

**Regulation  
for IST's Passengers Transportation Service  
between Alameda and Taguspark Campi**

**April 2019**

**CHAPTER I  
GENERAL PROVISIONS**

Article 1  
Scope

1. This regulation establishes the conditions for the usage of the shuttle bus at Instituto Superior Técnico's (IST) service.
2. The shuttle bus is an internal service of IST provided in good faith to its staff (teaching, technical and administrative), as well as to students, and other collaborators.
3. The service's goal is to improve accessibility to Taguspark campus, and mobility in between the campi of Alameda and Taguspark.
4. The service is provided on a not for profit basis, without any competition with any other bus service for passengers or goods.
5. Service's routes and schedules are established according to the annual academic calendar at Taguspark campus.

**CHAPTER II  
COMPETENCES**

Article 2  
Competences

It is the competence of IST, via its Taguspark campus' Financial Office:

1. To manage, monitor, and plan the service.
2. To manage the reservation system.
3. To execute the means required for a proper functioning of the service, and for an adequate usage of the available resources.

**CHAPTER III  
USAGE CONDITIONS**

Article 3  
Reservation System

1. The usage of the Reservation System is compulsory in all schedules and routes for the whole IST community.
2. The Reservation System allows to book travels, from one week in advance until the travel day, at the specified IST website.
3. The reservation's confirmation is done after the availability of the bus capacity is checked, by assigning a QR code.
4. For reservations requests done until the day prior to travel's day, the reservation's confirmation is issued until 4 pm of that prior day.
5. For reservations requests done after 4 pm of the day prior to travel's day, the reservation's confirmation is issued immediately.
6. Reservations requests for travel on Saturdays must be done until 4 pm of the day prior to travel's day, since the realisation of these schedules requires a minimum number of passengers.
7. A reservation can be cancelled until 1 hour prior to travel start.
8. The non-use of 2 consecutive reservations or of 5 non-consecutive ones will be penalised with the inhibition of use of the Reservation System for one week. The history of non-use by passengers will be reset every academic year.

9. The non-use of a reservation may not be penalised, if a proper justification is presented to the “Área de Gestão Administrativa e Financeira” of the Taguspark campus, via email, and be accepted.
10. The usage of the shuttle by passengers external to the IST community may be requested to the “Área de Gestão Administrativa e Financeira” of the Taguspark campus, via email, which will issue the reservations after permission.

#### Article 4 Access Conditions

The reservation with the QR code must be presented to the driver for validation, not being possible to travel without a valid reservation.

#### Article 5 Usage Rules

1. The driver will not wait for passengers; hence, they should arrive to the shuttle bus stop a few minutes before scheduled arrival.
2. The number of passengers cannot exceed the maximum established for each bus, according to current legislation.
3. It is not allowed to transport any materials that may damage the bus, being totally forbidden to transport any inflammable or explosive materials.
4. It is forbidden to smoke, to take meals, or to leave any dirt inside the bus.
5. Passengers must respect driver’s instructions, concerning bus usage conditions.

#### Article 6 Responsibilities

1. Passengers are insured according to current legislation.
2. Besides civil responsibility, according to current legislation, IST cannot be held responsible for any flaw or lack of service, whatever the motive may be (e.g., delays due to traffic, strikes, drivers’ absence, buses’ malfunctions, and budget constraints leading to a reduction or termination of the service).

### **CHAPTER IV INFORMATION**

#### Article 7 Publicity

The schedule will be posted at a public place at Taguspark campus, and at IST’s website on mobility and transport.

#### Article 8 Changes

IST reserves the right to change schedules and bus stops, according to circumstances. Information will be disseminated as soon as possible, in order to avoid any inconveniences to passengers.

Article 9  
Complaints and other Requests

1. Information related to shuttle bus functioning should be sent to Taguspark campus' Financial Office, via email.
2. Any suggestion, complaint, or compliment, should be sent via email to Taguspark campus' Financial Office.

**CHAPTER V  
FINAL PROVISIONS**

Article 10  
Omissions

All situations that are not dealt with by the current regulation will be addressed on a per case basis by IST.

Article 11  
Updates

The current regulation may be updated, in case IST wishes to do so, considering the improvement of usage conditions or any other circumstances.

Article 12  
Entry into Force

The date of entry into force of the current regulation is the day following its approval by IST's Board of Directors, maintaining its validity until further changes.

Approved at the Board of Directors meeting of 2019/05/02.