



Your Destination, Our Departure Point

Charter of Services VIBASA 2017 - 2018



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1. INTRODUCTION

The management of **VIGO BARCELONA, S.A.** has set itself the aim of achieving and maintaining the highest levels of quality in providing its services, according both to the applicable quality requirements and to the quality requirements required by its customers. In the same way, and within the global quality concept, the company commits itself to respect and preserve suitably the environment and to carry out their works in adequate safety conditions, through the application of the legal measures that correspond to both fields.

In order to achieve this objective, **VIGO BARCELONA, S.A.** has established some parameters which enable it to guarantee the quality of its services, through a strict control of their provision, as well as of the means used, maintaining at all times the security and respect for the environment.

The quality, the environmental protection as well as the security is a commitment of the company and an individual responsibility of each member of the collective, which is reflected in concrete actions which show an image of professionalism and quality of the service.

Due to this, this Charter of Services is the tool by means of which, in a clear and transparent manner, we communicate our users the standards of quality which **VIGO BARCELONA, S.A.** is committed to fulfil in the provision of the services, serving as framework for the establishment of the objectives of continuous improvement.

The Leadership
Lugo, 06th February 2017



2. THE COMPANY: VIBASA

The company **VIGO BARCELONA, S.A. (VIBASA)** was formed in the year 1990 since their founder members were awarded of the concession of the passenger regular public transport service in the line Vigo-Barcelona, tender convened by the Directorate General for Transport. By means of the unification of the concessions Vigo-Barcelona-Bilbao, Irun-Barcelona and Lleida-Tarragona in 1998, **VIBASA** positions itself in long distance regular transport as holder of a concession appropriately structured and qualifying itself in such a way for assume new corporated challenges. Afterwards, the line from Salou is expanded to Pontevedra and Irun.

The concession Vigo (Pontevedra) - Irun (Guipuzcoa) and Barcelona is a response to the existing traffic demand among the three historical autonomous communities: Catalonia, Galicia and Basque Country. These corridors have been supplied with new traffics which also assist the communities of Castile and Leon, La Rioja, Navarre and Aragon. The length of the routes of this concession results in a total of 2.809 km.

By April 2014 Resolution of the General Directorate of Road Transport, **VIBASA** gets the management contract for the public service of regular passenger transportation with general purpose by road between Coria - Salamanca - Barcelona with Hijuelas (VAC-053) reaching that way three dealerships, the services of **VIBASA**.

Although the company has grown basically offering the long distance transport service of regular line, **VIBASA** has also become specialized in the private transport of passengers both in Catalonia and in Galicia, becoming more competitive.

Nowadays, the experience in the road passenger transport service allows us to be a leader, thanks to our knowledge of the activity, and to offer a wide range of services that meets the needs of our customers.

In addition to material resources that our company has, a fleet fitted with the latest security and comfort systems for the enjoyment of our customers, **VIBASA** stands out for its staff. The human team of **VIBASA** is made up of qualified staff with an excellent theoretical and practical training and, of course, real work experience.

Since its beginnings, in 1990, **VIBASA** has maintained a continuous and increasing development up to occupy an outstanding place in the road passenger transport sector. This privileged position helps us day after day to continue working and to evolve in our commitment to providing a better service to our customers.

3. SERVICES

VIGO BARCELONA, S.A. holds the concessions:

- Concession VAC-219 Vigo (Pontevedra) – Irun (Guipuzcoa) and Barcelona.
- Concession VAC-053 Coria – Salamanca – Barcelona with Hijuelas.

The company provides the passenger transport services by means of the following network of lines:

VAC - 219	VAC - 219	VAC - 053
Vigo – Barcelona	Pontevedra – San Sebastian	Moraleja – Barcelona (By Lleida)
Santiago de Compostela – Barcelona	Pontevedra – Barcelona	Salamanca – Barcelona
Pontevedra – Irun	Pontevedra - Salou - Port Aventura	Roa – Barcelona
Vigo - Irun	Les Borges Blanques – Juneda	Coria – Salamanca (By Villages)
Vigo – Pamplona	Orense – Barcelona	Ladrillar – Salamanca
Benavente - Pamplona	Logroño - Salou - Port Aventura	Soria – Barcelona
Irun – Barcelona	Orense – Bilbao	Salamanca – Barcelona (By Medina del Campo, Roa and Soria)
San Sebastian – Barcelona	San Sebastian – Salou	Barcelona – Salamanca (By Ariza, Monteagudo de las Vicarias and Roa)
Pamplona – Barcelona	La Pobla de Cervoles – Lleida	Salamanca – Soria
Irun - Salou - Port Aventura		
Lleida – Tarragona		

4. RIGHTS AND OBLIGATIONS OF USERS

- TICKETS

- We recommend that you buy your tickets far enough in advance. In this way, you will be able to choose your seat and avoid discomfort in the purchasing process.
- You can buy bus tickets at the points of sale of **VIBASA**, by means of the network of authorised commercial collaborators or through the web page (www.monbus.es/en).
- When you buy the ticket, you should always verify the accuracy of the data of your ticket as well as its general conditions and you should keep it during the journey.

- TRAVEL TIME

- Go to the departure of your bus at least 15 minutes before the bus leaves. Follow the bus driver instructions and respect the departure times he/she gives you at the possible bus stops.
- The article 6 of the Royal Decree 1293/1999 prohibits smoking in the vehicle
- We ask you to help us to keep the vehicle clean using the baskets. If you need to use the bathroom, make sure you keep it in the hygienic conditions you would like to find it.
- For security purposes, and in order to avoid distractions of the driver, you should only address to the driver in cases of extreme necessity during the moments of driving of the vehicle.
- The driver can only stop, pick up or set down passengers at the authorised points.
- You must remain seated until the bus has come to a complete stop and you should make sure you take with you all your belongings and you do not leave objects in the bus.

- REINFORCEMENT VEHICLES

- Because of the demand's intensification and in order to facilitate the maximum availability of seats, it is possible that you travel in a vehicle other than the usual one and as a consequence of this it may not meet the same characteristics. Anyway, it will belong to an authorised company and it will meet similar characteristics.

- BAGAGES

- The purchase of a ticket entitles you to transport free of charge two baggage items (suitcase, rucksack or travel bag) provided that the dimensions are below half a cubic metre and they don't exceed on the whole 30 kg, excluding the special baggage you will have to check independently paying the corresponding rate.

- You should wrap properly your special baggage (bicycles, surfboards, skies, etc...). In the case of bicycles, in addition to wrap them, you should take them with the front wheel removed. If, at the moment of taking the bus, there is no space in the boot to transport some of these objects, the company will adopt the appropriate measures in order to transport them in the following service with space available and you won't be entitled to any type of compensation due to this change.
 - It is not allowed to transport all that can represent a risk of damage for the baggage of the rest of passengers: perishable products, food products, etc... In the same way, it is strictly forbidden the transportation of weapons, as well as of illegal products or substances.
 - The current regulation states the possibility of transport pets in the hold and on an homologated cage. It is strictly forbidden the transport of animals in the passengers' cabin with the exception of the guide dogs, which, in any case, should travel with their owner.
 - According to the law pets can be carried in a crate/carrier placed in the trunk. Only assistance dogs are allowed on board.
- SUGGESTIONS AND COMPLAINTS
 - You have at your disposal a complaint book duly completed by the competent Administration at the different ticket offices authorized for the sale of tickets as well as in the vehicles providing the services.
 - You can submit suggestions on our points of sale of the tickets, by telephone through the telephone number 902 101 363, on the website www.monbus.es/en complimenting the contact form, or if you wish by email at sugerencias@monbus.es.
- CANCELLATION AND DELAYS
 - In the event of cancellation for reasons attributable to the company you have the right to a refund of the full amount of the ticket or to travel on another date in which the same service is performed.
 - The company is not responsible for possible discomforts or consequences that may disturb the traveller due to delays beyond the control of **VIBASA** (adverse weather conditions or natural causes, breakdowns, traffic jams, etc.). In these cases the company is not obligated to give back entirely or partially the amount of the ticket or to compensate the traveller by no means.



5. COMMITMENTS AND INDICATORS

- ADAPTATION TO THE NEEDS OF THE SERVICE OFFERED
 - More than 85% of passengers are “very satisfied” or “satisfied” with timetables, frequencies, bus stops.
 - Indicator: average score in relation to timetables, frequencies and bus stops shown in the satisfaction surveys.

- DISPATCH AND PURCHASE OF TICKETS
 - **VIBASA** is committed to providing necessary resources to achieve customers satisfaction in relation to the means placed by the company for the tickets acquisition in order to reach a satisfaction level of 90%
 - Indicator: average score in the evaluation of the means placed by the company for the tickets acquisition in the satisfaction surveys.

- INFORMATION
 - **VIBASA** is committed to providing necessary resources to achieve customers satisfaction with the information provided by the company in order to reach a satisfaction level of 85%
 - Indicator: Average score in the valuation of the information the company makes available to the user in the satisfaction surveys.
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- FULFILLMENT OF SCHEDULES AND FREQUENCIES
 - **VIBASA** is committed to providing necessary resources to achieve the satisfaction of customers with punctuality and timetable offered by the company in order to reach a satisfaction level of 90%.
 - Indicator: average score in the evaluation of punctuality and timetable offered in the satisfaction surveys.

- CUSTOMER SERVICE
 - **VIBASA** is committed to offer customers different alternatives to make inquiries and complaints in order to reach a satisfaction level of 85%
 - Indicator: average score in relation to alternatives offered to make inquires, complaints and suggestions in the satisfaction surveys.



- **VIBASA** is committed to providing necessary resources to achieve the satisfaction of customers with the treatment received in order to reach a satisfaction level of 90%.
- Indicator: average score in relation to the treatment received by the staff in the satisfaction surveys.

- COMFORT
- **VIBASA** is committed to providing necessary resources to achieve that customers find the journey comfortable in order to reach a satisfaction level of 88%
- Indicator: average score in relation to the comfort conditions in the satisfaction surveys.
- **VIBASA** is committed to providing necessary resources to achieve that passengers find buses in good cleaning conditions in order to reach a satisfaction level of 93%.
- Indicator: average score in relation to cleaning conditions in the satisfaction surveys.

- SAFETY
- **VIBASA** is committed to ensure passengers security in order to reach a satisfaction level of 94%.
- Indicator: average score in relation to security conditions in the satisfaction surveys.

- ENVIRONMENTAL IMPACT
- Vehicle renovation is made purchasing buses which follow the current environmental legislation.
- Indicator: Percentage of vehicles adapted to the environmental legislation and average score in relation to the question about if this type of transport respects environment.

The commitments undertaken in this Charter of Services will remain in force during the years 2017 and 2018.

The communication of the compliance of these commitments will be carried out every two years through the following means:

- Website (www.monbus.es/en).
- Further editions of the Charter of Services.

6. CUSTOMER SERVICE

VIBASA makes available to its customers the following means for any type of communication they want to submit:

- In person

VIBASA has a lot of Customer Service centres in the same points of sale of tickets. See the section POINTS OF SALE of our website (www.monbus.es/en).

- Writing

We inform you that you have **Complaint / Suggestion Forms** in the Customer Service centres above mentioned. You can also use a telematic service through the email: info@monbus.es, sugerencias@monbus.es.

If you prefer, you can fill the contact form you will find in the section **CONTACT** of our web: www.monbus.es/en

In the same way, you can send us information to the following postal address:

VIGO BARCELONA, S.A.
Polígono Louzaneta
C/ Cotón de Arriba N° 2,
27297 Lugo (España)

- By phone

VIBASA provides its customers with the phone number (+34) 902 10 13 63:

From Monday to Friday, from 08:00 to 21:00 h (continuously)

Saturdays and Sundays, from 9:00 to 13:30 and from 15:00 to 21:00 h

Holidays, from 10:00 to 14:00 h and from 16:00 to 20:00 h



7. FORMS OF PARTICIPATION

A key objective of the policy of **VIBASA** is to provide its customers with high quality services which respond to the current and mutually agreed upon demands, providing real solutions to specific problems.

In order to achieve it, the company conducts satisfaction surveys among the customers of its services. The complaints and suggestions are another important source of information to find out the level of satisfaction of the users of the services.

If a customer wants to make a suggestion or to formalise an incident which will be dealt with for internal purposes, a "Suggestion/ Incident Form" is put at the customer's disposal.

If the customer wants to make a Complaint, it is mandatory to make available for him/her the official "Complaint Book"

The time limit for the reply is a month, from the moment the complaint or suggestion was made.

8. APPLICABLE REGULATION

Among others, the regulatory framework the passenger transport service belongs to is the following one:

- Law 18/1989, 25th July, of Traffic Bases, Motor Vehicles Traffic and Traffic Safety.
- Royal Decree 1428/ 2003, 21st November, which approves the General Traffic Rules for the application and development of the Law on Traffic, motor vehicles traffic and traffic safety, approved by the Legislative Royal Decree 339/1990, 2nd March.
- Law 16/ 1987, 30th July, on the Land Transport.
- Royal Decree 1211/1990, 28th September, which approves the Regulations for the Law of Land Transport.
- Law 29/2003, 8th October, on improvement of the conditions of competence and security on the road transport market.
- Royal Decree 1544/ 2007, 23rd November, which regulates the basic conditions of accessibility and non-discrimination for the access and use of the modes of transport for disabled people.