

Terms of use



You must validate your ticket before boarding the train or entering restricted zones. Please keep your ticket until you have left the train premises upon arrival at your destination.

It is your responsibility to familiarise yourself with the ticket features before purchase. You may do so by referring to the information panels and the ticket vending machines.

A validated ticket is only good for one journey in one direction.

A single ticket purchased in the FGC does not allow you to transfer to other train operators.

If you have an ATM integrated pass, you may make transfers at no extra charge. The pass must be validated upon each transfer. Possession of an integrated pass which has not been validated upon transfer will require payment of the price of a single ticket.

A maximum of three transfers are allowed during a period of 1 hour and 15 minutes within one zone. An additional 15 minutes may be added for each additional zone, up to a maximum of six.



Magnetic tickets will only be valid until a change in the rates occurs. FGC does not offer refunds or exchanges.

A valid ticket guarantees use of the train but does not guarantee a seat upon boarding.

Seats reserved for those with disabilities, the elderly or pregnant women should be respected and must be given up if the need should arise.

Sitting on the floor of the train during travel is prohibited.

Children under 4 years of age may travel for free if they do not occupy a seat.

Bicycles may be carried onto the train for free as long as there is sufficient room available.

Domestic animals may be carried on for free. To access the facilities of the FGC, dogs must be on a leash and must wear a muzzle. Small animals must be carried in a basket or cage. They may not occupy a seat under any circumstances. Dogs considered dangerous by law are not allowed if accompanied by a person under 16 years of age.



Smoking on the trains and indoor areas of the station premises.

Falsely triggering an emergency alarm on the train.

Forcing or obstructing the opening or closure of the train doors.

Boarding or getting off the train at any place which is not a designated stop.

Entering the train driver's cabin.

Any behaviour putting other travellers in physical danger or causing damage to any property belonging to the FGC.

In compliance with Act 4, dated 31st March 2006, railroad sector, failure to comply with these regulations if is considered a minor offence may result in a fine of up to € 6,000, if is considered major offence may result in a fine of up to € 30,000 and if is considered possibly serious offence, resulting in fines of up to € 300,000.

Bicycling, rollerblading or skateboarding in the aisles or on the boarding platform.

Begging, hanging posters, distributing flyers and peddling on the trains or anywhere on the premises.

La percepció mínima establerta per l'ús indegut del servei és de:

La percepció mínima establerta per el uso indebido del servicio es de:

The minimum fine for unauthorised use of the trains is:

50€

El pagament immediat de la percepció mínima té una bonificació del 50%.

El pago inmediato de la percepción mínima tiene una bonificación del 50%.

There is a 50% discount for immediate payment.

Es considera que el viatger fa un ús indegut del servei quan:

- El bitllet no s'hagi validat abans de viatjar o d'accedir als recintes delimitats.
- No es disposi del bitllet o no el pugui mostrar quan se li demani.
- El bitllet hagi caducat.
- Es tracti d'un bitllet d'import reduït i el viatger no pugui acreditar el dret d'obtenir-lo.
- Es tracti d'un bitllet personalitzat que no sigui de la seva titularitat.
- El bitllet s'utilitzi fora de la zona tarifària corresponent.
- Es viatgi amb un bitllet que no sigui vàlid.

Se considera que el viajero hace un uso indebido del servicio cuando:

- El billete no se haya validado antes de viajar o de acceder a los recintos delimitados.
- No se disponga de billete o no se pueda mostrar cuando se requiera.
- El billete haya caducado.
- Se trate de un billete de un importe reducido y el viajero no pueda acreditar el derecho a obtenerlo.
- Se trate de un billete personalizado que no sea de su titularidad.
- El billete se utilice fuera de la zona tarifaria correspondiente.
- Se viaje con un billete que no sea válido.

Unauthorised use of the facilities includes the following:

- Failure to validate the ticket before the journey or entering restricted zones.
- Not possessing a ticket or being unable to show one upon request.
- Using an expired ticket.
- Using a ticket purchased at a reduced price without proof of the right to use such a ticket.
- Using a personalised ticket that belongs to someone other than the person using it.
- Using a ticket outside of its corresponding fare zone.
- Travelling with an invalid ticket.

D'acord amb la Llei 7/2004, de 16 de juliol, de mesures fiscals i administratives, en relació a la Llei 4/2006, de 31 de març, ferroviària, no pagar la percepció mínima pot constituir una infracció que es pot sancionar amb una multa de fins a 6.000 €. Si l'usuari no fa un pagament immediat de la percepció mínima s'haurà d'identificar per gestionar el cobrament; si es nega, se sol·licitarà l'auxili del personal de seguretat o agents de l'ordre públic.

De acuerdo con la Ley 7/2004, de 16 de Julio, de medidas fiscales y administrativas, en relación con la Ley 4/2006, de 31 de Marzo, ferroviaria, no pagar la percepción mínima puede constituir una infracción que se puede sancionar con una multa de hasta 6.000 €. Si el usuario no hace el pago inmediato de la percepción mínima deberá identificarse para gestionar el cobro; si se niega, se solicitará el auxilio del personal de seguridad o agentes del orden público.

In compliance with Act 7, dated 16th July 2004, regarding tax and administrative measures, and Act 4, dated 31st March 2006, railroad sector, failure to make the minimum payment may be cause for a fine of up to € 6,000. If the user cannot make the minimum payment immediately, arrangements to do so must be made; if the user refuses to make these arrangements, security personnel or the police will be notified.

Els usuaris disposen d'una versió completa de les Condicions d'utilització i d'un Llibre de reclamacions a les estacions.

Los usuarios disponen de una versión completa de las Condiciones de utilización y de un Libro de reclamaciones en las estaciones.

A complete version of the Terms of Use and complaint forms are available at each station.

 **93 205 15 15** www.fgc.cat

Extracte de les Condicions d'utilització d'FGC publicades al DOGC núm. 4671, de 7 de juliol de 2006.

Extracto de las Condiciones de utilización de FGC publicadas en el DOGC núm. 4671, de 7 de Julio de 2006.

Summary of FGC Terms of Use published in the DOGC, number 4671, 7th July 2006.



Centre d'Atenció al Client
Vestíbul estació
Pl. Catalunya
08002 Barcelona

Centre d'Atenció al Client
Vestíbul estació
Pl. Espanya
08014 Barcelona