



REGULATION

SPECIAL REDUCED MOBILITY SERVICE

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Description of the Service

1. The Special Reduced Mobility Service is aimed at clients with a declared disability of 60% (or more) and who do not meet the conditions for using the regular public service.
2. Clients who need assistance should consider having the trip monitored by a second person (companion), as driver assistance is necessarily limited.

Hours and Availability

3. This service operates on weekdays between **6:30 am and 9:00 pm** and on weekends and holidays from **8:00 am to 12:00 pm and from 2:00 pm to 6:00 pm**. Travel planning should always take into account the service's operating hours.
4. This service is available for trips within the city of Lisbon.

Accession Process

5. Those interested in using the service must apply for membership at the CARRIS Store in Santo Amaro or [via the CARRIS website](#).
6. The documentation required to apply for accession to this service is as follows:
 - i. Citizen's Card or Identity Card (*just the front of Citizen's Card*);
 - ii. Multipurpose certificate, duly signed, certifying that the holder has a disability of 60% or more (*¹);
 - iii. Updated photography.
7. Wheelchair users, when in person, are exempt from presenting the aforementioned certificate.
8. If the accession process is carried out through the website, the Client gives consent to the processing of his/her personal data, contained in the form, for the strict purpose of collecting and integrating it into the Special Reduced Mobility Service and subsequent submission of the membership card and regulation of the service. The information will be handled in accordance with internal security and confidentiality policies and procedures, with personal data only being kept for the time strictly necessary. The elimination of the submitted documentation will not exceed a maximum period of 30 days.
9. If the application for membership is made in a Store, only the membership form will be filed (without a copy of the Citizen's Card and Multipurpose Certificate).

¹ CARRIS may, at any time, request a new proof of the multipurpose certificate.

Price

10. The use of this service implies payment by all transported users (Client and respective companion, per trip). The usage price corresponds to the value of the on-board fare in force.
11. No other transport tickets are accepted on this service.
12. Children up to 3 years old benefit from free transport when carried in the client's lap.

Identification Card

13. Once the information has been validated, the corresponding service access card is issued (in physical or digital format), which will contain the photograph and the Client number associated with the service, as well as the **delivery of this regulation**.

Transport Reservation

14. Transport reservations must be made through the telephone number **213 613 141** (exclusive for this service).
15. In each travel request, the Client must always indicate:
 - a. Access card number;
 - b. Desired day and time;
 - c. Place of origin;
 - d. Drop off location;
 - e. Confirmation of the use or not of a Wheelchair (electrical or manual) or other type of support equipment.
16. Transport reservations are made until **two days before** the intended trip.
17. Service requests with a shorter deadline can only be accepted if there is a vacancy available and if the route to be taken can be included in the already programmed.
18. After requesting the service, they must also proceed with its subsequent confirmation by 1:00 pm on the day before the scheduled service. Failing that, the service will be cancelled.

Transport Request Cancellation

19. Cancellation of the transport request must be made by **1:00 pm** on the day before the scheduled service, to the aforementioned direct telephone number (**213 613 141**).
20. If the Client does not cancel it in time, he / she will have to pay this request in full on the next trip that he / she makes.

Travel

21. The Customer must be at the agreed place and time, being granted a maximum tolerance of 5 minutes. Where this does not happen, the driver shall continue the journey and the transport shall not be ensured, with a penalty equal to the previous paragraph.
22. The accommodation inside the vehicle will be guided by the driver, namely, with regard to the positioning of the wheelchairs.
23. It is prohibited to travel without using the appropriate safety equipment in the vans assigned to this service: wheelchair fixation, seat belts, etc.

Equipment

24. 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 set).
25. The so-called mobility scooters cannot be transported inside our vehicles.

By subscribing to this service, the Client agrees with the present regulation and with the sharing of his / her personal data, necessary for subscribing the service, and for the purposes described in Point 8. The data will not be shared with third parties, nor used for any purpose other than that inherent in this regulation.