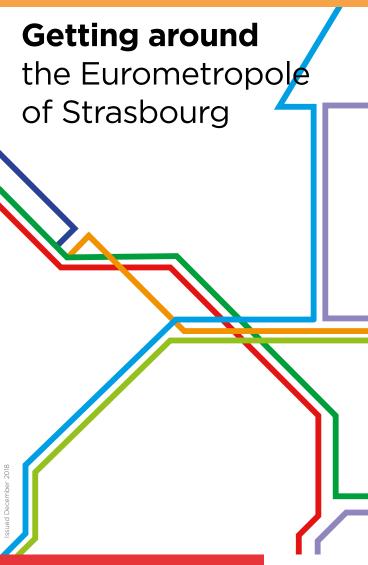
GUIDE FOR PASSENGERS

Buses • Trams • TER regional rail • Bikes • Cars • Park & ride





a wide variety
of transport
services that help
thousands of
people get around
Strasbourg every
single day.

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All services at a glance

TRAM

FRANCE'S LARGEST TRAM NETWORK













Operating hours: 4.30 a.m. to 0.30 a.m. 5.30 a.m. to 0.30 a.m. on Sundays and French public holidays (except 1 May)

Frequency: trams depart every 5 to 10 minutes (except Line F: every 8 to 14 minutes) between 6.30 a.m. and 8 p.m., and every 15 minutes between 4.30 a.m. and 6.30 a.m. and between 8 p.m. and 0.30 a.m. Tickets are validated on the platform.

BUS AND METROBUS

ONE METROBUS LINE: bus G

The metrobus line BHNS (Bus à Haut Niveau de Service), which has separate stops and a priority route, offers a service equivalent to a tram.

Operating hours: 4.30 a.m. to 0.30 a.m.

Length of journey: less than 20 minutes from the central station to Espace Européen de l'Entreprise. Tickets are validated on the platform.

L1, L3, L6: lines in transport network - faster and better - performing than ever.

Special traffic light priority systems help buses to run on schedule.

Operating hours: 5 a.m. to 0.30 a.m. Sundays and French public holidays: 6 a.m. to 0.30 a.m.

An improved service: during the day, buses depart every 5 to 10 minutes; after 8 p.m., buses depart every 30 minutes (last departure of L1, L3 and L6 from Strasbourg city centre is at 0.30 a.m., the same as the tram).

State-of-the-art passenger information systems; on-board monitors and live bus arrival times at all stops.

Ticket machines at certain stops.

Latest-generation vehicles for greater comfort and increased capacity.

Total of 34 bus lines across all districts of the Eurometropole of Strasboura.

Operating hours: 5.30 a.m. to 11.30 p.m. on almost all lines

At the main tram interchanges, the connections have been specially planned so passengers can change between bus and tram services quickly and safely. Tickets are validated on the bus.

PARK & RIDE STATIONS



Ten park & ride stations, intelligently integrating private cars into the bus and tram network. Choose a park & ride station with direct access to a tram or Line G stop.

Price: €4.10* (or €4.60* for Park & Ride Rotonde) for:

- · All-day parking
- A tram and/or bus round trip for all vehicle passengers (max. seven

All park & ride stations are open 24 hours.

You can pay for the park & ride ticket at the ticket machines upon either arrival or departure.

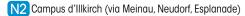
Free to use for all CTS travelcard holders (excluding Park & Ride Rotonde).

THE HIBUS LINES



Three lines:

NI Robertsau Boecklin (via Cité de l'III and Schiltigheim)



N3 Cronenbourg Mathieu Zell (via Hautepierre, Poteries, Koeniashoffen, Montaane Verte)

Operating hours: 11.30 p.m. to 5.30 a.m., Thursdays, Fridays and Saturdays (including public holidays)

Terminus in city centre: Place du Corbeau

> More info at www.cts-strasbourg.eu/en/getting-around/hibus-fontcolorredbnouveau-b-font/

Cycle hire vellep

20 hire stations, five Vélhop shops.

Hire a bike for a day, a week, a month or a year.

> www.velhop.strasbourg.eu

#1 Choose your ticket type

You can choose from a range of ticket types, such as monthly or annual travelcards or single tickets that are loaded onto a card.



Choose the ticket that suits you!

All ticket types at a glance

I use public transport	Annual travelcard	Monthly travelcard	Single tickets	
every day	appil CTS PassMobilite			
several times a week	appli CTS 	eppli CTS		
occasionally, several times per month		appli CTS	appli CTS	
* Only for traveleards without a named holder (which can be shared between				

* Only for travelcards without a named holder (which can be shared between multiple people)



Badgéo multi



Badgéo



Contactless ticket



Phone

#2

Choose your ticketing medium

CTS offers four different options: Badgéo Solo, Badgéo Multi, contactless ticket or your smartphone (if compatible).

Badgéo Solo

Card for named holder. A reliable solution for occasional or frequent journeys, with maximum service!



BENEFITS

- Personal card with name and photo
- Can be used for all ticket types (travelcards, singles)
- Single trips are cheaper with the Badgéo Solo than with a contactless ticket (compared with initial purchase)
- If you report a card lost or stolen, a replacement card with the lost credit can be issued for a fee of €8.

WHERE CAN I GET IT?

- · Online store
- CTS shop
- · Vélhop shop in Schiltigheim

DESCRIPTION

- Valid for six years
- Can be topped up

PRICE

- Free if purchased online
- €5* from CTS and Vélhop shops

REQUIRED DOCUMENTS

- Passport photo
- ID

DID YOU KNOW ...?

You can check your credit at any time, either on a ticket machine or from your online customer account (option available with Badaéo Solo).

Badgéo Multi

Transferrable card.

The perfect solution for occasional journeys.

badgéo 🍣 🤻

BENEFITS

- Transferrable card: can be used by more than one person, though not on the same journey
- Single trips are cheaper with the Badgéo Multi than with a contactless ticket (compared with initial purchase)
- Replacement cards cannot be issued

WHERE CAN I GET IT?

- CTS shop.
- · CTS sales points

DESCRIPTION

- Valid for four years
- · Can be topped up

PRICE

• €2*

CTS app

Buy your tickets (singles or travelcards) anywhere and anytime using your smartphone!



BENEFITS

- Put tickets on your phone (travelcards, singles)
- App is linked to your personal account
- Cheaper fares than with a contactless ticket (compared with initial purchase)
- Can be used for multiple people travelling at the same time

THE CTS APP ALSO ALLOWS

- Get live updates on bus/tram times
- Optimise your route planning
- Check whether a hire bike ("Vélhop") or parking space is available

PRICE

• Free





DID YOU KNOW ...?

Premium service membership, which you can sign up to free of charge, not only allows you to load your travelcard onto your phone, but means that even if your phone is lost, stolen or stops working you won't lose any unused tickets (available on NFC-enabled Android smartphones).

Contactless ticket

Magnetic stripe tickets are being phased out completely and replaced by contactless tickets. The old tickets can be exchanged until 31 December 2018.



BENEFITS

- You can lend or give away contactless tickets to other people, though they can't be used by more than one person at once (with the exception of group tickets)
- Get cheaper fares by topping up an existing contactless ticket
- Ideal for occasional trips or as a stopgap solution

PRICE

• €1.80 for a single fare, €1.70 if you top up an existing ticket

DID YOU KNOW ...?

Don't throw your contactless ticket away, because topping it up is cheaper than buying a new ticket – and better for the environment too..

#3 Sales points

Where can you get tickets?

On the online store

Go to the online store and top up your Badgéo card instantly and securely using the card reader. You can order the card reader online at the same time as applying for your Badgéo card; alternatively, it can be purchased from the CTS shop (price €5).

> More info at https://www.cts-strasbourg.eu/en/



From the ticket machines at tram stops and stops on lines L1, L3, L6 and G.

You can purchase all tickets (except for park & ride tickets) and monthly travelcards from the ticket machines at tram stops and at stops on bus lines L1, L3, L6 and G.

Payment by credit card (no minimum amount) or cash (maximum €26.60).

Monthly travelcards for the following month can be purchased from the 25th of the current month.

Using the CTS app

With the CTS app, you can buy, manage and validate tickets on NFC-compatible smartphones.

> More info at www.cts-strasbourg.eu/fr/sedéplacer/application-mobile.



From CTS sales points

Most ticket types are available from CTS sales points (newsagents, cigarette shops, bakeries, etc.).

GAB

From cash machines

The GAB (Guichet Automatique Bancaire) cash machines erated by Crédit Mutuel and CIC are marked with a Badgéo label and allow you to load a monthly travelcard or other tickets onto your Badaéo card.

> Full list available at www.cts-strasbourg.eu/en

AGENCE CTS

From the CTS shop

In the CTS shop, you can buy the various Badgéo cards and all tickets (excluding contactless tickets and travelcards).

CTS SHOP (tram B/F) Alt Winmärik tram stop 9 place St-Pierre-le-Vieux in Strasbourg

- Monday to Friday from 8.30 a.m. to 7 p.m.
- Saturdays from 9 a.m. to 5 p.m.

To find your nearest sales point and the ticket types available there, follow this link:



https://www.cts-strasbourg.eu/en/online-store/retail-outlets/

Our online store in focus

ONLINE SERVICES Why activate online services?

With the online services, you can:

- Change your personal account details
- Top up your credit online
- Read your Badgéo card and check your balance
- Download notices of direct debit
- View your order history and get receipts
- Apply for refunds
- Get reminders if your card or credit are about to expire

You can access these services both for your own account and for other people's. You simply need to log in with your online customer account and activate the services in the section "My account".

You can find more information at www.cts-strasbourg.eu

GUIDE TO ONLINE STORE

How do I create my online account?

How do I register?

How can I activate/use the online services?

How can I order a Badgéo card online?

How can I top up a Badgéo card online?

How can I read the content on a Badgéo card?

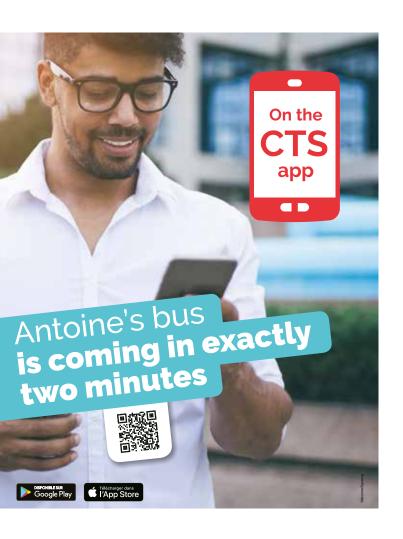


The Badgéo card is available from the online store.

Real-time passenger information

On your sofa, at the office, on the go: get live traffic updates and bus/tram arrival times on your PC, phone or tablet.

Stay informed at all times!



How it works:

Real-time passenger information



Follow us on Twitter #CTS_Infostrafic



Section "info trafic"



At www.cts-strasbourg.eu, section "Traffic information"

Live updates on next bus/tram departure



In the CTS app, you can check at any time when the next bus or tram will be arriving at your favourite stops.



Go to the section "Real Time" at www.cts-strasbourg.eu and enter the name of the stop you want to check.

#4 Fares **Tickets**

Free for children under the age of four

Valid from 1 July 2018

	Ticket on bus	Contactless ticket	Ticket on Badgéo/ CTS app/topped up on contactless ticket
SINGLE	€2*	€1,80	€1,70
SINGLE x 2 (for one person)	/	€ 3,50	€ 3,40
SINGLE x 10 (for one person)	/	€14,10	€13,20
SINGLE at reduced price** x 10 (for one person)	/	€10,30	€ 9,60
SINGLE x 30	/	/	€38***

- * Ticket Secours, only available on the bus.
- ** Each valid for a single journey with or without connections. For children under the age of 12 and seniors over the age of 65.
- *** Only on CTS app or Badgéo.

24H SOLO BUS / TRAMS / RÉSEAU 67 BUSES AND TER TRAINS



Valid for an unlimited number of journeys on all bus/tram/coach/TER routes in the Eurometropole of Strasbourg for 24 hours after first use. Only available from machines with initial purchase of a contactless ticket (cannot be topped up). The 24H TICKET SECOURS is only available on shuttle buses for connections to TER services at a cost

For journeys by regional rail (TER): validate tickets at SNCF train station. Only one SNCF validation per ticket is possible.

The Strasbourg-Kehl train service is excluded.

24H TRIO BUS / TRAMS / RÉSEAU 67 BUSES



Valid for an unlimited number of journeys in the Eurometropole of Strasbourg for up to three people for 24 hours after first use. Can be loaded onto a contactless ticket or purchased via the app at a cost of €6.80.

TRAM - TER STRASBOURG AIRPORT



Ticket for the journey to the airport in Entzheim by bus, tram and regional rail. Valid for 1.5 hours from time of purchase.

Available from machines and the SNCF train station in Entzheim.

P&R TICKET



More information at www.cts-strasbourg.eu/en

CAR

Charge for all-day parking. Includes tram round trip for all vehicle passengers (up to a maximum of seven people). The car park is open 24 hours. Direct access to the tram lines and the bus line G, Monday to Saturday 4.30 a.m. to 0.30 a.m., Sundays and public holidays 5.30 a.m. to 0.30 a.m. You can exit the car park 24/7.

*€4.60 P&R ROTONDE only

CAMPERVANS (P&R ELSAU ONLY)



All-day parking for camperyan + tram and/or bus round trip for all vehicle passengers (seven people maximum and travelling together). Open Monday to Sunday from 8 a.m. to 8 p.m. You can exit the car park 24/7. No parking overnight.

COACHES (P&R ELSAU ONLY)





You have a choice of two options:

- 1- coach parking + one tram round trip (max. two drivers)
- 2 coach parking + one tram round trip for the driver and all coach passengers. Open Monday to Sunday from 8 a.m. to 8 p.m. You can exit the car park 24/7. No parking overnight.

Cross-border tickets

SINGLE: BUS/TRAMS/RÉSEAU 67 BUSES **COMBI**



Valid for a single journey with or without connections on the bus, tram, Réseau 67 buses. Further information available at www.ctbr67.fr.

EUROPASS 24 HOURS

rail services in Ortenaukreis.

24 hours' unlimited travel from time of purchase

on all bus, tram and regional rail lines within the

Eurometropole of Strasbourg and on bus and regional

9.60

One adult and two children gged 4 to 12

Two adults and two children aged 4 to 12

EUROPASS MINI 24 STD

6.80 One adult and

24 hours' unlimited travel from time of purchase on all bus, tram and regional rail lines within the Eurometropole of Strasbourg and on bus and regional rail services in the Kehl city zone.

two children aged 4 to 11

Family ticket: two adults and two children aged 4 to 11

Travelcards

Valid from 1 July 2018

Monthly or annual travelcards – there's a model to suit everyone!

Monthly travelcards

Monthly travelcards are valid from the first to the last day of the month for an unlimited number of journeys.

Annual travelcards

Annual travelcards are valid for one year from the month of purchase for an unlimited number of journeys.

	MONTHLY	ANNUAL ONE-OFF PAYMENT OR DIRECT DEBIT
4 - 18 Travelcard	€ 26 ,60	€ 266 TWO MONTHS FREE
19 - 25 Travelcard	€ 26 ,60	* 266 TWO MONTHS FREE
26 - 64 ** Travelcard	€ 50 ,80	* € 508 TWO MONTHS FREE
65+ Travelcard	€ 26 ,60	* € 239 ,40 Three months free
BUSINESS fravelcard	€ 60,80	* € 608 TWO MONTHS FREE
P+R Rotonde travel- card	€ 60,80	* 608 TWO MONTHS FREE

^{*} Payment in nine or ten instalments by direct debit

Travelcards for the following month can be purchased from the 25th of the current month.

Combi tickets

Valid from 1 July 2018

TGO - EUROPASS MONTHLY TRAVELCARD

_€ 78

The **EUROPASS monthly travelcard** is valid in combination with a photocard (Stammkarte; available from all DB sales points in the TGO area) and is not transferrable. It is valid in the Eurometropole of Strasbourg and in part of the TGO area (Kehl/Appenweier/Offenburg region = TGO zones 11, 12, 20, 21, 22, 23, 24, 41, 50, 51, 52, 53, 54, 55, 56, 57).

The "mini" EUROPASS monthly travelcard is only valid for Kehl (zone 20) and the Eurometropole of Strasbourg.

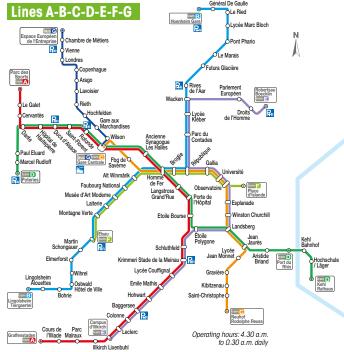
All **EUROPASS monthly travelcards** are valid for the specified calendar month (up to and including the first working day of the following month).

^{**} Special price (50% discount) for people with a disability card (80%+)

Where can you buy a ticket? Where can you top up your card?

Places you can buy/top up tickets/cards	ONLINE STORE	TICKET MACHINES	SMARTPHONE My tickets – departing now	CTS SALES POINTS	CASH MACHINES Only for topping up an existing card	CTS SHOP
Travelcards	badgéo	badgéo bodgéo	appli CTS	badgéo	badgéo badgéo company to the compa	badgéo
Singles, x 2 or x 10 (standard or reduced fare)	badgéo	badgéo G	appli CTS	badgéo Bodgéo	*Summer 2018	badgéo bodgéo
Bundle of 30	badgéo	badgéo	appli CTS	badgéo	badgéo bodgéo 🍃 🕏	badgéo
24H SOLO		Initial purchase only				
24H TRIO		Silvet techniquesida techniquesida	appli CTS	State rechargeable		





ROUTE MAPS AND TIMETABLES

You can find route maps and timetables for all tram and bus lines at www.cts-strasbourg.eu (also available in the CTS shop and on the app).

INTERACTIVE INFORMATION

You can:

- Plan your journey
- Calculate your travel time
- Download the **timetable** for a stop of your choice
- Access live information about the next bus/tram arrivals
- View available parking spaces in the park & ride stations in real time

#6

General information

To travel on buses and trams, you must have a valid ticket (single or travelcard). Otherwise, you risk having to pay a fine.

PLAY FAIR

Validating your ticket

Validating ...

... a Badgéo card, contactless ticket or park & ride ticket

Hold your card or ticket up to the reader on one of the machines on the platforms at the tram or Line G stops, or when boarding the bus (front entrance). You will hear a beep and see a green light to confirm your validation. Please note: you will need to take your contactless ticket or Badgéo card out of your wallet when you present it to the machine to validate, otherwise it cannot be read correctly.

... on your phone

After downloading, your tickets will be available anytime and anywhere (within the CTS bus and tram network).

Validating your tickets couldn't be simpler!

- Select your ticket.
- 2 Hold your phone up to one of the validation stickers (NFC tags); these are located:
 - On the machines on the platforms of the tram and Line G stops
 - Next to the driver's cabin on buses





Rules of good conduct

REMEMBER: WE SHARE BUSES AND TRAMS WITH OTHER PEOPLE!

So that everyone can use public transport in the Eurometropole of Strasbourg in comfort and safety, there are a few rules that must be observed. Anyone engaging in ticket fraud or inappropriate behaviour will be subject to strict penalties.

CTS inspectors and crime prevention officers work every day to ensure adherence to these rules for the sake of all passengers.

Travelling with a validated ticket

All passengers over the age of four must have a validated ticket. The ticket must be validated each time the holder boards a tram or bus, including connections.



No smoking

As in all public places, **smoking is banned on buses and trams.** The use of e-cigarettes is also prohibited

(decree no. 2006-1386 of 15 November 2006 fixing the conditions of application of the ban on smoking in public places).

Turn it down ...

Wearable audio or MP3 devices or phones can only be used in combination with headphones and at a volume level that does not disturb other passengers.



No large animals on board

Animals are not allowed on buses and trams, with the exception of **small pets in carry cases or guide/assistance dogs.**

Respect the wheelchair spaces

There are some spaces specially set aside for wheelchairs.
Rollators are also permitted on buses and trams. However, electric mobility scooters are not allowed.

Video cameras

For reasons of safety and security, video cameras record images of any offences committed on the network (law of 21 October 1995, decree of 17 October 1996). Everyone has the right to ask CTS for access to any personal data held about them and if applicable to request that this data be rectified.



No bulky items or hazardous substances

Bulky items and hazardous substances may not be transported on buses or trams.

Show respect: offer your seat

All passengers are invited to give up their seat to passengers with a card marked "besoin d'accompagnement" or "besoin d'accompagnement- cécité", elderly or pregnant passengers and people accompanied by children under the age of four.

Pushchairs

Pushchairs must be parked in the spaces set aside for wheelchair users, if free. The driver can refuse to allow pushchairs on if they would inconvenience other passengers or cause a risk of accident.

Vehicle cleanliness

On buses and trams, passengers are forbidden to eat or drink, to leave litter on the floor or to put their feet up on the seats.

Bikes, roller skates, scooters, etc.

Bikes are not allowed on buses. On trams, they are only permitted outside peak hours 7 a.m. to 9 a.m. and 5 p.m. to 7 p.m. from Monday to Saturday; on Sundays and public holidays they are allowed all day.

Boarding is only at the **back of the tram** subject to available space. Cyclists remain responsible for their bikes at all times.

It is forbidden to use skateboards, scooters or roller skates inside buses and trams (they may be transported, though scooters must be folded up). Motorised vehicles are prohibited.

Ticket inspections and fines

Ticket inspectors can carry out inspections at any time and ask you to present a valid ticket.

EXAMPLES OF INFRACTIONS* AND FINES

Valid from 1 December 2017. Someone who is caught infringing the rules of good conduct on a CTS bus or tram can be subject to a fine. The amount of the fine varies depending on the nature of the infraction. Some examples are shown below:

No ticket
€60**

On-the-spot fine

Non-validated ticket €40**

On-the-spot fine

Feet on seats €70
On-the-spot fine

Smoking €70

On-the-spot fine

Failure to follow an instruction €150

On-the-spot fine

* In accordance with the regulations of the transport police (a copy of the full regulations can be requested by writing to CTS, Kundenservice, 14 Rue de la Gare aux Marchandises, 67035 Strasbourg Cedex, France)

 ** If the fine is not paid immediately, an additional $\, \leq \! 40 \,$ administrative charge will be charged.



If one ticket validator does not work, **please use a different one.** There are several validators at every tram stop.

If a passenger without a valid ticket does not pay immediately, our inspectors are authorised to take their name and address (and if applicable to call the police) in order to issue a penalty notice.

The penalty notice includes the total amount owed, which comprises a fixed fine and an additional €40 administrative charge*.

PAYING FINES







* However, the administrative charge will be waived for infractions by passengers under the age of 18 if payment is received within five days of issuing the penalty notice.

In accordance with applicable regulations, all fines must be paid within **a maximum of two months.** Payments can be made by the following methods:

- online at www.cts-strasboura.eu
- Using a penalty ticket, which can be obtained from all ticket machines at
 the tram and Line G stops and from certain CTS sales points. Penalty tickets
 are magnetic stripe cards onto which you can load payment for the fine.
 The card is then sent by post to CTS along with the penalty notice (original
 or capy).
- By postal or bank cheque, which should be sent to the following address along with the penalty notice (original or copy):

Bureau de recouvrement des indemnités forfaitaires (BRIF) 14 rue de la Gare aux Marchandises - CS 15002 67035 STRASBOURG CEDEX 2 France

By bank transfer or postal order, to the following account:
 Caisse Epargne Alsace - IBAN: FR7616705090170877098967155
 BIC: CEPAFRPP670
 stating the penalty notice number and the passenger's name and surname.

From the date of issue of the penalty notice, you have two months to appeal against it. The appeal should be sent to the following address along with a copy of the penalty notice:

CTS
Contestation des indemnités forfaitaires
14 rue de la Gare aux Marchandises
CS 15002
67035 STRASBOURG CEDEX 2
France



There are no appeals against fines for passengers travelling without a (validated) ticket.

Passengers who travel without their Badgéo card can be fined for travelling without a valid ticket in accordance with article 15, decree no. 2016-541 of 3 May 2016.

If a passenger is able to provide written proof that they have a travelcard, the fine can be withdrawn as a courtesy; however, the administrative charge must still be paid.

GOOD TO KNOW!

If you pay immediately, you save yourself a $\leq 40^{**}$ administrative charge.

You can pay your fine on the spot in cash or by credit card.

** Valid from 1 December 2017

#7 **Handy tips**



LOST AND FOUND

Have you lost something on the CTS network? Get in touch via our website (under "Contact").

REFUNDS

Did you make a mistake when buying your tickets? Was there a fault with a ticket machine? In certain cases, CTS can **replace your tickets or refund them in the form of fare vouchers**. To apply for a refund, write to us **by post** or via the "Contact" section on our **Website**.

CANCELLATION

If you would like to cancel a travelcard, complete the cancellation form (available under "Contact" on our website www.cts-strasbourg.eu or in the CTS shop).

MONTHLY TRAVELCARD

Regardless of the grounds, cancellations must be made prior to the travelcard start date. Retroactive refunds of travelcards for months that have already begun are not possible even if the travelcards have not been validated. For all other enquiries concerning refunds, please call +33 (0)388 777 070.

ANNUAL TRAVELCARD

Annual travelcards can be cancelled in writing and in accordance with the CTS terms and conditions (available at www.cts-strasbourg.eu).

DIRECT DEBIT

If you have a monthly direct debit, the cancellation must be made prior to the 20th of the current month in order to take effect the following month. Otherwise, the fee for the following month will be debited from your account and the cancellation will take effect in the month after that

LOST OR STOLEN CARDS

You can apply for a **replacement Badgéo Solo card (subject to a fee of £8*)**, with your full credit from the time the loss was reported. The application can be made on our website or in the CTS shop.

You will need:

- ID document
- A passport photo
- €8* (fee for replacement card)

It is not possible to apply for a replacement card for a Badgéo Multi.

* Valid from 1 July 2018



A BARRIER-FREE TRANSPORT NETWORK

Public transport should be accessible to everyone. That's why one of CTS's priorities is to help people with restricted mobility to get from A to B more easily.

In all trams, there are loudspeaker announcements, tactile floor surfaces, wheelchair spaces, low floors and sliding doors to make it easier for you to travel on our services.

All buses have two wheelchair spaces (labelled UFR, "Usager en Fauteuil Roulant") and a sliding door to enable unobstructed boarding.

The new bus stops are fitted with specially designed platforms that reduce the step between the platform and the bus to an absolute minimum.

Show some consideration and common sense

Travelling by bus?

Have your ticket ready to show the driver when you board so as to save time. Please note: passengers should get on at the front, and exit at the back.

Let people off first!

Let passengers off the bus or tram first, before you board yourself.

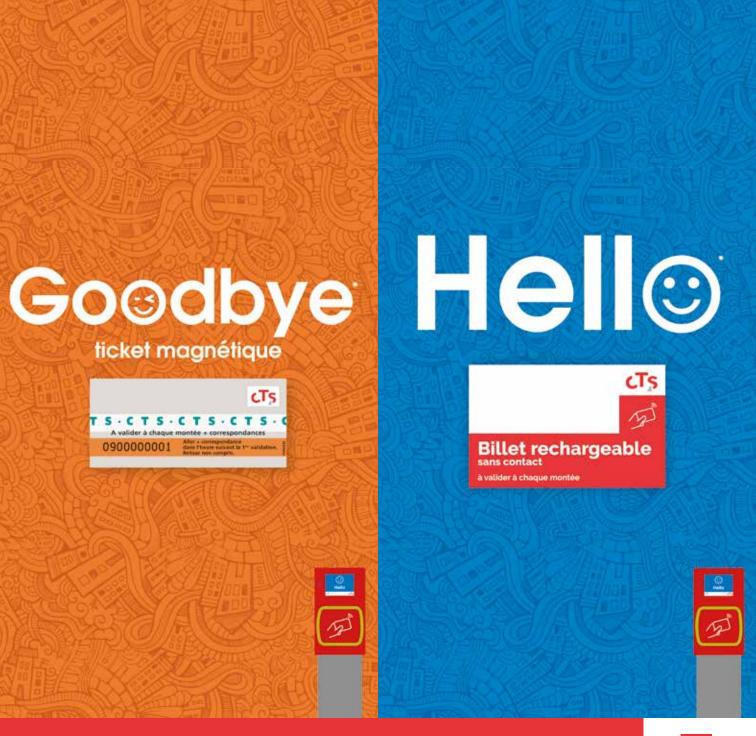
Offer your seat without needing to be asked ...

... to people with restricted mobility, young children or elderly or pregnant passengers.

For your own safety

- Stand back from the edge when waiting at stops
- On buses and trams, hold on to the poles or straps provided; they will help you to keep your balance.







CONTACT

www.cts-strasbourg.eu/en

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

- Monday to Friday between 7.30 a.m. and 7 p.m.
- Saturday from 8.30 a.m. to 12.15 p.m. and from 1.15 p.m. to 5.15 p.m.

CUSTOMER SERVICE

CTS

14 rue de la Gare aux Marchandises CS 15002

67035 STRASBOURG CEDEX 2 FRANCE

CTS SHOP

9 place St-Pierre-le-Vieux (Tram B/F, stop: Alt Winmärik)

- Monday to Friday between 8.30 a.m. and 7 p.m.
- Saturdays between 9 a.m. and 5 p.m.



