them, their own safety and the safety of people, animals and things they are in charge of.
4. The personnel in charge can prevent access to the tram cars or remove from them, without the right to any refund, people who are drunk, who offend decency or give scandal or disturb other passengers, and who refuse to comply with the order or safety requirements of the service set by the appointed personnel.
5. On all tram cars, the seats indicated with a specific plate are reserved for certain categories of people. They must be left at the disposal of those who make request of them. However, it is polite to give seats to older people.

CHAPTER 11 - FURTHER PROHIBITIONS

1. For one's own safety and that of others, it is forbidden:
 - a. to get on the tram when the cars are declared "full";
 - b. to open the doors or to get on and off while the vehicle is still moving;
 - c. to get on and off when the doors are closing;
 - d. to travel without holding onto the special supports while the vehicle is moving;
 - e. to stop near the access doors, lean against them or otherwise obstruct the boarding and the transit of passengers to the exit doors to get off.

The Company declines all responsibility for the consequences resulting from non-compliance with the prohibitions aforementioned.

2. It is also forbidden:
 - a. to hinder the performance of the service;
 - b. to remove or alter signs, labels, flags, notices and anything else affixed inside and outside the trams;
 - c. to carry out, on board the trams, the activity of seller of goods and services as well as to distribute or post objects or prints and fundraising in any capacity, with the exception of the people for the purpose expressly authorized by the Company;
 - d. to perform activities as a singer, player or other similar performances;
 - e. to distribute propaganda material in the absence of specific Company authorization.

Violators, following the withdrawal of their tickets or travel cards/subscriptions, will be removed from the tram without the right to any refund.

CHAPTER 12 - ADDITIONAL SANCTIONS

1. For violations or infringement of the listed prohibitions, sanctions are envisaged based on:
 - a. legal provisions for those who harm the safety of passengers or cause damage to property or to tram cars;
 - b. pursuant to Presidential Decree 753 of 11/07/1980.

CHAPTER 13 - COMPLAINTS

1. Any complaints regarding the progress of the service or relating to any irregularities or anomalies must be sent completed with signature and delivered to the Company Management at the registered office, or at the address: info@gestramvia.it.

CHAPTER 14 - REGISTERED OFFICE

GEST S.p.A. - Via dell'Unità d'Italia, 10 - 50018 Scandicci (Florence) - Italy.

