### **FREQUENTLY ASKED QUESTIONS**

#### What is a free transfer?

Using the Transport Card you can make a free transfer to a different line within a maximum period of 45 minutes. You should swipe your Card, but no amount will be deducted from it.

## What should I do when my Transport Card does not work?

If your Transport Card does not work, please contact the recharging stations network or our staff from our customer service at our offices in Avenida del Transporte, nº 6, Polígono de Los Campones. Telephone 985 18 10 80 (Working days from 8:00 h. to 15:00 h.)

# From what age do children have to pay?

Children aged 4 and over pay for travel (Ticket or Transport Card).

## What should I do if I have mislaid my property on the bus?

Lost properties may be personally claimed the day after at our offices in Avenida del Transporte, № 6, Polígono de Los Campones, or by phone 985 18 10 80 (Working days from 8:00 to 15:00 h.)

## Can I travel with pets?

You can travel with small domestic animals, always in your custody and meeting the hygienic, sanitary and safety requirements foreseen by the legislation in force, duly-controlled and in a suitable closed container.