

*This document is a translation of SL's general terms and conditions in Swedish and is provided only for information purposes. In case of conflict between this translation and the Swedish original terms and conditions, the Swedish original terms and conditions shall prevail.*

## **1 Applicability of the general sales and travel terms and conditions**

These general sales and travel terms and conditions ("Terms and Conditions") apply to persons who purchase tickets for SL Traffic Services, who travel with SL Traffic Services, or who are present inside of SL's compulsory ticket area without traveling.

The Terms and Conditions may be supplemented or replaced by special terms and conditions for certain types of tickets and services provided by SL such as, for example, terms and conditions applicable to purchases of school tickets and corporate tickets or where required by law. SL may change the Terms and Conditions without prior notice. The Terms and Conditions in effect from time to time are published at [www.sl.se](http://www.sl.se).

## **2 Definitions**

"Ticket App" means SL's application for the purchase of tickets;

"Period Ticket" means a ticket which entitles the holder to an unlimited number of journeys during a period of at least 24 hours;

"Passenger" means a person who has purchased a ticket from SL, travels using SL Traffic Services, or is present inside of SL's Compulsory Ticket Area;

"SL" means Aktiebolaget Storstockholms Lokaltrafik;

"SL Traffic Services" means the transportation route network (including stations and vehicles, etc.) from which SL or companies retained by SL make possible travel by public transportation within the County of Stockholm and adjacent areas;

"SL's Compulsory Ticket Area" means the compulsory ticket area marked by SL;

"Traffic Services Personnel and/or Safety Resources" means traffic services personnel, traffic services administrators, managers pursuant to Chapter 9, section 3 of the Swedish Railways Act (Sw. järnvägslagen (2004:519)), employees who perform fee checks and/or security guards.

## **3 Range of traffic services, tickets and prices**

### **3.1 Range of traffic services, ticket range and prices**

The Stockholm County Council and SL determine, from time to time, the range of traffic services, the range of tickets and prices, and are entitled to change these. The range of traffic services and tickets and prices are available, among other places, at [www.sl.se](http://www.sl.se).

### **3.2 Valid ticket**

Passengers are obligated to possess a valid ticket throughout the entire journey and when entering areas inside of SL's marked Compulsory Ticket Area. Only in cases where tickets are sold on board it is permitted to enter the vehicle without a valid ticket. Conductors on board vehicles are not obligated to make change for bills over SEK 100.

Unless the ticket has a fixed starting time, any ticket which is loaded on an SL Access Card must be activated in a turnstile, on a bus, or in other SL Access equipment in order to be valid. Text message tickets and tickets purchased with the Ticket App are only valid in the mobile telephone from which the ticket was purchased.

### **3.3 Travel over county borders and travel with other traffic services companies**

Parts of SL Traffic Services cross the border between the County of Stockholm and the counties of Uppsala and Södermanland. In order to travel to and from the adjacent counties, special rules and tickets apply in certain cases (for more information, see [www.sl.se](http://www.sl.se)).

### **3.4 Children, young people, students and pensioners**

Passengers may purchase, and travel on, discounted price tickets under the following conditions.

- Children and young people are entitled to travel on discounted price tickets, as from when the Passenger turns 6 years of age, until the date on which the Passenger turns 20 years of age. A person who turns 20 years of age during the validity period of a discounted price Period Ticket may use such ticket for the duration of the validity period of the Period Ticket.
- Pensioners are entitled to travel on discounted price tickets as from the date on which the Passenger has turned 65 years of age or where the Passenger can present the National Public Insurance Office's "Beneficiary Certificate" or the or Pension Authority's "Pensioner's Certificate".
- Students who have turned 20 years of age are entitled to travel on discounted price tickets, provided the Passenger studies a minimum of 75% of full time at a university, institute of higher education, Komvux (adult secondary education) or other educational programme which confers the right to student aid from the National Student Aid Board (Sw. Centrala studiestödsnämnden (CSN)), and provided that the Passenger can present an ID card and a valid student ID showing SL's logo.

Children under the age of 7 may travel free of charge when accompanied by another person with a valid ticket. A Passenger who has turned 18 years of age and who is travelling on a valid ticket shall be entitled to be accompanied, free of charge, by a maximum of 6 children who have turned 7 years of age but who have not yet turned 12 years of age, during weekends (Friday, 12:00 – Sunday, 24:00) and the following holidays:

- Easter (March/April): Thursday, 00:00 – Monday, 24:00
- Walpurgis: 30 April, 00:00 – 1 May, 24:00
- Feast of the Ascension (May): Wednesday, 00:00 – Sunday, 24:00
- National Day of Sweden: 5 June, 00:00 – 6 June, 24:00
- Midsummer (June): Thursday, 12:00 – Sunday, 24:00
- All Saints (October/November): Friday, 00:00 – Sunday, 24:00
- Christmas: 23 December, 00:00 – 6 January, 24:00

For safety reasons, children under 6 years of age may not travel alone.

A Passenger with a child in a buggy may travel free of charge on buses. However, the aforementioned shall not apply to buses on which a person other than the driver checks or takes payment for tickets. The maximum permitted length of a buggy on a bus is 120 cm.

### **3.5 Special terms and conditions applicable to the purchase of tickets, etc. via [www.sl.se](http://www.sl.se)**

#### **3.5.1 Generally**

Only persons over 18 years of age or minors with the consent of their guardians may purchase tickets, etc. via [www.sl.se](http://www.sl.se). The means of payment applicable from time to time are stated at [www.sl.se](http://www.sl.se).

The delivery time for purchases of SL Access Cards via [www.sl.se](http://www.sl.se) is normally four business days, but may be longer, for example where the purchase is made far in advance of the start date of the SL Access Card/ticket or when purchases are made on or near major holidays.

#### **3.5.2 Mandatory downloading and activating**

A ticket or SL Access credit (Sw. Reskassa) via [www.sl.se](http://www.sl.se) is not automatically downloaded to the SL Access Card; the Passenger is instead obligated to download a purchased ticket or SL Access credit to an SL Access Card within 60 days of purchase. After 60 days, the Passenger can no longer download the ticket or SL Access credit. The amount which the Passenger has paid for the ticket or SL Access credit is refunded in such cases to the bank card used for the purchase.

A ticket without a start date which has been downloaded to an SL Access Card must be activated within 60 days of purchase. At the request of the Passenger, SL may refund an amount corresponding to the price of the ticket which was not activated in time, provided that the refund request is made not later than two years after the download.

Unused SL Access credit which has been downloaded on an SL Access Card remains during the lifetime of the card which is six years. The Passenger may transfer SL Service credit to a new card not later than one year after the expiration of the card. SL Service credit can thereafter be repurchased according to the provisions set forth below in section 6.1.

#### **3.5.3 Automatic top-up**

Automatic top-up means that the SL Service credit is automatically topped-up by SEK 200 from a bank card number if the balance is SEK 0 when the Passenger wishes to purchase a ticket or the Passenger begins a journey where the ticket cost is greater than the remaining balance of the SL Service credit.

In order to be able to use automatic top-up, the current SL Access Card must be registered on a "Mitt SL account" at [www.sl.se](http://www.sl.se) and the Passenger must, in conjunction with the order of the service, state a bank card number which is to be used for the top-up. The automatic top-up service must be activated in ticket equipment within 180 days after ordering the service. Activation can be made first the day after the order.

After automatic top-up, the bank card indicated is charged. If payment cannot be made after repeated attempts, SL shall be entitled to invoice the Passenger for the amount. SL shall be entitled to immediately discontinue the service after the first failed charge. Where payment is successful during a subsequent attempt to charge the bank card, the service is automatically turned on. If payment is not successful, the service is cancelled. Any new orders of the service automatic top up must be made through SL's customer service. A new order of the service may not be made if there is a pending order which has not been activated in conjunction with the purchase or deactivated in conjunction with cancellation.

Invoicing is carried out in cooperation with DIBS and arvato Finance AB. Payment must be made within 10 days. The invoice will be sent to the Passenger by post by arvato Finance AB, to which company the invoice claim is also transferred by SL. In the event of late payment, arvato Finance sends a payment reminder, and a reminder fee is charged as provided by law. Penalty interest is charged in the amount of 2% per month commencing on the due date of the invoice.

SL is the controller of personal data for the personal data processed within the automatic top-up service. DIBS Payment Services AB (publ) and arvato Finance AB are the personal data assistants with respect to the information which must be processed in conjunction with payment and invoicing. However, arvato Finance AB is the controller of personal data for its processing of personal data after the invoice claim has been transferred to arvato Finance AB. DIBS Payment Services AB and arvato Finance AB process personal data in accordance with the Swedish Personal Data Act (*Sw. personuppgiftslagen (1998:204)*). The data is collected and processed for the purpose of completing the relevant order, identifying the customer, carrying out a credit check, implementing payment and invoicing, collecting claims, and for statistical purposes.

Section 11 contains information regarding the Passenger's right to request information regarding SL's processing of the Passenger's personal data and the right to demand a correction.

The Passenger is also entitled to request information and a correction from arvato Finance AB regarding the processing of personal data for which arvato Finance AB is the controller of personal data.

### **3.6 Special terms and conditions for the purchase of text message tickets and tickets in the Ticket App**

#### **3.6.1 Generally**

Payment of tickets via the Ticket App takes place through an invoice or certain bank cards. Ticket purchases may be made in a maximum amount of SEK 3,000 per month and may only be made by a person who is at least 18 years of age or a minor with the consent of his/her guardian.

In order to be able to order and pay for text message tickets, a text message account is required. A text message account is created either through advance registration or through simplified registration. In case of advance registration, payment for text message tickets may be made through an invoice or bank card. Simplified registration takes place through text messages. In case of simplified registration, only the invoice payment alternative may be selected.

#### **3.6.2 The Passenger's responsibility and prohibition against sharing of tickets**

The Passenger is responsible for any telephone service fees which the telephone operator charges for sending or receiving data and/or text messages in conjunction with registration and use of the Ticket App or purchases of text message tickets.

A ticket purchased using the Ticket App or text message tickets may not be shared or passed on to other persons or mobile telephones. These tickets are not personal, but are only valid in the mobile telephone with which the ticket was purchased.

### **3.6.3 SL's liability for the services**

SL provides no warranties that the Ticket App or the text message ticket service can be used at all times and disclaims any liability for any damage which the Passenger may incur as a consequence of defects in, or unavailability of, the Ticket App or text message service. However, SL intends to remedy any technical defects in the service of which SL is aware. In addition, SL is entitled at any time to discontinue the text message ticket service and/or the Ticket App and to modify these services.

### **3.6.4 Payment service and assignment of invoices**

Klarna AB ("Klarna") administers the technical platform on which registration, credit checks and invoicing takes place. SL's claims against the Passenger are transferred to Klarna.

Klarna provides the payment against invoice. Klarna identifies the Passenger purchasing the ticket using the mobile telephone number and/or personal identification number. The invoice is sent to the personal identification number stated at the time of registration. Invoices with multiple purchases of tickets are sent on a monthly basis and an additional fee of SEK 9 per invoice is payable. Payment must be made within 14 days. In the event of non-payment, a reminder fee of SEK 60 and penalty interest in the amount of 19.90% are payable.

A credit check is carried out in conjunction with each purchase which, in certain cases, entails that credit information is obtained. In these cases, the Passenger receives a copy of the credit information by post. The credit check can result in the denial of payment by invoice. In such case, the Passenger must choose another method of payment.

### **3.6.5 Klarna's processing of personal data**

Klarna processes the Passenger's personal data in accordance with applicable legislation. Klarna processes personal data primarily in order to carry out identification, customer analysis, credit checks, marketing and business development. The personal identification number is used as the customer number for the purposes of customer management. In order to simplify the processing of customer matters, personal data which is necessary for this purpose may be shared between Klarna and SL. See Klarna's data protection policy ([klarna.com/se](http://klarna.com/se)) for a more detailed description of Klarna's personal data processing.

By using the Ticket App or the text message service, the Passenger approves Klarna's use of the Passenger's personal data in accordance with Klarna's personal data policy, including transfer of data to another company or country outside of the EU/EEA area.

For information regarding SL's processing of personal data, see section 11 below.

### **3.6.6 Blocking a service**

SL and Klarna reserve the right, without prior notice, to block the Passenger and/or the relevant telephone number from using the text message service and/or the Ticket App, in whole or in part, upon suspicion of unauthorized use or abuse of the service or where SL, based upon technical, security, or other grounds, decides that such measures should be carried out in order to protect the interests of SL's customers or those of third parties. "Abuse" includes all types of fraud, ticket sharing, false purchases, or falsely stated information. Abuse is reported to the police or prosecution authorities. The service may also be blocked where the Passenger fails to make timely payment of invoices or exceeds the limit for purchases per month.

### **3.7 Special terms and conditions for e-commerce purchases of custom-designed SL Access Cards**

SL offers the possibility to order custom-designed SL Access Cards. The cards have the same functionality as the ordinary SL Access Cards, but the customer can choose the design of the card.

The customer can choose an image from the gallery published at [www.sl.se](http://www.sl.se) or use their own image. For orders of SL Access Cards with the customer's own images, the customer must certify that the customer is entitled to use the image, where applicable after having obtained the requisite consent of the rights holder. Through his/her approval, the customer also provides consent for SL, or a third party at the request of SL, to print, distribute and store the image. In the event the image, in whole or in part, reproduces a copyright-protected work or other motif considered to be inappropriate, SL reserves the right to deny use of such card motif in cases of doubt regarding the rights in the work, or its suitability otherwise, following a review,. The aforementioned also applies when the image reproduces a trademark, unlawful element, or otherwise contravenes the guidelines established by SL for images used on the SL Access Card (see [designadekort.sl.se](http://designadekort.sl.se)).

In the event of abuse of the service, SL may block the customer from further use of the own card design service.

## **4 Ticket checks, presentation and supplemental charges**

SL regularly carries out ticket checks in the SL Traffic Services.

In conjunction with checks or when Passengers must show their tickets, or otherwise at the request of traffic services personnel and/or safety personnel, the Passenger is obligated to show and present a valid ticket and any supporting documentation (for example an ID document, certificates issued by the National Public Insurance Office or the Pension Authority or a student ID).

When traveling with a text message ticket or a ticket purchased with the Ticket App, the Passenger is also obligated to provide a telephone number for the mobile telephone from which the ticket was purchased and to show and present the mobile telephone on which the ticket is located.

Passengers who are unable to show a valid ticket when requested may, pursuant to the Swedish Act on Supplementary Charges in Public Transport (Sw. Lag (1977:67) om tilläggsavgift i kollektiv persontrafik), be ordered to pay a penalty fare of SEK 1,500 in addition to the fare for the ticket. In the event the penalty fare is not paid within 10 days, a reminder fee will be payable. In the event payment is not made following the reminder, the matter will be submitted to a collection company after 12 days.

Passengers who refuse to purchase a ticket or pay a penalty fare may be removed from the vehicle or areas for railway, tram, or metro traffic to which the public only has access if a ticket has been purchased.

In addition to the penalty fare, abuse of a ticket may lead to the revocation or seizure of the ticket (including SL Access Cards).

## **5 Lost Card Guarantee**

Any person who has registered his/her card at "Mitt SL" may, subject to the conditions set forth below, receive a new SL Access Card upon loss of the card. The replacement card contains the same tickets or sum of SL Access credit as the lost card contained when it was blocked by SL.

The lost card guarantee is linked to the person who registered the card at "Mitt SL" on his/her own behalf or on behalf of a third party. The Passenger must be at least 16 years of age in order to create a "Mitt SL" account and utilize the lost card guarantee.

Notice of loss is made at "Mitt SL" or in writing via SL's customer services.

Restrictions on the lost card guarantee:

- SL does not compensate the Passenger for the validity period of the ticket commencing at the time when the Passenger provided notice of loss of the card until the Passenger has received a replacement card.
- SL does not compensate for any costs incurred by the Passenger for other tickets or other means of transportation during the time period from when the Passenger reported the lost card until the Passenger received a replacement card;
- SL also does not compensate for any costs or losses which may arise as a consequence of the loss;
- the lost card guarantee does not apply where SL has revoked or blocked the Passenger's SL Access Card.

## **6 Refunds and cancellation of agreements for Period Tickets**

### **6.1 Refund without cause**

A passenger who no longer has use for their Period Ticket may, in certain circumstances, receive a refund from SL for the ticket. In addition, Passengers are entitled to a refund of SL Access credit.

Identification must be presented upon repayment. In conjunction with refunds of a Period Ticket or SL Access credit before the transaction has been registered in SL's system, the Passenger must prove the balance on the SL Access Card by presenting a receipt for the transaction.

#### **6.1.1 Period Tickets**

A refund of the full value of the Period Ticket is always possible before commencement of the validity period of the ticket, i.e. before the ticket is used.

Once the ticket has been used, refunds can only be given for Period Tickets with a validity period of more than 30 days. However, the refund value is reduced by a specified sum for each day that passes, which means that after a certain time the refund value is SEK 0. The refund amounts applicable from time to time are available at [www.sl.se](http://www.sl.se).

### **6.1.2 SL Access credit**

If a refund is requested of SL Access credit which is downloaded to an SL Access Card after the expiration of the card, SL is entitled to request that the SL Access Card be returned in conjunction with the refund.

### **6.2 Cancellation of agreements for the purchase of a Period Ticket**

Pursuant to the Swedish Act on the Rights of Public Transport Passengers (*Sw. Lag (2015: 953) om kollektivtrafikresenärers rättigheter*), the Passenger is entitled to cancel the purchase of a Period Ticket in the event SL's offering of traffic services is changed in any manner that deviates from what the Passenger could reasonably expect at the time of the purchase and the change is of material significance to the Passenger.

In the event a Passenger cancels an agreement for the purchase of a Period Ticket, the Passenger is entitled to a refund of that portion of the ticket price which relates to the time period after SL received the Passenger's notice of cancellation. The refund amount is based on the price of the Period Ticket divided by the number of days for which the Period Ticket is valid.

Upon cancellation, the Passenger must provide a written statement of why the change in traffic services entails that the Period Ticket can no longer be used for the journeys intended by the Passenger.

### **6.3 No right of withdrawal**

The right of withdrawal pursuant to the Swedish Distance Contracts and Home Sales Act (*Sw. Lag (2005:59) om distansavtal och avtal utanför affärslokaler*) does not apply to agreements regarding transportation and therefore the purchase of tickets through [www.sl.se](http://www.sl.se) or the Ticket App, or text message tickets, does not give rise to any right of withdrawal. The terms and conditions governing refunds and cancellation are set forth above in this section 6.

## **7 Compensation in the event of delay**

SL's liability for delays, cancelled journeys, and the consequences thereof is limited to the provisions set forth in this section 7. Consequently, SL provides no compensation for any costs or losses other than as provided in this section.

In the event of an anticipated or actual delay in SL Traffic Services, the Passenger may be entitled to compensation for reasonable costs for other transportation, or to a price reduction. These rights are set forth in the Swedish Act on the Rights of Public Transport Passengers (*Sw. Lag (2015: 953) om kollektivtrafikresenärers rättigheter*).

A journey is deemed to be delayed where the arrival time at the final destination of the journey is later than that stated in the timetable. No compensation is payable pursuant to this section 7 in conjunction with planned changes in the timetable, provided SL has provided notice of the change at least three days prior to the timetable change.

### **7.1 Costs for other transportation**

Where the Passenger has reasonable cause to assume that a journey will be delayed by more than 20 minutes, the Passenger is entitled to compensation for reasonable costs incurred by the Passenger for other transportation in order to reach the final destination of the journey (for example travel by taxi, car, or another traffic services company).



The maximum compensation per occasion of delay pursuant to this section is 1/40 of the statutory price base amount pursuant to Chapter 2, section 7 of the Swedish Public Insurance Code (Sw. socialförsäkringsbalken (2010:110) for the year in which the journey was to have been concluded. Compensation is only payable for transportation costs and SL does not compensate for, for example, tips or other costs.

## **7.2 Price reduction**

In the event a journey is delayed by more than 20 minutes and the Passenger does not request compensation for other transportation pursuant to section 7.1, the Passenger is entitled to a price reduction as follows:

- 50% of the price which the Passenger paid for the trip, where the delay is more than 20 minutes;
- 75% of the price which the Passenger paid for the journey, where the delay is more than 40 minutes; or
- the entire price paid by the Passenger for the journey, where the delay is more than 60 minutes.

Where the Passenger has used a Period Ticket, compensation is based on the number of journeys by the average Passenger divided by the price of the Period Ticket. The current compensation amounts are published at [www.sl.se](http://www.sl.se).

In order to be entitled to a price reduction, the Passenger must have purchased a ticket. Passengers with SL Access credit must have validated their tickets in SL Access equipment in order to be able to request a price reduction.

## **7.3 Requests for compensation, complaints and time bar**

A Passenger who wishes to request compensation for any delay must give notice of complaint within two months of the delay. If the Passenger can show that it had a valid excuse for not complaining within the stated time (e.g. if the Passenger was prevented due to illness or a similar circumstance), notice of complaint will be accepted later provided that it is given within a reasonable time after the delay.

Notice of complaint may be given by telephone to SL's customer service or in writing, e.g. in conjunction with submission of a request for compensation in accordance with the following.

When requesting compensation from SL, the entire claim for compensation for a particular delay must be made on a single occasion.

The request for compensation must contain the following:

- the Passenger's name, personal ID number and address;
- information regarding the delayed journey;
- a statement regarding why the Passenger believes it is entitled to compensation;
- information regarding the type of ticket which the Passenger had (if the Passenger has travelled with a Period Ticket or SL Access Credit, the SL Access card number must be

provided, or if the journey was taken on another ticket, the original ticket must be submitted);

- claim for costs (price reduction or compensation for other transportation);
- account number for disbursement of payment.

In conjunction with the request for compensation for other transportation pursuant to section 7.1, documentation must be appended which shows the costs incurred by the Passenger for other transportation. For travel by taxi, a receipt containing details regarding the time of travel and route, as well as whether a gratuity was paid, must be appended. Original receipts shall be submitted.

In the event a Passenger is not satisfied with SL's assessment of the claim for compensation, the Passenger may request reassessment. A request for reassessment must be submitted in writing and contain the reasons for the request for reassessment. The request must be received by SL within three weeks of the date on which SL provided notice in the compensation matter.

Rules regarding time-bars are set forth in the Swedish Act on the Rights of Public Transport Passengers.

#### **7.4 Journeys outside of SL Traffic Services and travel with SL Traffic Services using combined tickets**

For journeys with SL Traffic Services over the county border (Gnesta, Bålsta and Uppsala), SL's compensation liability according to this section 7 applies subject to the limitations set forth below. SL is only liable for compensation pursuant to section 7.1 above to the final destination for the SL Traffic Services.

For journeys using SL Traffic Services which take place exclusively in Uppsala County, the Passenger must present any claims for compensation for delays to Uppsala Länstrafik.

SL disclaims any compensation liability for delays in local journeys (i.e. journeys which are not a part of the SL Traffic Services) outside of the County of Stockholm.

Waxholmbolaget's timetable states which boat services have connections to SL Traffic Services. Compensation may be payable pursuant to section 7 in the event SL's connections are delayed.

#### **8 Accessibility guarantee for disabled Passengers**

For Passengers requiring accessibility adaptation or functioning lifts or escalators for their journeys with SL Traffic Services, SL's accessibility guarantee for disabled Passengers applies as set forth in this section 8.

The accessibility guarantee for disabled Passengers entitles a Passenger to assistance where:

- SL does not provide accessibility adaptation of facilities or vehicles as stated at [www.sl.se](http://www.sl.se);
- the Passenger is unable to complete his/her journey due to the fact that lifts and/or escalators are out of order;
- the Passenger disembarks at the wrong station or bus stop due to incorrect information or the failure to provide information via information systems on vehicles or facilities; or

- a pre-ordered guide or ramp service is not provided to the Passenger at the confirmed time.

The assistance provided according to the accessibility guarantee for disabled persons is intended to assist the Passenger in traveling with SL Traffic Services and consists of advice regarding an alternative route or, in the absence of an alternative route, the provision of vehicles for transportation as set forth below. When in need of assistance, the Passenger must contact SL's customer services.

### **8.1 Accessibility guarantee for scheduled disruptions**

Where SL has provided advance notice of deviations from the stated accessibility adaptation or that a lift or escalator is out of order, the following shall apply to the accessibility guarantee: in the absence of an alternative route, the Passenger is entitled to travel from the station where the accessibility adaptation is lacking or where the escalator/lift is out of order to the closest station, in the direction of the Passenger's choosing, which is accessible to disabled Passengers.

### **8.2 Accessibility guarantee for scheduled disruptions**

Where SL has not provided advance notice of deviations from the stated accessibility adaptation or where a lift or escalator is out of order and the Passenger, as a consequence thereof, risks being delayed by more than 20 minutes to his/her final destination, in the absence of an alternative route, the Passenger shall be entitled to travel to the final destination within SL Traffic Services.

### **8.3 Guides and ramp services**

Guides are offered at all stations and certain connection points between rail vehicles and buses. All Passengers who feel a need for a guide are entitled to a guide in SL Traffic Services.

Where necessary, SL can provide ramp service on commuter train stations and in the metro.

Guides/assistance must be ordered in advance through SL's customer service. Further information is available at [www.sl.se](http://www.sl.se).

## **9 Public order and safety rules**

The Passenger is obligated to comply with the regulations set forth in the Swedish Act on Public Order (*Sw. ordningslagen (1993:1617)*) (buses, metro and tram), the Swedish Railways Act (*Sw. järnvägslagen (2004:519)*) (commuter trains and railways), other legislation applicable from time to time, and these Terms and Conditions.

It is the aim of SL Traffic Services to be an accessible, safe and welcoming place. For everyone's comfort and safety, it is therefore not permitted within SL Traffic Services to:

- a) enter the track area other than at specifically designated locations;
- b) walk on the outside of a vehicle or tamper with manoeuvring and signal devices or similar devices;
- c) smoke, litter, prepare food, consume food which risks making other Passengers uncomfortable, or drink alcoholic beverages;
- d) use bicycles, skateboards, rollerblades or the equivalent;
- e) bring a bicycle on the journey. An exception is applicable for small children's bicycles without a bicycle chain and folding bicycles, and for ordinary bicycles during certain times and on certain routes on commuter trains and Saltsjöbanen;

- f) park bicycles in locations other than those designated. Bicycles may not be parked in such a way as to risk causing injury;
- g) molest another person or otherwise act in a disruptive manner;
- h) play music without the written consent of SL;
- i) bring bulky baggage, or baggage or other objects which may jeopardize the safety of other Passengers or cause other discomfort. Objects greater than 2 meters in length are not permitted;
- j) allow baggage and other possessions to be unsupervised. Left belongings which are not locked in storage boxes may be seized. Baggage and other belongings must be stored on the floor, under the seat, in specially designated baggage areas, or in the Passenger's lap during the entire journey and otherwise handled in such a manner as not to inconvenience other Passengers or employees of SL Traffic Services or jeopardize safety;
- k) bring animals on the journey that are not on a leash or in a bag or cage. Animals may only be kept at the rear part of the bus and in train vehicles which are not marked with prohibiting signs (not applicable to guide dogs). A Passenger may not bring more than two animals on a journey unless the animals are in a bag or cage;
- l) lie down on seats or lie or sit on the floor;
- m) use escalators and walkways for transport of buggies, wheelchairs, transport carriages, grocery carriages, carts, goods, heavy baggage or suchlike. For safety reasons, such transport must be made in lifts or on walk ramps;
- n) incorrectly use equipment in SL Traffic Services, so that, for example vehicles, lifts, escalators and toilets and related equipment are damaged;
- o) sell or distribute printed matter on board vehicles or within the Compulsory Ticket Area without the written consent of SL;
- p) post bills or suchlike without the written consent of SL;
- q) otherwise act in such a manner as to give cause to believe that the Passenger will jeopardize safety or public order in the traffic services.

All persons present in SL Traffic Services are obligated to follow any safety and public order instructions given by the Traffic Services Personnel and/or safety personnel. Any person who fails to comply with the aforementioned may be removed.

#### **10 The Passenger's liability for objects brought on the journey and found objects**

The Passenger shall personally watch any property he/she brings on the journey. The Passenger is liable for any damage to, or theft of, such items as well as any damage or injury which such items cause to SL's property or the property of third persons, or to SL's personnel or another Passenger.

In the event SL is obligated to compensate another Passenger or third party for damage caused by objects brought by the Passenger on the journey, the Passenger bringing the object in question shall indemnify SL for any costs thereby incurred.

Objects lost in SL Traffic Services shall be turned over to traffic services personnel without any demand for compensation.

#### **11 Personal data**

For personal data collected regarding Passengers, SL is the controller of personal data. Such collection takes place, among other things, in conjunction with a Passenger's purchase of tickets

and SL Access Cards via [www.sl.se](http://www.sl.se), text messages or the Ticket App, request for refunds of cards or tickets, use of the lost card guarantee, request for compensation, inquiries to SL's customer services, registration on "Mitt SL" or when a Passenger, in other contexts, voluntarily provides personal information to SL or SL's customer service.

SL processes the personal data collected primarily to be able to perform and administer agreements with the Passenger, for example through:

- purchases of tickets and cards, as well as provision of services within the scope of "Mitt SL";
- processing requests for refunds of cards and tickets and requests for use of the lost card guarantee regarding SL's Access Card and compensation for delays;
- administering enquiries made to SL's customer service; and
- otherwise being able to manage its relationship with the Passenger and to fulfil its obligations towards the Passenger.

Personal data also constitutes the basis for marketing and customer analyses, business follow-up, business and methods development, and risk management. The personal data may also be used for direct marketing and offers from SL and in order for SL to be able to perform its obligations imposed by law, for example under the Swedish Public Access to Information and Secrecy Act (Sw. offentlighets- och sekretesslagen (SFS 2009:400)).

The personal data which is collected consists primarily of the Passenger's (and in certain cases the Passenger's children's) name, postal address, e-mail address, telephone number and bank information, and other information which the Passenger voluntarily provides. In conjunction with registration of the SL Access Card on "Mitt SL", information is also processed regarding travel history (date, time and bus stop/embarkation point), which is saved for 60 days after the completion of the journey. The information is thereafter cleared of any identifying data and can no longer be traced to any particular person.

SL processes the Passenger's personal data in accordance with the provisions of the Personal Data Act and any applicable decisions issued by the Swedish Data Inspection Authority. SL only releases personal data to customer service suppliers and other relevant suppliers, unless other disclosure is required by law, regulation, or public authority instructions, or otherwise in order to be able to perform its obligations to the Passenger.

Once each calendar year, the Passenger is entitled, free of charge and following a written request made to SL, to receive information regarding which personal data concerning the Passenger SL is processing and how SL processes such information. The aforementioned request shall be sent to:

AB SL  
Personal Data Ombudsman  
105 73 Stockholm

The Passenger is also entitled to request the correction of personal data which SL is processing regarding the Passenger. The Passenger is entitled to withhold consent to the processing of personal data for direct marketing purposes. The Passenger consents to SL's processing of

personal data regarding the Passenger in accordance with the provisions set forth in these terms and conditions.

See also section 3.5.3 regarding the processing of personal data in conjunction with automatic top-up and section 3.6.5 regarding Klarna's processing of personal data in conjunction with the use of the Ticket App or purchases of text message tickets.

## **12 SL's liability and limitation of liability**

SL's liability for delays, cancelled journeys, and the consequences thereof is limited to the provisions set forth above in section 7.

Liability for personal injury and certain property damage which arises in SL Traffic Services is governed by the Swedish Railway Traffic Act (*Sw. järnvägstrafiklagen (1985:192)*) and the Motor Traffic Damage Act (*Sw. trafikskadelagen (1975:1410)*).

In addition to the provisions set forth above, SL's liability in damages is limited to loss or injury caused through the negligence of SL. SL's liability in damages does not include compensation for indirect loss unless SL caused such loss or injury through gross negligence or intentionally.

## **13 Dispute resolution**

In the event a Passenger is not satisfied with SL's actions or has claims against SL, it is recommended that the Passenger first contact SL's customer service.

In the event SL and the Passenger are not in agreement, the Passenger may be entitled to have the dispute resolved through alternative dispute resolution or through a court of general jurisdiction.

SL agrees to participate in dispute resolution with the Passenger (who has a claim in his/her capacity as a private individual) according to the Alternative Dispute Resolution in Consumer Relations Act (*Sw. Lag (2015:671) om alternativ tvistlösning i konsumentförhållanden*). The relevant board for alternative dispute resolution is:

The National Board for Consumer Disputes (ARN)  
Box 174, 101 23 Stockholm  
[www.ar.se](http://www.ar.se)

## **14 Contact SL**

### SL's customer service:

Telephone: +46 (0)8 600 10 00  
Email: by Internet form at [www.sl.se](http://www.sl.se)  
Address: SL Customer Service  
Box 30047  
110 30 Stockholm  
Fax: +46 (0)8 509 398 96  
Internet: [www.sl.se](http://www.sl.se)  
Lost and found: Klara östra kyrkogata 6 (for business hours, contact SL's customer service)