carris

REGULATION

SPECIAL REDUCED MOBILITY SERVICE

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1. Description of the Service

The Special Reduced Mobility Service is an occasional door-to-door transport service, provided by prior booking and limited to the city of Lisbon.

It is intended for Clients with a declared disability of 60% (or more) who are unable to use the regular public transport service.

The provision of the service is limited by the capacity and availability of the vehicles assigned to it. For this reason, CARRIS cannot guarantee that all transport requests will be fulfilled.

Clients who need assistance should consider being accompanied on the trip by a second person (companion), as the assistance the driver can provide is necessarily limited.

2. Hours and Availability

This service operates on weekdays between **6:30 am and 9:00 pm** and on weekends and public holidays from **8:00 am to 12:00 pm and from 2:00 pm to 6:00 pm**. Trip requests should always take the service's operating hours into account.

This service is available for trips within the city of Lisbon.

3. Membership Application

Those interested in using the service must apply for membership at the CARRIS Store in Santo Amaro or via the CARRIS website.

The following documents are required to apply for this service:

1. Citizen's Card or Identity Card (*front of the Citizen's Card only*);
2. Multipurpose Disability Certificate (Atestado Multiusos), duly signed, certifying a disability of 60% or more (*)[1]
3. Recent photograph.

Submitting a membership application does not, in itself, grant immediate access to the service. Use of the service depends on the validation of the documentation and confirmation of membership by CARRIS.

Regardless of the means used to apply for the service, the Client consents to the processing of their personal data contained in the form, for the strict purpose of collecting it and entering it into the membership database of the Special Reduced Mobility Service, and subsequently sending the membership card and the service regulation. The information will be handled in accordance with internal security and confidentiality policies and procedures, and personal data will only be kept for the time strictly necessary. The submitted documentation will be deleted within a maximum period of 30 days.

[1]CARRIS may, at any time, request new proof of the Multipurpose Disability Certificate.

4. Price

Use of this service requires payment by all passengers transported (the Client and their companion, per trip), at the fare in force, subject to the respective annual update.

Ticket validation is mandatory when boarding the vehicle.

Children up to 3 years old travel free of charge when carried on an adult's lap.

5. Identification Card

Once the information has been validated, an identification card is issued (in physical or digital format), showing the photograph and the Client number associated with the service, together with a copy of this regulation (*for applications made in store*).

Making any transport booking request requires the Client to already hold the identification card giving access to the service.

6. Booking Transport Requests

Transport bookings must be made by calling **213 613 141** (exclusively for this service), available on **weekdays from 9:00 am to 5:00 pm**, closed between 1:00 pm and 2:00 pm.

The number mentioned in the previous paragraph is exclusively dedicated to booking requests for the service. For information about the service, please use the CARRIS general contact number **213 613 000**, available on **weekdays from 8:00 am to 8:00 pm**.

For each trip request, the Client must always state:

1. Access card number;
2. Desired day and time;
3. Place of origin;
4. Destination;
5. Whether or not a wheelchair (electric or manual) or other type of mobility aid will be used.

Transport bookings must be made up to **two days before** the intended trip.

Requests made at shorter notice can only be accepted if there is availability and if the route can be fitted into the existing schedule.

The acceptance and fulfilment of any transport request is always subject to vehicle availability and service scheduling, and CARRIS cannot guarantee that all requests will be fulfilled.

After requesting the service, Clients must also confirm it by 1:00 pm on the day before the scheduled service. Otherwise, the service will be cancelled.

7. Cancelling a Transport Request

Transport requests must be cancelled by 1:00 pm on the working day before the scheduled service, by calling the direct number mentioned above (**213 613 141**).

If the Client does not cancel in time, they will have to pay for that trip in full on their next trip, at the price of an on-board bus fare, according to the fares in force.

8. Travel

The Client must be at the agreed place and time, with a maximum tolerance of 5 minutes. Otherwise, the driver will continue the journey and the transport will not be provided, with a penalty equal to that set out in the previous section.

Seating inside the vehicle will be arranged by the driver, namely with regard to the positioning of wheelchairs.

It is prohibited to travel without using the appropriate safety equipment of the vans assigned to this service: wheelchair restraints, seat belts, etc.

9. Equipment

The transport of wheelchairs, manual or electric, is limited to the following maximum dimensions and weight:

- Length – 1250 mm
- Width – 700 mm
- Height – 1350 mm
- Weight – 300 kg (wheelchair and user combined).

So-called *mobility scooters* cannot be carried inside our vehicles.

Further information on the terms of use of the Special Reduced Mobility Service is available on the official CARRIS website at: https://www.carris.pt/en/travel/reduced-mobility/.

By joining this service, the Client agrees to this regulation and to the sharing of their personal data required to register for the service, for the purposes described in Section 3. The data will not be shared with third parties or used for any purpose other than that inherent to this regulation.