



Welcome on board

A guide to travel within Västmanland

Hi!



This guide tells you how to travel by bus or train in Västmanland, how to pay and which different types of tickets there are.

For both your safety and that of other's no cash is handled on board. There are many other ways in which you can purchase your journey.

If you would like further information, please visit our website at vl.se or call VL's Customer Centre on **0771-22 40 00**.

Welcome
on board!





Economic. Climate smart. Convenient.

There are many benefits to choosing public transport over your own car. You save money each time you travel. There is quite simply more money left in your wallet.

By travelling together with others you are contributing to a better environment. The more people that use public transport, the less emissions are produced that are harmful to the environment and our health. Substantial efforts are needed to stop climate change, which require the participation of everybody. We are therefore replacing all our old buses with more modern, new biogas buses. The aim is for all of our buses to be powered by biogas by 2020.

The biogas that powers our vehicles is produced locally by household food waste, ley crops and grease trap sludge from restaurants and catering services. This delivers cleaner air through reduced emissions of greenhouse gases.

It is not just economic and climate smart to travel with us. You will also discover how convenient it is to take the bus or the train to work or school, to access leisure activities or to attend evening entertainments. It allows you a moment for your own thoughts.

Finding your journey

A blue speech bubble graphic with a white outline, containing the text 'Finding your journey' in white. The bubble is positioned in the upper right quadrant of the page, overlapping a blurred background of a train platform. The background shows a train with blue and white stripes on its side, and a person in a white uniform walking on the platform. The overall scene is bright and sunny, with green trees and a clear sky visible in the distance.

Go to vl.se

At vl.se there are both timetables and a journey planner to help you quickly find your journey. Click on the icon for either bus or train journeys. Then enter:

- Where you want to travel from, and where you are going
- What time you want to depart or arrive

The journey planner then gives you suggestions for the best route.

Use our mobile app “VL”

You can also use the “VL” mobile app to find your bus journey. You can search in the journey planner, find timetables, view bus stop times and where the bus is located. Furthermore, the app enables you to buy a ticket. *Read more on pages 11-12.*

Contact VL’s Customer Centre (KundCenter VL)

If you have any questions, you are always welcome to call VL’s Customer Centre on 0771-22 40 00.

Would you like further information about your train journey?

→ resplus.se → resrobot.se → sj.se → tagibergslagen.se → tim.se

Buying your ticket



Ticket options

In this section you can read more about what ticket options there are for train and bus journeys. We have products suitable for different types of passengers.

Whatever you choose, don't forget to save your ticket for the entire journey.

Also bear in mind that you cannot use cash to pay on board our buses.

Current prices and products are available at vl.se or by calling VL's Customer Centre on 0771-22 40 00.

! Have your ticket ready before you board the bus or train.

Travelling by train

To travel by train you can either use the travel card (Resekortet) or buy a specific train ticket. At VL's Customer Centre at the Central Station in Västerås you can buy tickets for TiM, SJ and Tåg i Bergslagen. Bear in mind that VL's single tickets and travel funds (reskassa) are not valid for train journeys.

How to use the travel card

VL's travel card, which is loaded with a commuter card, county card, youth card or a 10-trip Multi journey card, can be used to travel by train for selected routes within Västmanland County. Read more about the *travel card and which products you can choose from on pages 14-17.*

For train travel, the card must always be registered in VL's automatic machine on the platform before boarding. Display your travel card to the automatic machine and you will receive a receipt. You must always keep the receipt together with your travel card as it constitutes your ticket.

On trains the travel card is valid for just one person per trip.

Would you like further information about your train journey?

→ resplus.se → resrobot.se → sj.se → tagibergslagen.se → tim.se

Travelling by bus

If you are going to travel by bus you can choose to travel with a single ticket or a travel card (Resekortet). You can charge the card with an optional product and/or travel funds. Read more about the *travel card and which products you can choose from on pages 14-17.*

Do you want to travel with a single ticket?

You can choose between buying a mobile ticket, a single ticket for use within 30 days and paying on the bus with a debit card or travel funds.

For journeys within Västerås municipality there are further options

Read more at → www.vl.se/biljetter/vara-biljetter/enkelbiljetter or contact the VL Customer Centre on 0771-22 40 00

Buying a mobile ticket via the "VL" app

The "VL" app is a flexible way for you to search for journeys and buy individual tickets. You can:

- Find timetables
- View bus stop times and precisely where the bus is located
- Search for/buy travel
- View history of tickets you have purchased
- Change region. The app provides access to some 15 different county transport services.

The “VL” app is free and available in Appstore, Google Play or Windows Phone Store.

Do as follows:

- 1.** Download the app “VL”.
- 2.** Select payment method. Choose between debit and credit card or invoice with no additional costs. You only need to do this once, before you buy your first ticket. To use the invoice service you have to be a Swedish citizen. However, all foreign MasterCard’s and Visa cards can be used in the app.
- 3.** Buy your ticket, 20 minutes before departure at the earliest. You will then find the tickets you have purchased under ”Tickets”.

Bear in mind that the transfer period for your ticket starts to apply immediately on purchase.

Buy Single Ticket 30 days

You can buy a single ticket for use within 30 days from purchase at VL’s Customer Centre, from VL’s full service agents and on My Pages (Mina Sidor) at vl.se. The ticket is thus only activated when you get on board the bus and display it to the reader.

When the ticket has been activated, it has a transfer period of 1-2.5 hours, depending on which route you are travelling. Ask the driver if you are unsure of what applies for your particular ticket.

Bear in mind that you are personally responsible that the ticket is readable when you are going to use it.

Paying on the bus

You can buy a single ticket with a debit or credit card on the bus. You can also use travel funds to pay if you have it loaded on your travel card (Resekortet).

Ticket control

You need a valid ticket in order to travel. Don't forget to save your ticket for the entire journey. If you travel by train you have to register your travel card in VL's automatic machine on the platform before boarding. Keep the receipt together with your travel card as it constitutes your ticket. If you are not able to display a valid ticket for inspection you will have to pay an additional charge. Misuse of cards can lead to the driver or inspector confiscating the card. In such cases the journey is regarded as unpaid.

Repurchase

Repurchase of VL's products and tickets is permitted according to our terms and conditions of purchase and travel, see vl.se

The Travel Card (Resekortet)

The travel card is a good option, regardless of how much you travel and whether you are travelling by bus or train. You can buy the card at our Customer Centre or from a full service agent and load it with an optional product and/or travel funds.

Loading products

Travelling with any of our products is cheaper than using single tickets. You can load each travel card with an optional product applying to an age category and an area of validity. So, if you wish to use several different products you need to have several different travel cards.

If you choose to load your travel card with any of our Multi journey cards, you obtain a fixed number of journeys that you can use whenever you want.

If you choose to load the travel card with a period card you can travel as much as you want for a fixed period.

Read more about our products on the next page.

Loading travel funds (reskassa)

Travel funds functions as a pot of money with which you can pay for your single bus ticket when you get on board. With travel funds you are never committed to a particular time, route or age category. You cannot use travel funds for train journeys.

Several people can travel on the same card

Several people can travel on your travel card (Resekortet) if you have loaded it with a Multi journey card. The passengers have to belong to the same age category, or alternatively the card has to be valid for the Adult price category. Tell the driver before you register to travel so that the right number of fares are deducted. Applies solely to bus journeys.

You can load your travel card here

- My pages (Mina Sidor) at vl.se
- VL's Customer Centre at the Central Station in Västerås
- VL's Customer Centre at Vasagatan/Munkgatan in Västerås City
- VL's full service agents
- On the bus, card payment only

Load the right product onto your travel card

The tables below show which options are available for youths, adults or seniors.



Youth

Applies from age 7 until the day before your 20th birthday.

Product	Number of trips	Transfer period	Bus travel	Train travel	Validity
Multi journey card 40 trips	40	1 hour	Yes	No	Within selected city services*
Multi journey card 10 trips	10	3 hours	Yes	Yes	For a fixed route/zone
Commuter card 30 days	Unlimited during the period	Unlimited	Yes	Yes	For a fixed route/zone
County card 30 dagar/ 365 dagar	Unlimited during the period	Unlimited	Yes	Yes	Within Västmanland county
Youth card	20	2 hours	Yes	Yes	Within Västmanland county

* Applies either within Västerås municipality or within city services in one of the Fagersta, Köping, Norberg or Sala urban areas.

Adult

Applies from age 20 and upwards.

Product	Number of trips	Transfer period	Bus travel	Train travel	Validity
Multi journey card 40 trips	40	1 hour	Yes	No	Within selected city services*
Multi journey card 10 trips	10	3 hours	Yes	Yes	For a fixed route/zone
Commuter card 30 days/ 365 days	Unlimited during the period	Unlimited	Yes	Yes	For a fixed route/zone
County card 30 dagar/ 365 dagar	Unlimited during the period	Unlimited	Yes	Yes	Within Västmanland county

Senior

Applies from age 65, solely within Västerås municipality.

Product	Number of trips	Transfer period	Bus travel	Train travel	Validity
Multi journey card 40 trips	40	1 hour	Yes	No	Within Västerås municipality
Multi journey card 10 trips	10	3 hours	Yes	Yes	Within Västerås municipality
Commuter card 30 days	Unlimited during the period	Unlimited	Yes	Yes	Within Västerås municipality
County card 30 dagar/ 365 dagar	Unlimited during the period	Unlimited	Yes	Yes	Within Västmanland county

My Pages (Mina Sidor)

You can obtain further benefits with your travel card (Resekortet) by registering it on My Pages at vl.se. Creating an account on My Pages is simple, doesn't cost anything and is quick to set up. You can then register your travel card with the number and code to be found on the reverse of the card. My Pages is only available in Swedish.

Loading your travel card online

Once your card is registered on My Pages, you can load the card directly online. Your account also shows what you have left on your card.

Lost Card Guarantee

Your registered travel card is also covered by our Lost Card Guarantee. This means that you will receive a new card if you block it via My Pages. It is loaded with everything that was on the card when you blocked it. Starting from the third card you have to pay an administration fee. Bear in mind not to deregister your blocked card before receiving your new one.

One account – several travel cards

On My Pages you can link several travel cards to your account and furthermore use a joint travel funds. This makes things easier if you are a family with a lot of cards, or if you have several cards yourself.

You can
register and log
in on My Pages
up here!





Getting on



If there are seat belts on the bus, please use them for your safety and that of others!

Taking children with you

Two children under the age of 7 can travel on the bus free of charge together with a paying passenger. A youth ticket is required, starting from the third child. For safety reasons, children under age 7 are not permitted to travel alone.

Other prices and rules can apply on trains. Refer to the respective company for their rules.

Buggies, walkers and wheelchairs

Buggies, walkers and wheelchairs may be taken on board if there is room. The driver decides what is permitted. They must not be placed in such a way as to block the central aisle. They must always be locked with a brake and secured with straps if available. Children must not be left unattended in buggies. Children must be supervised throughout the journey.

VL complies with the Swedish Public Transport Association's recommendations for wheelchairs. This means that only wheelchairs with four wheels with the following dimensions and weight may be taken onto the bus:

- Total length: 120 cm
- Total width: 70 cm
- Total weight: 300 kg, chair and passenger together

Taking animals with you

Dogs, cats and other small pets travel free of charge on the bus. They must be on a lead or in a cage/basket. The driver has the right to dismiss you if your animal is disruptive for fellow passengers or staff. We direct passengers with animals to the rear of buses, and to dedicated areas on trains.

Everybody should feel at ease

Safety is a top priority on buses and trains. There are therefore a number of aspects to which we all need to give some additional thought.

- At the bus stop and on board the bus you are not permitted to smoke, drink alcohol, use inlines or skateboards, or put your feet on the seats or other fittings.
- Drunk or disorderly persons can be refused entry or put off the bus.
- Give up your seat to someone who needs it more than you do.
- Luggage must be positioned in such a way that it is not an inconvenience or a hazard to other passengers.
- You may only eat on the bus if you do not leave litter/ make a mess or inconvenience other passengers.

For further terms and conditions of purchase and travel, see vl.se

Bear in mind that

- It is a good idea to use reflectors when it is dark. The driver can then see that you are waiting at the bus stop. Other road-users will also be better able to see you when walking to and from the bus stop.
- For safety reasons, buses that are in motion or have left the stop may not let passengers on or off.
- When several buses stop at the same time at a stop, bus number two will not move forward and stop again. The third and succeeding buses will on the other hand stop once more.
- When the bus is parked at a terminus, passengers might have to wait before boarding. This is because it is the driver's only chance to have a short break.
- The bus normally changes its sign to indicate the relevant route a couple of minutes before departure, it might consequently say not in traffic (Ej i trafik) on the bus at the terminus.
- The transfer period for your ticket enables you to change bus or train and also start your return journey.



Getting off

On the train

If you are travelling by train, all you need to do is keep a check on the station at which you will be getting off. The train stops automatically at all stations.

On the bus

If you are travelling by bus there are clearly visible red buttons with the word **"STOP"**. The buttons are located on the handrails or on the ceiling. Pressing a button signals to the driver that you want to get off at the next stop.

Once you have pressed the button, please check that the stop sign **"STANNAR"** is lit in the bus. If you feel unsure about where/when you should get off, please ask the driver for assistance.

You normally get off through the rear doors in order to avoid passengers who are boarding. You can also get off at the front, but this is at the discretion of the driver.

If you need a bit more time

There are also other types of stop buttons on our buses. They may be green or blue with various symbols such as an eye, a baby buggy, a wheelchair or a person with a stick. All buttons have the same function and you use one of them if you want the driver to be particularly attentive when you are getting off.

Good to know

Autogiro

If you travel frequently, it is worth buying a travel card (Resekortet). Autogiro makes it even cheaper and furthermore simple to pay. You pay monthly for the first ten months and you get the final two months into the bargain. All you need to do is to ensure that there is money in your account on the last two banking days of each month.

Autogiro can only be taken out for adult commuter and county cards, not for senior or youth. You choose yourself the month from which the card should start to apply. The travel period always starts on the first of each month. You can cancel your subscription whenever you want.

A lost card guarantee is also included, which means that should your card be lost then we block it and you receive a new one. There is no additional charge. Commuter cards paid with autogiro should not be registered on My Pages (Mina Sidor).

Application forms for autogiro are available at VL's Customer Centre or downloaded from our website at vl.se. Bear in mind that we need your order no later than the 15th of the month before you want to commence your travel.

Terms and conditions of purchase and travel

Terms and conditions of purchase and travel regulate issues that can arise between VL and our customers. They apply for all bus and train journeys within Västmanland County and journeys over county boundaries which are made with tickets issued or approved by VL. The conditions are available in full at vl.se

Travel Guarantee

We want you to be confident that you will arrive safely and securely when travelling with us, however, things do go wrong. For example, buses can break down and drivers can fall ill. If you are affected, we want to do the right thing. We therefore have a Travel Guarantee. The travel guarantee leaflet is available from VL's authorized agents, the VL Customer Centre or it can be downloaded from our website vl.se

We would like to have your application for compensation no later than one month after the incident.

You can also read about your rights as a train passenger at:

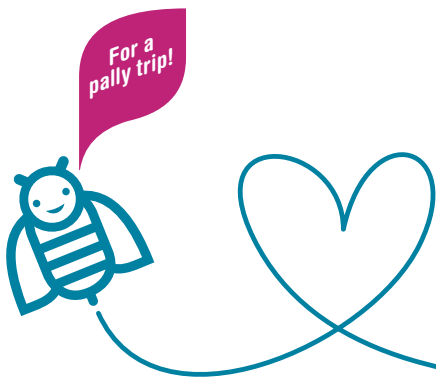
→ http://europa.eu/youreurope/citizens/travel/passenger-rights/index_sv.htm

! This guide is provided subject to any amendments and printing errors.

Help us to improve

We care about what you think! So please contact us via vl.se or at our VL Customer Centre.

Postcards are available at our Customer Centre where you can give your points of view. Hand them in there or send them to us at no cost.



vl.se • VL Customer Centre 0771-22 40 00