

## Information on how to use bus and rail

Welcome to Verkehrsverbund Rhein-Ruhr (VRR). There are many means of public transport: regional trains, suburban trains, underground trains, trams and buses. The purpose of this information is to help you find out how to use them.

### How do I plan a trip?

Every bus and every train travels along a fixed line and halts at certain stops at regular time intervals. Travel plans are to be found at every stop. They provide information regarding the lines that stop there.



You can also plan your trip by using the VRR app or the journey planner on <http://vrr.de/en>. Here you will find information regarding the means of transportation, the duration of the trip and the required ticket.

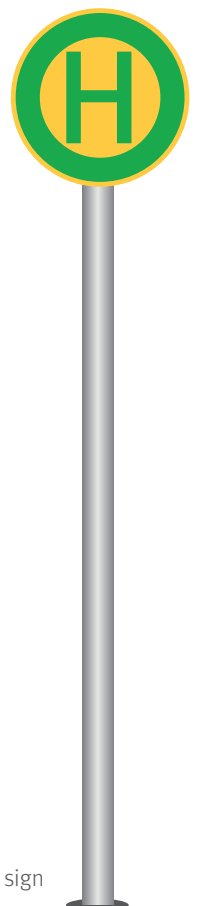
### Buying a Ticket:

**Important:** You need a valid ticket before starting your trip. Children up to and including the age of 5 years can travel free of charge. Children between the age of 6-14 pay €1.60.



You can purchase tickets at the following places:

- from the bus driver
- at the ticket vending machine at the stop (sometimes it is possible to buy tickets in vehicles).
- at train stations
- at the customer centre (KundenCenter).



Stopping point sign



At the ticket vending machines you can select from a number of different languages. For single trips, there are single tickets (EinzelTicket). They are valid from the beginning to the end of the trip. For return trips, you must buy a new ticket. For numerous trips, we recommend using a 4-trip ticket (4erTicket), which will save you money in comparison to the single ticket (EinzelTicket).

**Important:** The ticket must be validated before starting your trip. Therefore, please stamp your ticket by inserting it into the validator as shown in the picture. Once it has been stamped, you will hear a signal. Without a valid ticket the trip is considered not paid for. In case of a ticket inspection, you will have to pay a transportation charge of at least €60.00.

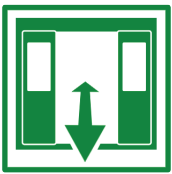


## How do I use the bus and rail?



### Bus:

Please use the front door in order to enter the bus. Show the driver your ticket or purchase a ticket by telling him or her your destination or the required price category.



### Rail:

You can enter and leave at any door. The ticket must be purchased and validated before starting your trip. General principle: first let everyone else get off, then enter the train.

Entering or leaving the vehicles is only possible at the stops. In the vehicles, information screens and announcements will draw attention to the next stop. Your stop request can be indicated by pressing the STOP button. The doors open as soon as the vehicle has stopped at the station. If the door does not open immediately, it might be necessary to press the STOP button on the grab pole by the door again.

## Contact information of the transport company:



Hagener Straßenbahn AG  
Am Pfannenofen 5  
58097 Hagen  
Telefon 02331 / 208-0  
[www.strassenbahn-hagen.de](http://www.strassenbahn-hagen.de)

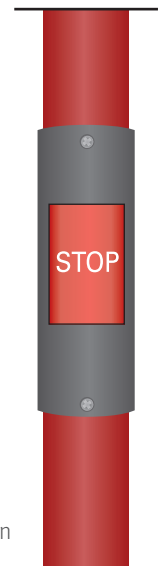
Hotline: 01806/504030 (€0.20/call from a landline, €0.60/call mobile service)  
We wish you safe travels!

### KundenCenter City

Körnerstr. 25  
Anfahrt ÖPNV:  
Zielhaltestelle Sparkassen Karree/Stadtmitte  
Montag - Freitag: 08:00 - 19:00 Uhr  
Samstag: 09:00 - 14:00 Uhr

### KundenCenter Bahnhof

Graf-von-Galen-Ring 24 / Berliner Platz  
Anfahrt ÖPNV:  
Zielhaltestelle Hauptbahnhof  
Montag - Freitag: 09:00 - 17:00 Uhr  
Samstag: geschlossen



STOP button



Hagener Straßenbahn AG

