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# PORI PUBLIC TRANSPORT
# TICKET AND PAYMENT TERMS

Pori public transport ticket and payment terms in English are a direct translation of the Finnish ticket and payment terms, terms apply from 1st of November 2026. In case of ambiguity, the Finnish terms will prevail.

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## 1. Scope of application

These terms and conditions apply to Waltti travel cards, ticket products that are loaded onto them and other ticket products sold after 1.1.2024 and to their use in Pori public transport. It is the responsibility of the customer using Pori Public Transport public transport and its' services to familiarize themselves with these travel terms and to act in accordance with them.

The full Customer Privacy Policy can be found on the Pori public transport website (in Finnish). In case of ambiguity or discrepancy, the Finnish ticket and payment terms and conditions shall take precedence.

## 2. Ticket purchase and travel

To travel, a customer must have a valid ticket that entitles them to travel. The ticket can be a ticket product loaded onto a travel card, a mobile ticket, or a single ticket purchased with cash or contactless payment on the bus. The travel card or a ticket in a smartphone app must be presented to a reader device or the driver at the start of the journey. When paying with contactless payment, the debit card must be shown to a contactless payment reader every time boarding the bus.

The ticket fare must be paid in one payment when boarding and cannot be paid in parts using different payment methods. A mobile ticket must be purchased before boarding. Tickets purchased through the Waltti Mobile app are valid from the moment of purchase.

A ticket purchased with cash from the driver must be kept for the entire journey. If the passenger transfers to another bus within the transfer time, the QR-code in the ticket must be read on the reader device, or if the reader device is out of order, shown to the driver at the start of the transfer journey.

Buses are registered with both seated and standing places. One ticket entitles to one place. An adult priced single ticket must be purchased for large luggage, bicycles, electric scooters, and pets. For more information on the type of baggage to be carried, see section *2.3. Bicycles and other baggage* of these conditions.

The customer groups in Pori public transport are:

- Junior (0-7 years)
- Child (8-16 years)
- Young (17-25 years)
- Adult (26 years and older)

See also sections *3.1. Acquisition of Waltti Travel Card* and *3.2. Ticket Products.*

## 2.1. Free travel

Children aged 0-7 years travel free of charge on Pori public transport. Two (2) children aged 0-7 may travel free of charge with one adult. The number of children also includes children in prams or pushchairs. Other children accompanying aged 0-7 years are charged the price of a single child ticket.

The right to free travel does not apply to early childhood education and primary education groups.

People carrying a small child in a pram or pushchair travel free of charge in Pori public transport.

## 2.2. Pets

All pets may be transported on the bus, but the driver decides on pets on a case-by-case basis. The driver may refuse to allow a pet on the bus if there are many passengers and little space. The owner is responsible for ensuring that the animal does not disturb other passengers. A single adult ticket price is charged for transporting a pet, which can be paid with cash.

Pets are placed in the bus in a way that causes the least inconvenience to other passengers. Pets are not allowed on seats and must not be kept loose.

Police dogs, guide dogs for the visually impaired, assistance dogs for the disabled, and dogs being trained as assistance dogs are always allowed on buses.

## 2.3. Bicycles and other luggage

Luggage carried and managed by the passenger is transported on the bus without an additional fee. Luggage must not cause inconvenience or danger, nor block the bus aisle. The driver assesses on a case-by-case basis which luggage can fit without causing danger or inconvenience.

A single adult ticket price is charged for a bicycle, electric scooter, and other large items, which can be paid with cash.

There is no charge for prams or pushchairs used to transport children or for walkers used as an assistive device.

## 2.4. Accessibility

The buses operated by Porin Linjat Oy, the bus operator for Porin public transport, are low-floor buses. There are designated seats suitable for passengers with reduced mobility in the front or middle section of the bus.

On public transport, the driver assists passengers with purchasing tickets, provides information about the correct stop when requested, and directs passengers to replacement services in the event of service disruptions. The duties of a public transport driver do not include providing repeated physical assistance to passengers or looking after passengers' belongings.

Pori public transport does not accept the EU Disability Card as proof of eligibility for benefits or discounts. Passengers with disabilities and their assistants are not entitled to free travel.

# 3. Rights, obligations and responsibilities of the card owner and holder

## 3.1 Getting a Waltti travel card

The Waltti travel card for Pori public transport can be purchased from the Waltti online shop (waltti.fi) or from customer service. Travel card costs 7€. The travel card is printed with the Waltti logo, the Pori public transport (PJL) logo and the card number that identifies the card.

To buy a personal travel card from customer service, you must present a police-issued identification. The customer's personal data is recorded in the customer register. Personal data recorded to the travel card can't be changed to another person.

A holder-specific travel card can be purchased without identity verification.

Travel card is set to be either personal or holder-specific when purchased. Personal travel cards can't be changed into a holder-specific travel card, and holder-specific travel cards can't be changed into a personal travel card.

A personal travel card and ticket products can be sold to a minor or a person not of full legal capacity without the consent of a guardian or trustee.

It is the customer's responsibility to familiarize themselves with the ticket and payment terms of Pori public transport before acquiring the travel card. When acquiring the travel card, a customer relationship is established between the customer and Pori public transport, which remains valid until either party terminates it. To maintain the customer relationship, the customer must comply with these terms. The Waltti online store and Waltti Mobile app have their own terms of use.

### 3.1.1 Personal Waltti travel card

Anyone can acquire a personal Waltti travel card for Pori public transport. The customer's identity is verified at the time of card acquisition. The ticket product loaded onto the travel card can only be used by the card owner. The user of a child or young travel card must provide reliable proof of their age to the driver if requested. Personal travel card can't be converted into a holder-specific travel card.

A personal Waltti travel card can also be acquired for another adult. In this case, a free-form power of attorney from the person for whom the card is acquired and proof of the purchaser's identity with a police-issued identification must be presented. The person authorizing the acquisition, i.e., the card owner, is solely responsible for fulfilling these terms if they are of full age and legal capacity.

The customer's information is stored in the customer register of the Pori public transport's Waltti system. The controller is the public transport authority of the City of Pori. The register description in accordance with § 10 of the Personal Data Act (523/99) can be found on the website of Pori public transport (in Finnish).

The data stored on the travel card and in the customer register include the cardholder's name, personal identity number, municipality of residence, gender and user group. Only the customer register also records the cardholder's address, the card number of the card issued and, as optional data, the telephone number, e-mail address, the loading data of the travel card and, as usage data, the travel data of tickets that are of monetary value to the customer. The most recent usage transactions are also stored on the travel card.

Season tickets and value can be purchased on a personal Pori public transport Waltti travel card. A personal travel card is always required for school trips under the Basic Education Act and for student benefits supported by KELA.

You can buy season tickets or value to your travel card in the Waltti online shop, at a customer service point or at sale points.

#### 3.1.2 Holder specific Waltti travel card

A holder specific Waltti travel card can be acquired by an individual, organization, or company. No customer information is collected for the holder-specific travel cards.

Holder-specific travel card is assigned a customer group: child, young, or adult and the customer group cannot be changed afterwards. The travel card can be used to purchase season tickets or value appropriate to the customer group. Holder-specific travel card can't be changed into a personal travel card.

### 3.2. Ticket products

#### 3.2.1 Season ticket

A season ticket is a ticket product purchased for the Waltti travel card or into the Waltti Mobile app, which is valid for a predefined period.

The validity of a season ticket loaded on a Waltti travel card starts from the first use on the bus. Waltti travel card cannot be loaded via the Waltti Mobile app.

The validity of the season ticket purchased in the Waltti Mobile app begins from the moment of purchase.

A travel card can simultaneously hold two season tickets (one active and one pending). A new season ticket can only be loaded onto a travel card once the previous season ticket has been activated by validating the travel card on a bus. The validity period of a pending ticket product only begins once the current ticket has been used and the travel card has been validated on a bus.

The travel card can hold both a season ticket and a value ticket. The buses reader device will prioritize the season ticket on the travel card. If the passenger wishes to travel with a value ticket instead of a season ticket, they must request the driver to charge the value ticket before presenting the travel card to the reader device.

### 3.2.2 Value ticket

A value ticket is money loaded onto the Waltti travel card for paying individual trips. The value can be loaded in amounts from 5 to 500 euros. The fare is charged according to the customer group that is set to the Waltti travel card. The value is valid for two (2) years.

The value loaded onto the Waltti travel card can be used to pay for trips in public transport cities that are also using the Waltti ticket and payment system. The use of the travel card outside the home public transport area will leave a record in both the home area and the usage area event registers.

The value loaded onto the travel card can be used to pay for the trips of several people belonging to the same or younger customer group.

### 3.2.3 Tickets purchased with cash from the driver

The driver sells single and time-based tickets that can be paid with cash. The receipt printed by the driver's device serves as the passenger's ticket, showing the passenger's customer group and the immediately initiated transfer time. Information about tickets can be found from Pori public transport website.

### 3.2.4. Mobile tickets

Mobile tickets can be purchased from the Waltti Mobile app. The tickets only work within the phone app and cannot be loaded onto or transferred to a travel card. The tickets become valid immediately after the purchase transaction is approved. Upon boarding, the QR code of the mobile ticket is shown to the reader device in the bus.

In the Waltti Mobile app, a customer can buy single tickets, time-based tickets, and season tickets. The tickets can be purchased using the payment methods offered by the app.

### 3.2.5. School children's tickets

The Education Committee of the City of Pori decides on the principles of school transportation for pre-primary and basic education (transportation rules). Travel cards granted for school journeys in accordance with the Basic Education Act are personal travel cards for schoolchildren, which can also be loaded with value for free time travelling.

School secretaries order travel cards for schoolchildren through the WalttiPro system. School children can use their tickets to make two trips with 60 minutes transfer between 7-17 on school days.

### 3.2.6. Kela's School Transport Subsidy Tickets

The school transport subsidy helps cover the costs of commuting to school. It is available to students studying at upper secondary level institutions, such as general upper secondary schools (lukio) and vocational schools. Students can receive the subsidy if they have at least 10 commuting days within a calendar month. More information about the school transport subsidy can be found on Kela's website.

In Pori public transport, the Kela-subsidized tickets are:

- Kela 30-day season ticket
- Kela 14-day season ticket

**The Kela 30-day season ticket** offers unlimited travel within the CITY-A zones of Pori's public transport system for 30 consecutive days.

**The Kela 14-day season ticket** offers unlimited travel within the CITY-A zones on 14 separate travel days within a 30-day period. The validity period ends either when all 14 travel days have been used or when 30 days have passed, whichever comes first, even if not all 14 travel days have been used.

The Kela-subsidized ticket is a personal benefit. Therefore, Kela-supported tickets purchased cannot be transferred, refunded or cancelled. It is the student's responsibility to ensure they purchase the correct ticket type.

## 3.3. Contactless payment ticket

Contactless payment refers to purchasing a ticket using a debit card or another device suitable for contactless payment. The following cards can be used for contactless payment: Visa, Visa Electron, Mastercard, and Eurocard. Payments can also be made using Google Wallet and Apple Pay on mobile devices when debit card is linked to device. All trips made on the same day must be paid for with the same debit card or mobile device. Even if a debit card is added to mobile payment app, it will not cross-reference with that physical debit card, but will start a new payment cap.

A payment cap is applied to contactless payments, which allows the passenger to always use the most affordable ticket product without having to determine the most economical option themselves.

The up-to-date customer prices and payment caps for contactless payments in Pori public transport can be found on the Pori public transport website.

PIN codes are not required when paying with contactless payment. The reader device does not print an invoice. The payments and completed journeys can be checked at customer portal, pori.littlepay.com.

If a payment card is charged incorrectly, the customer must contact Pori public transport customer service within 7 days of the error. The customer must also present appropriate proof of the erroneous charge. If the error is due to the customer's own mistake or negligence, the payment will not be refunded. If the error is due to the service provider, the payment may be refunded.

The absence of a contactless payment device on the bus, compatibility problems between cards connected to mobile devices and the contactless payment device or the malfunctioning of a payment device does not entitle the passenger to free travel, refunds for post-payment, or extensions of the validity period of tickets

purchased with other payment methods. In the absence of contactless payment device, the journey can be paid for on the bus with cash, a Waltti travel card, or a mobile ticket.

### 3.4. Storage and lifespan of Waltti travel card

The Waltti travel card for Pori public transport comes with a three (3) year warranty from the date of purchase. After the technical lifespan of the card ends (no later than 8 years from the date of purchase), the card must be replaced. The card owner or holder agrees to store the card carefully during the warranty period. When the use of the travel card ends, it must be disposed of as confidential waste.

The travel card is designed to withstand normal usage conditions. The card must not be modified, duplicated, cut, folded, perforated, or electronically processed.

During the warranty period, a travel card that becomes defective without the customer's own negligence can be replaced free of charge at the customer service. A fee according to the current price list may be charged for a new card if it can be shown that the travel card was not stored carefully enough or was deliberately damaged.

Lost and found travel cards delivered to Pori public transport customer service are kept there for one (1) month. Travel cards that are kept at the customer service but are not picked up during the one month period, will be disposed of.

### 3.5. Usage history of Waltti travel card

The customer can request a transaction history of their personal travel card for tickets and purchases for a period of one (1) year from the Pori public transport customer service. Proof of identity must be provided by means of a police-issued identification document. The travel card must be presented at the customer service desk. A service fee in accordance with the current price list will be charged.

### 3.6. Using the Waltti travel card

The validity of ticket products purchased to travel card begins when travel card is first shown to the reader device at the start of the journey. Ticket products can be purchased to the Waltti travel card in advance and are usable for two years from the date of purchase.

If the reader device in the vehicle does not work, the passenger must ask the driver to check the ticket information or transfer rights on their device. If the driver's device also does not work, the journey is then free unless there’s any exceptional information about the situation.

If there is a fault with the travel card, the passenger must obtain a new travel card either from the Waltti online store or from customer service. The driver will charge the customer the price of a single ticket, that can be paid with cash, contactless payment or a single ticket bought from Waltti Mobile app.

### 3.7. Misuse of Waltti travel card

The driver has the right to confiscate the travel card from the passenger if a personal travel card has been given to another person or if a personal travel card for a younger customer group is used by someone belonging to an older customer group.

The driver has the right to charge a single fare from the person misusing the travel card, according to the current price list.

Confiscated travel cards can be inquired about at the City of Pori's customer service point, where the travel cards are delivered weekly. Identity must be proven when retrieving the card. The card owner is responsible for any losses or damages resulting from misuse. No compensation is paid for the period of confiscation.

### 3.8. Deactivation of Waltti travel card

#### 3.8.1 Personal Waltti travel card

A personal travel card will be deactivated by customer service if the cardholder goes to the customer service and presents a police-issued identification to verify his/her identity.

The deactivated travel card can no longer be used for travel. A new travel card (7€) to replace the deactivated personal travel card can be used to transfer the ticket products of the deactivated travel card. A service fee in accordance with the current price list will be charged for the transfer.

If there are Kela school travel tickets on a deactivated travel card, they cannot be refunded or transferred to a new travel card.

Customers can also close their own personal travel card in the Waltti online store. A travel card closed in the Waltti online store can be reactivated if the card is found. If the travel card closed in the Waltti online store cannot be found, the closed card must be replaced with a new travel card at the customer service. More information about closing a travel card in the Waltti online store is available on the Pori public transport website.

Holder-specific travel cards and personal travel cards belonging to other people cannot be closed or reactivated in the Waltti online store.

A travel card closed in the online store cannot be used, and no value or season tickets can be purchased for it.

### 3.8.2 Holder specific Waltti travel card

The holder specific Waltti travel card is always the responsibility of the holder. A holder specific Waltti travel card cannot be deactivated, and the tickets or value on the card cannot be transferred to another card at customer service. Pori public transport is not obliged to replace tickets on a lost or stolen holder-specific travel card. The card fee for a lost or stolen travel card will not be refunded.

## 3.9. Complaints and requests of investigations

### 3.9.1 Defective travel card

The Waltti travel card for Pori public transport comes with a three (3) year warranty from the date of purchase. During this period, a travel card that becomes defective without the customer's own negligence can be replaced free of charge at customer service.

Tickets on a defective travel card can be transferred to a new card, provided that the contents of the travel card can be verified from the travel card system. The card number must be readable on the travel card, or another document related to the card (e.g., card history).

During the guarantee period, a card fee may be charged for a new travel card in accordance with the current price list and a service fee for transferring tickets to a new travel card if it can be established that the card has not been stored with sufficient care or has been deliberately tampered with.

### 3.9.2. Changing purchased ticket products

A customer can change unused season tickets purchased on their personal travel card into value tickets at customer service. The refund value is calculated based on the customer price valid at the time of loading the season ticket. The customer must present the travel card and a police-issued identification to verify their identity. A service fee in accordance with the current price list is charged for changing ticket products.

Season tickets purchased on a holder-specific travel card cannot be changed into value tickets.

Money is not refunded to the customer for purchased ticket products unless there was an error in the sales transaction.

### 3.9.3. Incorrect ticket loadings

Incorrect ticket sales must be corrected primarily and immediately at the sales point where the error occurred. If the ticket product has been used after the incorrect sale, the correction can only be made at customer service without delay after the error is discovered, within a maximum of seven (7) working days. The request for correction must be made within one (1) month after the customer has discovered or should have discovered the error.

Travel costs due to the error are not refunded to the customer.

### 3.9.4. Incorrect charges for value tickets

Incorrect or accidental charges for value tickets can be refunded to the travel card. In the event of an error, the customer must request a printed card history from the driver, who will note the incorrect transaction. The receipt and travel card must be presented at customer service.

Correction requests for incorrect charges for value tickets must be made at the customer service point without delay after the error is discovered, within a maximum of one (1) month.

### 3.9.5. Ticket Refunds Due to Unnecessity

A customer may request a refund for unused or unnecessary ticket products purchased for their personal travel account or Waltti travel card at a customer service point. The customer must visit the service point in person. They must present a valid photo ID issued by the police and have either the Waltti Mobile App or the Waltti travel card to which the refundable ticket was originally purchased.

A customer may authorize another person to handle the refund on their behalf with a power of attorney. The authorized person must present a valid photo ID issued by the police and have either the Waltti Mobile App or the Waltti travel card to which the refundable ticket was originally purchased.

In the event of death, ticket products purchased for a personal travel account or travel card can be refunded to the bank account of the deceased's estate. The person authorized by the estate must present a valid photo ID issued by the police and have either the Waltti Mobile App or the Waltti travel card to which the refundable ticket was originally purchased.

Season ticket refunds are primarily processed by converting the unused or remaining season ticket into a value on the Waltti travel card. Refunds are not paid in cash.

A service fee will always be charged according to the current price list. If the refundable amount is less than the service fee, the tickets will not be refunded. Tickets loaded onto a non-personal (holder-specific) travel card cannot be refunded.

The card fee (7€) for the travel card is non-refundable.

### 3.9.5 Waltti Mobile-app refunds

Incorrect ticket purchases due to the customer's own fault or negligence will not be refunded. The customer should familiarize themselves with the terms and conditions and zones of the Waltti Mobile application before purchasing a ticket and, if necessary, request advice from customer service. If it can be established that the incorrect ticket purchase is due to the fault of the service provider, incorrect ticket purchases may be refunded.

A valid season ticket, day ticket or single ticket purchased through the Waltti Mobile app can be transferred to another phone, for example if the phone is lost. To prevent misuse, the number of transfers is limited. Once the maximum number of transfers has been reached, the ticket will no longer be visible in the app and cannot be restored for use.

### 3.9.6. Other Inquiries and Refunds

In the case of a widespread disruption, such as a strike affecting bus services, separate refund guidelines will be provided. Traffic disruptions, such as missing routes, partial cancellations, early arrivals, or delays, generally do not entitle customers to compensation. Compensation may be paid on a case-by-case basis at the discretion of the Pori Public Transport Authority based on a free written application.

## 3.10. Termination of travel card and customer relationship

Cardholders have the right to terminate their travel card and customer relationship at any time at the Pori public transport customer service. In this case, the cardholder must prove his/her identity with a police-issued identification and fill in a written form at the customer service point authorizing the public transport authority to delete the customer data from the customer register of Pori Public Transport.

The Pori Public Transport Authority has the right to terminate the customer relationship if the conditions of the customer relationship have not been met. Upon termination of the customer relationship, the customer data will be deleted immediately, unless other legal obligations prevent the deletion of the data. Once the data has been deleted, complaints, refunds and clarification of error situations are no longer possible.

# 4. Obligations, responsibilities, and rights of Pori public transport

## 4.1. Selling Waltti travel card

Pori Public Transport sells Waltti travel cards under the terms described in section 3. Only age-group-based, non-personal tickets can be loaded onto non-personal travel cards/accounts. Personal travel cards/accounts can be loaded with all types of age-group-based, non-personal tickets as well as personal tickets under certain conditions.

## 4.2. Fees

Pori Public Transport has the right to charge the customer according to its current price list, which is available at the customer service point and on the website. In addition to the ticket fees, the fees include:

- the card fee for the travel card
- a service charge for the loading of a travel card
- a service charge for the transfer of tickets
- a service charge for any other handling of the travel card

Points of sale are entitled to charge a service fee for loading ticket products onto a travel card.

## 4.3. Limitation of liability for Pori public transport

Pori Public Transport is not responsible for the use of the travel card in services unrelated to travel and is not obligated to compensate for damages caused by any other contractual companies.

Pori public transport is not responsible for the functionality, availability or errors of ticketing or payment systems provided by third parties. The terms and conditions applicable to third-party services are determined by the terms and conditions of the respective service provider. Customers are responsible for familiarizing themselves with the service provider’s terms and conditions before using the service.

## 4.4. Validity and amendment of travel card terms

The Pori Region Public Transport Committee decides on the travel and travel card terms for Pori public transport. The conditions can be changed. If a change in the terms and conditions increases the cardholder's or card owner's obligations or reduces his or her rights and is not due to a change in the law or a decision by a public authority, Pori Public Transport will announce the change by publishing a notice on its website. The change will enter into force on the date indicated in the notice.