

# **WIKSTRÖMS BUSSTRAFIK OY'S COMMITMENT TO QUALITY IN COMPLIANCE WITH SECTION 24 OF THE FINNISH ACT ON PUBLIC TRANSPORT**

## **1. Transport services**

### **Dear passenger!**

Wikströms Busstrafik Oy provides scheduled coach traffic and charter traffic in and outside of Finland. The company's registered office is in Raseborg. We manage local scheduled routes in Raasepori as well as long-haul traffic between Bromarv-Helsinki-Bromarv and Hanko-Helsinki-Bromarv, the latter being an express route.

We are a family-owned business, founded in 1948. Our top values include responsible customer orientation along with safety, quality and reliability.

We serve all customer groups in Finnish and Swedish and our drivers have a long experience in coach services.

## **2. Information about our services and their changes and cancellations**

You can receive information about our services as well as timetables and any possible changes on our website at [www.wikstromsbustrafik.fi](http://www.wikstromsbustrafik.fi), by phone at +358 (0)19 2440 400, and from the driver during the journey.

You can also find our current printed timetables on the coach and in the nationwide timetable system provided by Matkahuolto at [www.matkahuolto.fi](http://www.matkahuolto.fi).

Requests for quotes for charter traffic, further information, and lost property can be made by phone at +358 (0)19 2440 400 or by e-mail at [info@wikstromsbustrafik.fi](mailto:info@wikstromsbustrafik.fi).

## **3. Tickets and ticket prices in scheduled traffic**

In our scheduled traffic, the accepted forms of payment are cash and Matkahuolto tickets. In the U transport around the Helsinki metropolitan area, we accept any appropriate tickets.

You can find the scheduled traffic ticket prices and Matkahuolto ticket types at [www.matkahuolto.fi](http://www.matkahuolto.fi).

## **4. Information and ticket systems**

Our customer service is available by phone at +358 (0)19 2440 400 or by e-mail at [info@wikstromsbustrafik.fi](mailto:info@wikstromsbustrafik.fi).

Our company is a part of Matkahuolto's general ticket system, West Uusimaa's regional ticket system, and the Helsinki metropolitan area's U transport system.

## **5. Coaches**

Our six modern, top-quality coaches with 43 to 55 seats are suitable for most travel purposes.

All our coaches are equipped for charter traffic (including AC, WC, DVD, seatbelts, and BAIID). They are also equipped with a kneeling function – height control when standing – helping passengers to step in and out of the vehicle. In addition, all coaches have two doors. Information on any special passenger services (e.g. for disabled passengers) is available via phone or e-mail.

Our coaches are thoroughly cleaned and regularly maintained and we guarantee the good condition of tires at all times.

Our professional drivers are friendly and always happy to help passengers, for example, with their luggage.

## **6. Customer satisfaction**

Customer feedback can be provided through our website, by e-mail or phone, or in person to the driver. All feedback is forwarded to the company management and handled accordingly to ensure further development of our services.

Any customer queries are responded to according to the customer's wishes within a few days.

## **7. Complaints, reimbursements, cancellations and compensations**

We are prepared to compensate for any immediate damage caused by us in traffic, following established practices and settling the issue with the customer personally. However, any direct or indirect costs caused by delays or route alterations due to weather or traffic conditions will not be reimbursed.

For example, the ticket price can be reimbursed when it can be clearly shown that the error was caused by our company.

Should a coach break down during the journey, we will arrange replacement transportation as soon as possible.

Any complaints and requests for compensation can be submitted through our website at [www.wikstromsbusstrafik.fi/palaute](http://www.wikstromsbusstrafik.fi/palaute), by e-mail at [info@wikstromsbusstrafik.fi](mailto:info@wikstromsbusstrafik.fi), or by phone at +358 (0)19 2440 400.

## **8. Services and assistance for disabled passengers, informing about them, and taking different passenger groups into consideration**

In both scheduled traffic and charter traffic, the driver is happy to provide assistance for disabled passengers in stepping in and out of the vehicle and in any other needs during the journey, if possible. Any necessary aids and medical appliances can be transported in the boot.

The driver will inform about the above-mentioned issues on a case-by-case basis.