

**Ruter As**  
Postboks 1030, Sentrum  
0104 Oslo

For stamp  
(or use envelope)

# Ruter's travel guarantee

Photo: Nicki Twang

**Ruter#**

# What is Ruter's travel guarantee?

**We want you to be happy with Ruter, which is why we have introduced Ruter's travel guarantee. The guarantee comprises ten points under the main headings of reliability, information and wellbeing. Our travel guarantee outlines our commitments in the following areas:**

## Reliability

We want you to be able to rely on Ruter's timetable. You can trust that:

### 1. All departures will run.

All departures in the current timetable will be run as they are listed.

### 2. We will not be delayed.

The mode of transport will leave on time and keep to the stated route as far as is reasonably practicable.

Ruter works constantly to rectify the causes of delays to public transport.

### 3. We will not leave early.

The mode of transport will not leave any stop on the line before the stated departure time.

### 4. There will be space for you.

There will be sufficient capacity so that all passengers that might reasonably be expected along the route can get on.

## Information

We want you to have access to the information you need. You can trust that:

### 5. Stops and modes of transport will be properly signed.

Both stops and modes of transport will be signed with the correct line number and destination.

### 6. Stops and important interchanges will be announced.

Inside the mode of transport, information about the next stop will be given by loudspeaker, and also on digital displays where these exist.

### 7. The timetable and price information will be posted at stops and on the modes of transport.

Departures for each line will also be posted at all stops. Information on fares will be posted on the modes of transport and at stops where tickets are sold.

### 8. We will provide information immediately in the event of stoppages and delays.

In the case of a stoppage, the driver will immediately give the cause of the stoppage. We will provide information about irregularities at the stops, as far this is possible.

## Wellbeing

We want you to enjoy your journey. You can trust that:

### 9. Stops and modes of transport will be clean and tidy.

Ruter requires the stops to be cleaned regularly. The modes of transport will be cleaned before they are brought into service each day and are to be taken out of service if they become dirty. The fittings are to be kept tidy and in good repair.

### 10. We will correct or clear up any fault, deficiency, vandalism and litter once you have reported it.

If you report an issue to Ruter's customer centre, serious problems will be rectified during the next working day. Minor issues will be dealt with as and when possible.

## When does the travel guarantee apply?

Ruter's travel guarantee applies in Oslo and Akershus for all modes of transport operated by Ruter, i.e. the metro, trams, ferries and buses that carry the Ruter logo. Ruter's travel guarantee does not apply to NSB rail services. If a failure of the transport system leads to you arriving more than 20 minutes late, we will refund the cost of a taxi, up to NOK 500, if you can provide us with the time, place and line. If you know that another line will serve your purposes, you should use it, possibly in addition to a taxi.

The main rule is that the right to a taxi refund applies in the case of all irregularities that are not announced in advance. If you know or should know about the problem in advance, and the cause is beyond Ruter's control, we are unable to offer a refund. The form for a taxi refund can be found at the back of the travel guarantee folder or at [ruter.no/kontakt](http://ruter.no/kontakt). Send the form to us in an envelope, and remember to attach the correct taxi receipt. It must be the original receipt, showing the line. We will also refund your postage costs. If it is an urgent matter, you should call **40 00 67 00** (select 2 for 'kundesenter og ruteopplysning'/customer centre and travel information).

## Trafikanten is there to help

Unfortunately we do not provide full refunds for the longest journeys in Akershus. It is therefore recommended that you use a different bus or train for part of your journey if your mode of transport fails. Trafikanten, tel. **177**, can help you to find a suitable alternative.

## Allow enough time for transfers

If you are changing line during your journey, you should allow at least five minutes' transfer time plus the walking time between lines. This is not necessary for scheduled connections, in which case the drivers are required to wait for a delayed connection.

## Check that you are reading the right timetable

The timetable booklet contains timetables for different lines, directions and types of day. Christmas, Easter and the summer holidays often have a special timetable, or a reduced service. Timetable changes are usually made in spring and autumn.

## Information and traffic news

Trafikanten provides an overview of all the lines and every planned change. Visit **trafikanten.no**, or call **177**. You can also receive information from your stop direct to your mobile phone by sending a text to **2050**. Write: From <stop> <time> to <stop>. The reply will be sent automatically within a few seconds. You can also view the travel planner on your mobile phone by going to **m.trafikanten.no**

As the departure time approaches, you can check where the mode of transport actually is by texting S <abbreviation> and any <line number>. The abbreviation for each stop is located on the timetable at the stop.



## Comments

Although the majority of Ruter's passengers are happy, we strive to keep improving. When we fail to keep our promises, we would be grateful if you could tell us where we got it wrong. This will enable us to improve our level of service. Go to **ruter.no/kontakt**, or use the form in the folder. Post it to us or drop it off at Trafikanten. If you have any suggestions for improvements, we would love to hear them. And of course, you are also more than welcome to let us know what we do well!

## Response within two weeks

If you would like a response from Ruter on a specific issue, we will endeavour to reply to you within two weeks. We would however ask you to bear in mind that it could take longer, and that we give priority to the most serious incidents.



The name and address of anyone who writes to Ruter may be registered in a database. Ruter AS is the company responsible for the data. Under the Norwegian Personal Data Act, the person registered has the right to know how that data is handled and what information is stored in the database, along with the right to demand that information is corrected or deleted. The information is stored in accordance with paragraph 13 of the Norwegian Bookkeeping Act. Requests for inspection or correction must be based on law and sent in writing to Ruter AS.

## Form for taxi refund

Can also be used for complaints, comments and suggestions

Complete the sections that apply to you. The blank spaces can be used for complaints, comments and suggestions.

- I require a taxi refund     I require a response     I require a response by e-mail     I require the problem to be rectified

### Describe the journey

(as you intended it to be)

<input type="checkbox"/> Metro	Line number:	Start time:
<input type="checkbox"/> Tram	From stop:	
<input type="checkbox"/> Bus Oslo	To stop:	
<input type="checkbox"/> Bus Akershus	Transfer at:	
<input type="checkbox"/> Ferry	Day:	Date:

**What happened:** The mode of transport

- never came     did not stop     was delayed  
 left early     left ..... min. late  
 was wrongly signed     left from the wrong place  
 was so late that I missed my connection

**Other comments:** The place was

- slippery – not gritted     unlit     dirty/unpleasant/deserted

Additional comments:	
I paid out NOK*:	My account no. is*:
Name:	Year of birth*:
Address:	
Postcode:	City:
E-mail:	
Signature:	

Attach the taxi receipt to the form and post in a stamped addressed envelope.  
\* Only to be completed for a taxi refund