



THE CTS NETWORK – TRAVELLING TOGETHER

To allow everyone to travel safely and comfortably on public transport within the Strasbourg metropolitan area, there are a few rules to follow.*
Tackling anti-social behaviour and fare evasion is one of CTS's priorities. These rules apply to trips on all public transport within the Eurometropolis of Strasbourg.

German TGO regulations remain in force from Kehl onwards.

Have a valid ticket

VALIDATE YOUR TICKET

All public transport tickets and travel passes require validation every time you board, including transfers.

HOW AND WHERE TO VALIDATE

On validators:

- bus and tram lines G and H:
on the platform, before boarding;
- other buses and vehicles:
inside the vehicle, immediately upon boarding.

With the CTS app

- (only with Immediate Departure tickets and for the bus and tram lines G and H):
- buying the ticket, before boarding.

Allow passengers off before boarding.

Hold on while the vehicle is moving.

For your safety, hold on to handrails, straps or poles while the vehicle is moving.



Respecting other passengers' peace and quiet



SMOKING, VAPING AND ALCOHOL

It is prohibited:

- to smoke or vape on public transport
- to board a vehicle when under the influence of alcohol or drink alcoholic beverages on board.



NOISE

It is prohibited to disturb passengers through excessive noise or disruptive behaviour. Mobile phones and other audio devices may be used only with headphones, on condition that the sound volume does not disturb other passengers.



KEEPING VEHICLES CLEAN

Drinking and eating are banned on public transport. Please do not litter or put your feet up on the seats.



BIKES, SCOOTERS

On buses: **only folding scooters are allowed.**

On trams: **bikes and scooters are allowed if there is sufficient space:**

- from Mondays to Saturdays (except between 07.00 and 09.00 and 17.00 to 19.00) and on Sundays and public holidays;

- or if they have a technical issue preventing normal use;
- or folded, if they do not take up more space than a suitcase. Access only through the rear door, no more than 2 bikes or scooters (except on Sundays and public holidays, subject to available space).

Bikes and scooters must be kept secure by their owners during the trip.

No other bikes or personal mobility devices, whether motorised or not, (Segways, tricycles, cargo bikes, trailers, mini or electric motorbikes) may be brought on board, except for medical mobility aids.

PRIORITY SEATS AND AREAS

Priority seats and areas are offered for passengers travelling with mobility aids (wheelchairs, walking frames and rollators). Pushchairs are allowed under certain conditions and must be placed in the space reserved for wheelchair users, providing it is not already occupied.

The driver may refuse to allow a pushchair on board should it obstruct other passengers or pose the risk of an accident.

Passengers are requested to give up their seat to holders of a disability card, a priority card for disabled persons or a French CMI mobility inclusion card, as well as to elderly people, pregnant women or persons accompanying children under the age of four.



ANIMALS

The following animals are allowed on board:

- guide dogs or assistance dogs accompanying persons holding a disability card, a priority card for disabled persons or a French CMI card. In these cases, a muzzle is not required.
- Small pets in a carrier. Dogs wearing a muzzle and kept on a short lead are allowed on authorised vehicles.



BULKY ITEMS AND HAZARDOUS SUBSTANCES

Bulky items and hazardous substances are prohibited on the vehicles.

You experience or witness a dangerous situation



If you are on board a vehicle, tell the driver

Call an emergency number: **17 112 114**

In the event of a life-threatening situation, pull the emergency handle.

CCTV AND BODY CAMERAS

On-board CCTV and body cameras worn by inspection and security staff help to protect all our passengers. These officers may use body-worn cameras on CTS premises or vehicles for the purpose of preventing incidents, recording offences or facilitating prosecution of offenders, in accordance with the provisions of the French transport code.



Offences	Examples	Fine
2 nd CLASS OFFENCE	Feet on seats.	€30
3 rd CLASS OFFENCE	Travelling without a valid ticket	€60
2 th CLASS OFFENCE	Smoking or vaping	€135
4 th CLASS OFFENCE	Refusal to comply with instructions	€150



Failure to pay the fine immediately will result in an additional administrative fee of €40.

* In accordance with CTS transport police regulations, which can be consulted by scanning the QR code or in printed form at the CTS sales office. CTS General Terms of Sale and Use are to be found on our website cts-strasbourg.eu.

CTS App



cts-strasbourg.eu

ALLO CTS **+33 (0)3 88 77 70 70**

