

# General terms and conditions for travel and travel cards with Lahden seudun liikenne in the Lahti region

The general conditions for travel and travel cards of Lahden seudun liikenne (LSL) are valid as of 2 February 2026. These conditions replace the previously established travel and travel card conditions. The conditions apply to all ticket products of the ticket and payment system Waltti of Lahden seudun liikenne.

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# 1 Scope of application

These terms and conditions apply to travel on LSL (Lahden seudun liikenne) transport and to ticket products in use. The Consumer Protection Act applies to services and ticket products purchased by consumers.

Compliance with these terms and conditions is a prerequisite for an ongoing customer relationship between Lahden seudun liikenne and the customer.

## 2 Definitions

**Customer Service Point** is the customer service point for Lahden seudun liikenne, located at Lahti-Piste. You can purchase and download a Waltti travel card and buy day tickets at the customer service point. The customer service point also takes care of broken and lost travel cards, handles complaints and advises customers on how to use public transport.

**Customer register** is a register collected by the Lahti public transport authority of personal, company and community travel card holders, as well as the travel cards registered to them, their ticket data and usage transactions.

**Customer group** is a piece of information stored in the customer register and on the travel card that determines, together with the customer's age group, the range of tickets that can be loaded for the customer.

**Holder-specific travel card** is an age group-based travel card sold to an individual, company or organisation, which can be loaded with holder-specific tickets offered by Lahden seudun liikenne.

**Personal travel card** is a travel card that can be sold to a person with a Finnish personal identity number or a foreign person who has provided proof of identity, and on which tickets offered by Lahti Region Transport can be loaded.

**Age group** is a customer group for which an age limit has been set.

**Cardholder** is a person who holds a personal, holder, company or community travel card.

**Card history** is a list of the most recent ticket recharges and transactions for travel cards.

**Card reader** is a device on the bus that reads the ticket from the travel card.

**Card owner** is the owner of a personal travel card.

**Processing fee** is the fee charged by the City of Lahti if a refund is paid to the customer's bank account.

**Lahden seudun liikenne (LSL)** is the marketing name used by the Lahti region public transport authority. The City of Lahti acts as a regional authority in public transport, planning routes and timetables, tendering transport, and planning and being responsible for public transport information and marketing.

**Operator** is a bus transport service provider.

**Travel card** is the common name for personal, holder-, company- and community-specific Waltti travel cards.

**Service fee** is a fee charged by a point of sale for activities related to travel cards or customer relationship, such as reloading a travel card.

**Service provider** is the transport operator, service point or other entity that has a service contract with Lahden seudun liikenne.

**Service point** is a ticketing and ticket loading point where you can purchase and reload your Waltti travel card, update your customer information and buy day tickets.

**Employer-subsidised commuter ticket** is a ticket product that can be loaded onto a travel card and for which the employer pays all or part of the cost.

**Waltti shop** is the national Waltti online shop for public transport where you can order a travel card and download ticket products. Waltti Kauppa is located at waltti.fi.

**Company and community travel card** is an age group-based travel card sold to a business or registered association, on which individual tickets can be loaded.

## 3 Rights, obligations and responsibilities of cardholders and card owners

### 3.1 Purchase of a travel card

You can get a Waltti travel card for Lahden seudun liikenne from customer service, service point or Waltti shop. The card is subject to a card fee (€5) and a service fee per service point, according to the valid price list. The first travel card is free for children aged 0–9 from Lahti-Piste, Asikkala Municipality Service Point and Hollola Service Point Piipahlus. The service fee is also charged in connection with a free travel card. Onto the card is printed the logo of Lahden seudun liikenne (LSL) and the card number that identifies the travel card. The card details are stored in the travel account of the backend system.

It is the customer's responsibility to familiarise themselves with the general travel and travel card conditions of Lahden seudun liikenne before purchasing a card. The customer accepts these terms and conditions upon receipt of the travel card. When a travel card is issued, a customer relationship is established between the customer and Lahden seudun liikenne, which is valid until terminated by one of the parties. In order to maintain the customer relationship, the customer must comply with these terms and conditions.

#### 3.1.1 Personal travel card

Anyone can purchase a personal Lahden seudun liikenne Waltti travel card. Please remember that the identity of the customer will be verified when the card is purchased.

A minor or a person who is not legally competent may be sold their own travel card and tickets without the consent of their guardian or trustee. If a minor does not have a photo ID, they must present a reliable proof of identity (e.g. a Kela card). A minor or a competent person who is not legally competent is responsible for meeting these conditions together with their guardian or trustee.

A personal Waltti travel card can also be purchased for another person. In this case, you must present a written authorisation from the person for whom you are obtaining the card and proof of your identity. The authorisation can be free-form or

printed from the Lahden seudun liikenne website [lsl.fi/liput-ja-hinnat/lomakkeet/](http://lsl.fi/liput-ja-hinnat/lomakkeet/). The authorised representative does not need to have their own travel card, but their data will also be collected in the customer register. The authorised, i.e. the cardholder, is solely responsible for compliance with these conditions, provided that they are of full age and legally competent. For more information on the customer register, see section 4.3.

All personal tickets based on age group, as well as personal tickets with specific conditions and special benefits can be loaded onto a personal Lahden seudun liikenne Waltti travel card.

#### 3.1.2 Holder-specific travel card

A holder-specific Waltti travel card can be purchased by an individual, company or organisation. No information on the purchasers of individual travel cards is collected in the customer register.

The age group (child or adult) is stored on the holder-specific travel card and does not change. A holder-specific travel card can be loaded with a value (money) that can be used to pay for travel by a person of the age group stored on the card or younger. A child can use an adult holder-specific travel card, but an adult cannot use a travel card with the age group set as a child.

#### 3.1.3 Company and community travel card

A Waltti travel card can be purchased by a company or organisation with a business ID. The customer register contains the business ID, name, address, telephone number, contact person and the identifiers of the travel cards. The correctness of the company's information is verified by appropriate methods from the Business Information System.

The person representing the company or organisation is shown the information collected when the card is purchased and the person is responsible for checking and validating it. The travel card is holder- and age group-specific and can be loaded with holder-specific tickets.

## 3.2 Ticket products

### 3.2.1 Season ticket

A season ticket is a ticket product that can be loaded onto a Waltti travel card or purchased from the Waltti Mobiili app and is valid for a specified period

of time from the first use. The validity period can be 30, 90, 180 or 270 days or a calendar year (365 days). The season ticket is personal.

Two season tickets can be on one card at the same time, one for the current season and one for the coming season. The days of the coming period only begin to be used when the first period has ended and the new period is read for the first time with a bus card reader.

In addition to a season ticket, a travel card can carry other value. If a card has a season and value, the card reader will primarily read the season. If you want to travel using value, you can read the trip by selecting an exception from the card reader.

The validity of the mobile season ticket starts immediately upon purchase.

Season tickets can be loaded onto travel cards at customer service points, service points or the Waltti shop.

Service points charge a service fee for loading, the amount of which they decide independently. Contact details and charges [www.isl.fi/liput-ja-hinnat/lipunmyynti-ja-latauspaikat/](http://www.isl.fi/liput-ja-hinnat/lipunmyynti-ja-latauspaikat/).

Client groups: child, adolescent, student, adult and senior. The customer group is determined by the time of ticket purchase.

### 3.2.2 Value ticket

A Waltti card can be loaded with value (€0.65–500). The value can be loaded onto a personal and holder-specific travel card.

You can also use a value ticket to pay for the journey of an accompanying person, but the card will always be charged the price of an adult's value ticket, as value ticket discounts are personal benefits.

The default travel zones are defined for the travel card, and the fare charged for the value fare is charged when the card is read by a card reader. If the trip deviates from the default zones, the passenger must select the deviation and the zones of the trip from the card reader before reading the card with the card reader.

Client groups: child, adolescent, student, adult and senior.

### 3.2.3 Mobile tickets

Lahden seudun liikenne mobile tickets are sold in the Waltti Mobiili app. By using the Waltti Mobiili app in the Lahti region, the customer accepts

these terms and conditions. When using the app, a customer relationship is established between the customer and Lahden seudun liikenne, which is valid until terminated by one of the parties. In order to maintain the customer relationship, the customer must comply with these terms and conditions.

Mobile tickets work in the phone app and are not loaded on the travel card. Mobile tickets are valid immediately after the approved purchase transaction. Show the QR code on your mobile ticket to the card reader when you board the bus.

The Waltti Mobiili app offers single tickets, day tickets and season tickets. Payment is made using the payment methods defined in the app, such as a debit card, mobile payment or commuter benefit. Mobile payment can be used to buy single and day tickets within the single and monthly limits set by the operators. Buying a season ticket using mobile payment is not possible. Receipts of your purchases can be viewed in Waltti Mobiili. More detailed terms and conditions are available in the app.

You must be able to provide the mobile ticket for inspection at any point of the journey. It is the passenger's responsibility to ensure that their device has enough battery and that the ticket can be read on the screen.

### 3.2.4 Day ticket

A day ticket is a ticket product that can be loaded onto a single-use card for 1, 3 or 7 days or purchased from the Waltti Mobiili app. When using a day ticket, only one person can travel per ticket. Day tickets are day-based, i.e. a 1-day ticket is valid for 24 hours from the first read. The validity period of a mobile ticket starts from the moment of purchase. The price of a day ticket purchased at a service point also includes the single-use card itself.

The day ticket is holder-specific and is non-redeemable.

Client groups: adult, student and child.

### 3.2.5 Single ticket with contactless payment

Contactless payment can be used to buy a single adult ticket with a debit card or other means of payment suitable for contactless payment. You cannot use the same card or contactless payment device to pay for another passenger's journey. Cards suitable for contactless payment: Visa, Mastercard and Eurocard. You can also pay using the Google

Pay and Apple Pay payment apps on your mobile device, when linked to your payment card.

Contactless payment includes a 90-minute charging right. When you change between transport connections and have paid for your trip with contactless payment, you need to read your trip using the same payment card or mobile device, and the travel zones must be the same.

The card reader does not ask for a PIN code when paying with a debit card and does not print a receipt. Payments and trips made with contactless payment can be checked on the contactless payment customer portal [lsl.littlepay.com](https://lsl.littlepay.com).

If a payment card has been charged incorrectly, the customer must contact LSL customer service within 30 days of the error. If the error is due to the customer's own fault or negligence, the charge will not be refunded. If it is the fault of the service provider, the payment can be refunded.

Failure of contactless payment does not entitle you to free travel, refunds afterwards or extensions of the validity of tickets purchased by other means of payment. If contactless payment does not work, you can pay for your journey on the bus with a Waltti travel card or a mobile ticket.

### 3.3 Keeping your travel card

The cardholder undertakes to be careful with their card. When the travel card is no longer used, it can be kept or disposed of with mixed waste.

The travel card can withstand normal conditions of use. The card may not be converted, duplicated, cut, folded or perforated.

The replacement of a travel card is subject to a card and service fee in accordance with the price list in force at that time.

### 3.4 Finding the user information of a travel card

The customer may request the transaction history for a personal travel card for up to one (1) year for specific tickets and loading from the customer service point. Proof of identity must be provided. The customer does not need to have the travel with them. The usage data of a holder-specific travel card is given to the cardholder. The customer must have the travel card with them at the customer service point.

The card history of the travel card, i.e. the latest ticket information and usage history, can be requested at the customer service point. In this case, the customer must have the travel card with them.

## 3.5 Using the travel card

A season ticket loaded onto a Waltti travel card can be used to pay for travel on all public transport services in the area organised by the Lahti region public transport authority on all services within the jurisdiction of the public transport authority, unless otherwise stated for the service. You can also pay with your Waltti travel card in other municipalities where Waltti is in use. The validity of a season or value ticket loaded on a Waltti travel card starts when it is shown to the card reader at the start of the first journey.

The fare must be paid in one payment method when boarding and cannot be paid in parts by, for example, season ticket, value or local fare.

The use of a travel card outside your own public transport area will be recorded in the transaction register for both your area and the area of use.

To travel, the customer must have a valid ticket on their travel card that entitles them to the trip. Without a valid ticket or if the ticket is not valid in the zones you are travelling in, you must buy a valid ticket either with a travel card, contactless payment or a mobile app. An inspection fee may also be imposed.

You must show your travel card to a card reader every time you board a bus. The tickets include the right to switch between buses and the validity of the ticket is checked by showing the travel card to the card reader. The length of the time period during which you can change buses is determined by the number of travel zones.

If the card reader on the bus does not work when the customer is paying for their journey with a travel card, the journey will not be charged. If the fault is with the travel card, the journey will not be charged and the customer must exchange the card for a new one at the customer service point as soon as possible. The driver or ticket inspector may charge the customer for a single ticket if it can be established that repeated attempts have been made to travel with a faulty ticket.

A ticket loaded on a personal travel card can only be used by the cardholder, who must present reliab-

le proof of their identity (certificate that shows their identity) to the ticket inspector or driver on request. Children or young people using a travel card must present a reliable proof of their age to the driver on request (e.g. a Kela card).

A holder-specific travel card may be transferred to another person of the same or a lower age group, provided that the card has a holder-specific ticket suitable for the user.

The value loaded on the travel card can be used to pay for the travel of several people belonging to the same customer group. However, personal discounts cannot be used for a other passengers' trips, so for example, if a student and a senior pay for another person's journey with a value ticket, the card will always charge the adult value ticket price for the other passenger.

The Waltti travel card for Lahden seudun liikenne can be downloaded from the Waltti online shop, customer service points or service points.

There is a service charge per service point for loading your travel card.

## 3.6 Misuse of travel cards and tickets

If a personal travel card with a personal ticket has been given to another person, a travel card for a lower age group to a person of a higher age group or a personal company travel card to another person, the driver has the right to take the card from the passenger. You can ask at the customer service point for confiscated travel cards. Proof of identity must be presented when you collect your card. The cardholder is responsible for any loss or other damage caused by misuse. There is no compensation for the time the card is confiscated.

A passenger who has read a ticket for another person or the wrong age group must buy the right kind of ticket with contactless payment or mobile app. If a passenger's ticket is not valid in the zone they are travelling in, it is a case of misuse (e.g. AB zone ticket in CD zones). The passenger must buy the right ticket using a travel card, contactless payment or a mobile app.

If the passenger does not have the right kind of ticket, the driver has the right to remove the passenger.

## 3.7 Closing your lost travel card

### 3.1.7 Personal travel card

If you lose your personal travel card, you should report it to a customer service point where it can be closed. The customer must provide their personal identification number. For data security reasons, it is recommended that the notification is made in person or by telephone (not by letter or email). This will also ensure that the closing happens when it is actually needed. If the customer has several travel cards, the service point must also be provided with the relevant card number or otherwise be informed which card is to be closed (e.g. identification by the type of ticket on the card). The travel card is placed on the closed cards list, after which the card will no longer work.

A closed travel card cannot be used for travel. The bus card reader will sound an alarm if an attempt is made to use a closed card.

You can buy a new travel card to replace the closed travel card, and the tickets on the closed travel card can be transferred to it. Ticket information is checked in the customer register of the travel card system. A service fee will be charged for the transfer of tickets in accordance with the current price list and a card fee will be charged for the new travel card. A closed travel card that has been replaced with a new one will be removed from use. A closed travel card cannot be opened again.

A travel card reported stolen is treated in the same way as a lost travel card. No refund will be given for the card fee of a lost or stolen personal travel card.

### 3.1.2 Holder-specific travel card

The use of a holder-specific travel card is equivalent to holding and using cash. Holder-specific travel cards cannot be closed and the tickets on them cannot be returned or transferred to another card. Lahden seudun liikenne is not obliged to replace tickets on a lost or stolen holder-specific travel card. The card fee for a lost or stolen holder-specific travel card will not be refunded.

### 3.1.3 Company and community travel card

A lost travel card should always be reported to the customer service point where it can be closed. The

customer must provide the company's business ID. For data security reasons, it is recommended that the notification is made in person or by telephone (not by letter or email). This will also ensure that the closing happens when it is actually needed. If the company has several travel cards, the service point must also be provided with the relevant card number or otherwise be informed which card is to be closed (e.g. identification by the type of ticket on the card). The travel card is placed on the closed cards list, after which the card will no longer work.

A closed travel card cannot be used for travel. The bus card reader will sound an alarm if an attempt is made to use a closed card.

You can buy a new travel card to replace the closed travel card, and the tickets on the closed travel card can be transferred to it. Ticket information is checked in the customer register of the travel card system. A service fee will be charged for the transfer of tickets in accordance with the current price list and a card fee will be charged for the new travel card. A closed travel card that has been replaced with a new one will be removed from use. A closed travel card cannot be opened again.

A travel card reported stolen will be treated in the same way as a lost travel card. No refund will be made for a lost or stolen company or community travel card.

## 3.8 Complaints and requests for clarification

### 3.8.1 Defective travel card

A damaged travel card must be replaced at a customer service point. Tickets on a damaged travel card can be transferred to a new card, provided that the content of the card can be identified from the customer register of the travel card system. The card number must be legible on the travel card or other documentary evidence of the card (e.g. card history).

The new card will be subject to a card fee in accordance with the current price list and a service fee for transferring tickets to the new card.

When replacing a card, the defective card must be handed over to the customer service point for destruction. The card fee for a damaged travel card will not be refunded. If the customer does not wish to purchase a new travel card, the tickets on the de-

fective travel card will be processed as redundant, as described in section 3.8.2.

### 3.8.2 Return of ticket products as redundant

Customers can return any unused ticket products loaded on their personal travel card at their own request at the customer service point. The customer must go to the customer service point in person or authorise another person to deal with the matter. The customer or authorised representative must have the travel card and proof of identity with them.

Season ticket refunds are primarily made by transferring the unused or remaining season to the travel card as value. The value of the refund is calculated at the rate in force at the time the ticket product was loaded. When a refund is made to a travel card at the customer service point, the customer will be charged a service fee of €2.

If the customer wants the refund to their bank account, they will be charged a processing fee of €7. The refund will be made within 30 days of the customer contacting the customer service.

If the customer returns tickets due to a change in their life circumstances (e.g. long-term hospitalisation, illness or unemployment), the tickets on the travel card at the time of the change may also be taken into account. In such cases, the customer must provide sufficient evidence that they are unable to use their tickets due to a life change. In the event of death, the remaining tickets on the personal travel card can be refunded to the bank account of the deceased's estate against a death certificate or similar proof.

A service or processing fee will always be charged for the return in accordance with the applicable price list. If the value of the refund is less than the processing fee, the tickets cannot be returned. Tickets loaded onto a holder-specific travel card are non-returnable. Refunds are never paid in cash.

The travel card fee (€5) is non-refundable.

### 3.8.3 Incorrect ticket loading

In the case of incorrect ticket loading made on a travel card, the service point where the error occurred must be the first point of call to correct the error immediately. If the card has been used after loading, the error can only be corrected at the customer service point. In this case, the request for correction will be processed at the customer service point ac-

According to the instructions of the Lahti region public transport authority. The request for correction must be made within one (1) month of the date the customer discovered or should have discovered the error.

No refund will be made for the incorrect loading of a holder-specific travel card.

Double purchases or season tickets loaded for the wrong zones due to customer error can be corrected at the customer service point. The purchased are treated as redundant ticket products in accordance with section 3.8.2. A service or processing fee will be charged for the correction of incorrect ticket downloads caused by the customer's own error in accordance with section 3.8.2. If it can be established that the incorrect ticket loading is due to an error by the service provider, no service and processing fee is charged. The customer may be reimbursed for reasonable travel costs (up to two (2) single tickets for Lahden seudun liikenne) caused by the service provider's error.

### 3.8.4 Incorrect value ticket charges

Requests for correction of incorrect value ticket charges must be made within one (1) month after the customer has discovered or should have discovered the error. Requests for corrections are processed at the customer service point in accordance with the instructions of the Lahti region public transport authority. If a request for a correction requires further clarification, the request will be processed by the public transport unit within 30 days of receipt of the request for clarification.

### 3.8.5 Incorrect ticket purchases in the app

Incorrect ticket purchases in the Waltti Mobiili app that are due to the customer are not refunded. Customers should familiarise themselves with the terms and conditions of the Waltti Mobiili app and LSL travel zones 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, the ticket purchase may be cancelled and the payment may be refunded.

The Lahti region public transport authority does not refund tickets purchased from third party services (e.g. Lahti Tickets, Matkalla app).

### 3.8.6 Technical incidents

The user is responsible for the operation of their own device used to purchase or load tickets and for the connection to the network operator. The service provider is responsible for its own software and the security of its use.

The service provider shall not be liable for errors caused by the interruption of or faults in the telecommunication connections or other telecommunication-related services provided by third parties. The service provider is also not liable for errors caused by the user's use of the service in violation of instructions or regulations or otherwise caused by the user.

The service provider has the right to suspend the service it provides due to a related change or technical reason or due to the repair, installation or maintenance of the telecommunications network or similar reasons or if required by law or other official order. Service interruptions are announced in advance on the service provider's website.

In the event of disruption or problems, tickets must be purchased by other means. For example, if there is a problem with the Waltti Mobiili app or the Waltti shop, you can pay for your trip with contactless payment.

### 3.8.7 Other clarification requests and refunds related to ticket products

Other requests for clarification in relation to ticket products must be made within one (1) month after the customer has discovered or should have discovered the error. In special circumstances relating to the customer being unable to use the tickets or the termination of use (hospitalisation, institutionalisation, permanent transfer of residence, work or study place out of the LSL area, death or other serious reasons comparable to the above-mentioned situations), the request for clarification must be made within one (1) year of the occurrence of the grounds for refunding.

Requests for clarification are processed at the customer service point in accordance with the instructions of the Lahti region public transport authority.

In the clarification request, the customer must prove their identity and provide appropriate supporting documents to prove the validity of the transaction. If the customer is unable to go to the customer

service point, they can authorise someone else to do it for them.

If the refunding application and/or complaint is accepted, the customer may be reimbursed for the reasonable costs incurred, in accordance with the provisions of the Consumer Protection Act. Refunds can be calculated for season tickets that are in or use or for which the period of use has not yet started and for unused tickets, as described in section 3.8.2, or retroactively.

- For used value tickets, in accordance with the rate in force at the time and
- For used season tickets in accordance with the rate in force at the time when the tickets were loaded on the card.

If a retroactive refund claim is due to the inability to use the ticket (for more than five (5) days, e.g. long-term hospitalisation, illness) during a certain period of the ticket's validity, the case can only be processed for tickets for which the user data can be determined (season ticket, in which case the number of journeys is linked to the validity period). The loss of value of the season ticket for the customer is calculated in the system by dividing the price of the season product by the length of the season product and multiplying the result by the number of unused days, so that the current day is included in the refund for a season product that has been activated. If the total price of the ticket is lower than the value of the journeys made, there is no ground for refund.

A processing fee is charged if the reason for the refund is due to the customer's own fault, negligence or inability to use the ticket (more than five (5) days, e.g. long-term hospitalisation, illness). If the reason for the refund is due to an error on the part of the service provider, no processing fee will be charged. If the value of the refund or return is less than the sum of the processing fees, the tickets will not be refunded and cannot be returned.

Card payments are not refunded. Employer-subsidised commuter tickets are non-refundable and non-returnable, as the price is made up of the customer's and the employer's share, or the employer's share alone.

### 3.8.8 Other possible refund situations

A traffic incident, such as missing a service or part of a service or arriving early or late, does not usually entitle you to a refund if the next service is operated within a reasonable waiting time. Nor is there a

basis for a refund in situations where the service provider is not responsible for the inconvenience, such as maintenance or repair work within the street network.

Separate refund guidelines are issued in the event of, for example, a large-scale strike on bus services.

### 3.8.9 Applying for a refund

You can apply for a refund by submitting a free-form written complaint or an application for a refund to the Lahti region public transport authority. The application should include the customer's contact details (name, address, phone number), travel card number or Walthi ID, any copies of receipts for expenses incurred and reasons for the application. The application can be submitted to the customer service or by email to [isl@lahti.fi](mailto:isl@lahti.fi).

## 3.9 Termination of travel card and customer relationship

Cardholders have the right to terminate their travel card and customer relationship at any time at the customer service point. The cardholder will have to prove their identity. If the cardholder returns their personal travel card, they are entitled to redeem the tickets on the card. Redeemable tickets are processed as redundant, as described in section 3.8.2.

If you are unable to go to the service point, you can authorise someone else to do it for you.

In the event of death, the remaining tickets on a personal travel card can be redeemed by the next of kin or estate of the customer. In the event of death, the personal travel card of the deceased can be closed by the representative of the estate and the ticket items on the card can be credited to the bank account of the estate against a death certificate or similar proof. A processing fee is always be charged for redeeming in accordance with the current price list. Tickets cannot be redeemed:

- if the redeemable value is less than the processing fee,
- if travel cards are not returned, or
- if the travel card is holder-specific.

The Lahti region public transport authority has the right to terminate a customer relationship if the conditions of the customer relationship have not been met. To maintain their customer relationship, the customer must comply with the general travel and travel card conditions of the Lahti region public

transport authority. Upon termination of a customer relationship, the relevant customer data will be deleted within one (1) month of the termination of the customer relationship, unless other legal obligations prevent the deletion of the data. The customer will be informed in writing of the termination of their customer relationship at the address in the customer file. Once the data has been deleted, complaints, refunds and error processing are no longer possible. The information contained in the register is listed in detail in the privacy policy.

## 4 Duties, responsibilities and rights of the Lahti region public transport authority

### 4.1 Selling of Waltti travel cards

The Lahti region public transport authority sells Waltti travel cards under the conditions described in section 3. Only holder-specific tickets can be loaded onto holder-specific and company- and community-based travel cards on an age-group basis. The personal travel card can be loaded with all types of holder-specific tickets, based on age group, as well as personal tickets under certain conditions.

### 4.2 Fees and benefits

The Lahti region public transport authority 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

- a card fee for the travel card
- a service charge for loading a travel card
- a service or processing fee for the return, refund and transfer of tickets
- a service charge for other travel card-related enquiries.

Service points have the right to charge a service fee for loading according to their price list.

The Lahti region public transport authority has the right to change its price list. An amendment to the service price list, which adds a fee to the card conditions of the Lahti region public transport authority due to a change in the law or a decision by an authority, or which increases a fee or charge already included in the price list, will enter into force on a separately announced date. Amendments to

the service price list will be announced at service points and on the Lahden seudun liikenne website. The official announcement of fare changes will be made at service points and on the Lahden seudun liikenne website [www.lsl.fi](http://www.lsl.fi).

### 4.2.1 Student benefits

A customer who is studying full-time at a general upper secondary school, vocational school, university or higher education institution is entitled to student benefits. The benefit can be granted to the customer in the Waltti online shop using the Opin-topolku link or at the customer service point, where proof of entitlement to the benefit must be provided. A valid student card from a student organisation or a student's Waltti card application, certified by the educational institution, is accepted as proof.

In order to receive the student discount, the customer must have a personal Waltti travel card or Waltti Mobile app of Lahden seudun liikenne, in which the travel account is strongly authenticated with bank details or a mobile certificate. The customer group of a student is always granted for a fixed term, mainly for one academic year at a time. After the expiry date, the card cannot be reloaded until the validity of the customer group is renewed or the card is updated at the end of the study period at the customer service point or in the Waltti shop [www.waltti.fi](http://www.waltti.fi). The student discount is available when the right to the discount is valid at the time of ticket purchase. A valid seasonal product can be used up even if the right to a discount expires.

In Lahden seudun liikenne transport, the student discount is available for season and value tickets on the travel card and for single, day and season tickets on the mobile app. There are no discounts available for contactless payment.

The student discount is granted to students whose studies are full-time and lead to a profession or a degree. To be considered full-time, you must have an average of 25 teaching hours per week, five study credit points, three study credit weeks or 4.5 study credit points per month, or at least 22 basic courses per year.

Education leading to a degree or qualification means education leading to completing the full syllabus of basic education, the full syllabus of upper secondary education, a matriculation examination, an international matriculation examination, a gymnasieexamen examination, a vocational basic

examination, a vocational qualification, a specialised vocational qualification, a polytechnic degree, a higher polytechnic degree, a lower academic degree or a higher academic degree.

No student discount is granted for:

- Postgraduate students at universities and higher education institutions (students studying for a licence and doctorate; students studying for a licence in medicine are studying for an undergraduate degree and are eligible for the student discount)
- Apprenticeships
- Studies in liberal adult education (folk high schools, etc.)
- General language examination and other card, passport, permit and qualification training.

You can also use a student value card to pay for another person's journey, but the card will always charge the adult fare for the other passenger, as the student benefit is a personal benefit. When paying for someone else's journey with a student card, you must first read your own journey and then the journey of the other passenger.

Upper secondary school students may be entitled to Kela's school transport subsidy. You can apply for the subsidy from Kela. You can buy and load a Kela-subsidised season ticket in the Waltti online shop, at customer service points and other service points, and from the mobile app.

A student can only have one travel card with student as the customer group.

## 4.2.2 Free travel

Those travelling free of charge on the Lahden seudun liikenne transport:

- children under the age of 7
  - early childhood and primary education groups.
- Groups travel for free when the trip meets the all the following conditions:
1. The trip takes place between 9.00 and 15.00.
  2. The maximum group size is 30 children.
  3. The adult accompanying the group pays for their own trip.
  4. The group register their journey with a pre-ordered QR code. The code must be ordered at least three working days before the trip from [matkat@lahti.fi](mailto:matkat@lahti.fi)
  5. At the public transport unit, the journeys are recorded and checked to ensure that there are no other groups on the same service and

that the journey meets the conditions for free travel. If necessary, the public transport unit will instruct the group to use another service.

Groups of children move in the same way as other passengers: groups are not promised seats or they will fit on a particular service. At the same time, if a bus becomes full with a group of children and there are no more passengers at later stops, they cannot be refused a journey. At other times, there is a charge for children's groups. For more information on the journeys of groups of children <https://www.lsl.fi/lapsiryhmat/>

- person travelling with a pram or pushchair

The free nature of the trip is based on safety and smoothness. If you are travelling with a pram/pushchair, you do not have to leave your child alone in the middle of the car while you pay. Prams must always be lifted from the central door and are only carried in the depression of the central bridge (in regional buses, collapsed and stowed away in the luggage compartment). The passenger must hold on to the pram/pushchair throughout the journey or it must be attached to the central structure of the bus. You can take your child out of the pushchair or pram for the duration of the journey without losing the right to free travel. Free journeys for prams does not apply to the LEMPI service traffic or Lahti–Hämeenlinna and Lahti–Jämsä services.

Collapsed pushchairs do not qualify for free travel, as they are classified as luggage, in which case the passenger pays the normal fare.

- wheelchair user and wheelchair passenger assistant

The role of the assistant is to help the wheelchair user to get around with a bus. The assistant helps the wheelchair user to get in and out of the wheelchair and, if necessary, tie the wheelchair down in the space provided. If a wheelchair user's assistant does not assist the wheelchair user on and off the bus, the wheelchair user is not considered to be entitled to a free journey.

The driver may refuse to pick up a wheelchair if the load exceeds the carrying capacity of the accessibility ramp (usually 300 kg).

The free nature of journeys for wheelchair users does not apply to high-floor regional buses, the LEMPI service or Lahti–Hämeenlinna and Lahti–Jämsä services. Wheelchair users and their assistants with A-marked disability cards can travel free of charge on the above-mentioned services.

- a disabled person's assistant with an A-marked EU disability card

The card is shown to the driver, who checks that the card is marked with an A. The disabled person pays for their own travel.

- a visually impaired person's assistant

Visually impaired people pay for their own travel. A visually impaired person's assistant is admitted free of charge on presentation of a disability card for an impaired person.

- war veterans

Veterans of our wars can travel free of charge by showing their veterans' card, which they can pick up at a customer service point

- pets and luggage

The pet must be leashed or in a cage suitable for transport and under the control of the owner. Pets must not be placed on seats or set free in the car. The driver may refuse to allow a pet onto the bus if, for example, the bus is very crowded, there are already other pets in the bus or other passengers object. The owner is responsible for ensuring that the animal does not cause a disturbance to other passengers.

Police dogs, guide dogs for the visually impaired, assistance dogs for people with reduced mobility and dogs being trained as assistance dogs may travel on buses.

Ordinary luggage may be carried free of charge on the bus. A bicycle is subject to a fare, which, depending on the payment method, is at least the fare for the passenger's own customer group.

The driver may refuse to take bulky luggage (e.g. a bicycle or large baggage) if there is no room in the car or if it would inconvenience other passengers, especially during rush hour.

No flammable liquids, explosives or any other substances or goods dangerous to people or vehicles (e.g. gas cylinders, car batteries) may be carried on buses.

#### 4.2.3 Benefits for schoolchildren

The school card benefit is issued by the education department of each municipality or by a private school. The customer must have a personal Lahden seudun liikenne Waltti travel card. A personal schoolchild ticket is loaded onto the customer's travel card, entitling them to up to two free journeys between 6.00 and 18.00 on school days. The jour-

neys include the right to change buses. Schoolchild tickets are for personal use only.

If a value ticket has also been loaded on the travel card, the card reader on the bus will primarily read the schoolchild's ticket.

The ticket is valid for the whole school year and travel is per school day. When free travel is used up or the user is travelling on a non-school day, travel must be paid for with a season or value ticket.

A value ticket must be used to pay for the journey of several people of the same or a lower age group. If the customer's entitlement to the benefit expires, it is the customer's responsibility to update the information for the travel card at the customer service point.

#### 4.2.4 Employer-subsidised commuter ticket benefit

The employer-subsidised commuter ticket is at least partly paid for by the employer. The contract for the use of the ticket is concluded between the employer and the City of Lahti.

The customer must have a personal travel card. The employer selects the tickets offered to employees as a employer-subsidised commuter ticket from the Lahden seudun liikenne ticket selection and the amount of the subsidised share of the ticket price. The ticket is personal. The employee must download their employer-subsidised commuter ticket from the Waltti online shop.

### 4.3 Access to customer data and data protection

The customer register of the travel card system collects customer data of the personal travel card holders and the loading and user transactions that the Lahti region public transport authority needs to manage the customer service and consumer protection of the travel card system. The data to be saved is showed to the customer and it is the customer's responsibility to check and accept that the information is correct.

The data is stored in the customer register of the Lahti region public transport authority's travel card system. The controller is the Lahti region public transport authority. The privacy statement in accordance with the EU General Data Protection Regulation (2016/679) explains what information about the customer is stored in the systems and how it is processed. The privacy policy is available at the

customer service desk and on the Lahden seudun liikenne website [www.lsl.fi/tietosuoja](http://www.lsl.fi/tietosuoja).

The data subject has the right to check what information about them has been stored in the customer register of the travel card system. When logging in to the Waiitti online service or mobile app, the data subject will always have access to most of the information that the service contains about them.

A request for verification of data addressed to the public transport authority should be made in accordance with point 11 of the Lahti region public transport authority's privacy statement. In principle, the right of review is free of charge. A fee will be charged for repeated or otherwise unduly burdensome requests.

In all questions relating to the processing of personal data and situations related to the exercise of personal rights, the data subject should contact the Lahti region public transport authority's customer service point or by post at the following address: Lahti-Piste, Aleksanterinkatu 18, 15140 Lahti.

Further information on data protection issues in the City of Lahti can also be obtained by sending an email to [tietosuoja@lahti.fi](mailto:tietosuoja@lahti.fi).

The Lahti region public transport authority may ask the person submitting the request to prove their identity. The controller will respond to the customer within the time limit set by the EU General Data Protection Regulation (usually within one month). The data in the customer register may be used for direct marketing in accordance with Section 19 of the Personal Data Act with the customer's express consent. The data will not be made available to third parties.

The information stored on the travel card and in the customer register includes the cardholder's name, personal identity number, municipality of residence, gender and user group. Only to the customer register is saved the cardholder's address, the card number of the card issued, and as optional data, the telephone number, email address and the loading data of the travel card and, as usage data, the travel data of tickets that have a monetary value for the customer. The personal data on the travel card is always encrypted.

All customer information is only visible at the customer service point. At the end of the customer relationship, customer data is deleted immediately, unless other legal obligations prevent the deletion of the data. Service providers' devices only show

the driver or vendor the information saved on the travel card.

The information contained in the customer register is listed in detail in the privacy statement. The most typical uses of customer identification data are

- sale of a personal travel card
- changes of address and municipality of residence of the customer
- identifying the owner of a found travel card
- closing a lost travel card
- termination of a travel card at the end of a customer relationship
- replacing a faulty travel card
- customer identification in situations where tickets on a travel card are returned
- error reports and, at the customer's request, verification of loading transactions and certain usage transactions on the travel card.

The Lahti region public transport authority has the right to use the customer data it collects for electronic customer communications and direct marketing, provided the customer has given their consent.

The staff of the customer service point, who have the right to update and review customer data, are bound by an absolute obligation of confidentiality and secrecy. These persons are only entitled to process customer data and browse the loading transactions stored on the customer's travel card and the usage transactions specified in the register description at the customer's request.

## 4.4 Limitation of the liability of the Lahti region public transport authority

The Lahti region public transport authority is not responsible for the use of the travel card for services other than travel-related services and is not liable to compensate for any damage caused by the contract companies.

## 4.5 Validity and amendment of travel and travel card conditions

The travel and travel card conditions of the Lahti region public transport authority are valid until further notice. The conditions can be amended. If an amendment to the terms and conditions increases the cardholder's or card owner's obligations or reduces their rights and is not due to a change in the law or a decision by an authority, the Lahti re-

gion public transport authority will inform the cardholder or card owner of the change by publishing a notice at the customer service point and on its website. The change will enter into force on the date indicated in the notice.

## Ticketing and loading points

For up-to-date information on service points, check online at [www.lsl.fi/liput-ja-hinnat/lipunmyynti-ja-latauspaikat/](http://www.lsl.fi/liput-ja-hinnat/lipunmyynti-ja-latauspaikat/).

### Customer service point Lahti-Piste

At the customer service of Lahti-Piste, you can buy and load travel cards and day tickets. The customer service also takes care of broken and lost travel cards, handles complaints and advises customers on how to use public transport.

#### Lahden Palvelutori

Kauppakeskus Trio 2nd floor  
Aleksanterinkatu 1815140 Lahti  
tel. +358 3 814 2355

Service fee €2

- New cards
- Loading
- Advice
- Changes to card details
- Complaints

### Service points

At a service point, you can get a new Waltti card, top up your Waltti card and change your customer data.

#### Asikkala Municipal Office

(service fee €2/loading)  
Rusthollintie 2, Vääksy

#### Service point Piipahlus

(service charge €2/loading)  
Virastotie 3, Hollola

#### R-kioski Aleksanterinkatu 11

(service fee €3/loading, €5/new card)  
Aleksanterinkatu 11, Lahti

#### R-kioski Asema

(service fee €3/loading, €5/new card)  
Mannerheiminkatu 15, Lahti

#### R-kioski Tori

(service fee €3/loading, €5/new card)

Torikatu 1, Lahti

#### R-kioski Trio

(service fee €3/loading, €5/new card)  
Aleksanterinkatu 18, Lahti

#### R-kioski Nastola

(service fee €3/loading, €5/new card)  
Mestarintie 1, Nastola

#### R-kioski Heinola Tori

(service fee €3/loading, €5/new card)  
Savontie 5, Heinola

#### R-Kioski Lammi

(service fee €3/loading, €5/new card)  
Mommilantie 3, Lammi

#### R-Kioski Orimattila

(Service fee €3/loading, 5€/new card)  
Erkontie 12, Orimattila

## Useful additional services

### Waltti online shop

To load a card and order new cards, visit [www.waltti.fi](http://www.waltti.fi). In the Waltti shop, you can load tickets onto your travel card without registering or by registering your own user account, which allows you to save your family's card details for future loading, for example. You can also choose the language of the service (Finnish, Swedish, English). Service fee €1,42.

In the Waltti shop, you can quickly top up your travel card with just your card number. The number of the Waltti travel card is printed on the back of the card in black font.

### Route guide

The route guide for Lahden seudun liikenne is available at [lahti.digitransit.fi](http://lahti.digitransit.fi). The route guide also works in the Waltti Mobiili app.

### Newsletter

By subscribing to the LSL newsletter, you will receive information on current issues 1–2 times a month. Subscribe to the newsletter at [www.lsl.fi/uutiskirje/](http://www.lsl.fi/uutiskirje/)

### LSL on social media

Follow Lahden seudun liikenne on Facebook [www.facebook.com/@lahdenseudunliikenne/](http://www.facebook.com/@lahdenseudunliikenne/)

# Tips for a successful trip

- Get to your stop on time, as stop times are indicative.
- While waiting at a bus stop, give a clear signal to the driver of an approaching bus until the driver notices you and turns on the indicator to signal that the bus will stop at your stop.
- When it is dark outside, use a reflector. If you do not dare to wave with your reflector, open your mobile phone and wave the screen in the direction of the bus so the driver can see you.
- Have your travel card or other payment method at hand before the bus arrives.
- Get on the bus through the front door. Passengers with rolling walkers, wheelchairs and pushchairs can board the bus from the middle door.
- Keep the ticket for the duration of your trip.
- Riding on roller skates on the bus is a safety risk, so please take off your skates before boarding the bus.
- Your bag will sit on your lap or feet, unless you have bought a separate trip for it.
- Always look after your child. Do not leave your child alone.
- Eat your snacks before or after your trip. Snacks are not recommended on the bus.
- Give the stop signal in time by pressing the stop button. If you do not know the exact stop when you should exit the bus, ask the driver for help. By working together, you are sure to find the right stop.
- Press the pushchair button when exiting with a pushchair, pram or walking roller. This signals the driver to drive more carefully to the stop to make it easier to get off the bus.
- Smoking and e-smoking are prohibited at the bus stop and on the bus.
- Please be aware of your fellow passengers, both at the bus stop and on the bus.

Please report any vandalism to the driver.

Have a good trip!