

## General conditions of use of the tpf card

### 1. General points

These general conditions are to determine the relationship between the customer and transports publics fribourgeois (TPF) SA [Fribourg public transport undertaking] (referred to below as TPF).

The customer is to accept these TPF general conditions and to commit himself to observe them.

### 2. Acquiring a tpf card

tpf cards are sold on demand by TPF staffed sales points and by accredited partners.

### 3. Loading the tpf card with funds and using it

The tpf card may only be used to buy tickets from TPF ticket machines or from TPF sales points.

To buy tickets or activate ancillary functions, the tpf card should be held in front of the card reader fitted to TPF ticket machines.

The tpf card may be loaded or reloaded with funds in TPF ticket machines, at TPF staffed sales points, or in local TPF buses.

The tpf card does not replace any other ways of paying. If a tpf card does not work properly, its holder should pay for the service being bought using another means of payment.

### 4. Balance

The balance on the card may be checked by means of a TPF ticket machine at any time.

### 5. Interest

No interest is credited to balances on tpf cards.

### 6. Validity of the tpf card

tpf cards are valid for thirty-six months, starting from the month in which it is first initialised.

### 7. Expiry and renewal of the tpf card

Customers may ask TPF staffed sales points to transfer the balance on the card to a new card if a credit balance remains on the card when it reaches its expiry date. Customers are allowed six months to ask for this transfer, after that transfers cannot be made and customers will lose the balance.

tpf cards cannot be used after expiry and must be replaced.

### 8. Refund of the balance on the tpf card

Customers may ask for a refund of the balance on the tpf card following the purchase of an 'abonnement général' or a Frimobil annual travel card. Customers are allowed three months calculated from the beginning of the validity of the ticket bought to ask for this refund.

No other refunds are allowed.

#### **9. Replacement of the tpf card**

TPF staffed sales points will exchange damaged or defective tpf cards which can no longer be read by TPF ticket machines. The damaged or defective tpf card must be surrendered to make the exchange.

#### **10. Taking care of the card**

Customers must take care of their tpf cards and ensure that they are not used fraudulently by third parties. Customers are to accept all transactions made with their tpf cards and all the consequences of the use made of the card.

#### **11. Liability**

tpf cards are impersonal. TPF is to bear no liability for the consequences of the loss or theft of the tpf card. The balance on a tpf card cannot be transferred or refunded if the card is lost or stolen.

TPF accepts no liability for loss and damage which the customer may suffer as a result of interruptions to traffic, disruption, unauthorised interference with power supplies or other irregularities. TPF reserves the right to suspend the service without giving a reason if it believes there are risks to public safety.

#### **12. Confiscation of the tpf card**

Authorised TPF staff may confiscate the TPF card if they suspect that it is being used in a fraudulent manner. If the tpf card is confiscated in this way, the credit available will not be refunded.

#### **13. Law and competent courts**

Swiss law is applicable. The competent courts are those of Fribourg, subject to mandatory legal obligations.

#### **14. Amendment and supplementary provisions**

TPF reserves the right to amend these general conditions at any time. The up-to-date version may be consulted on [www.tpf.ch](http://www.tpf.ch) or on request at any TPF staffed sales points. Customers are bound by the general conditions current at any time once they are published. In the case of uncertainty or divergences between the English, French and German versions the French version is regarded as authentic.

As at 1 November 2014