



SERVICE CHARTER



PRESENTATION

Miguel Gamón, S.L. and Empresa Lax S.L.U. is a company established in the towns of Almenar and Torrefarrera, and is dedicated to de national and international road transport of passengers and goods.

Our company began in 1970 with a service of taxis, rental vehicles and tow-trucks; however, it was not until 1977 when we began to focus on passenger transport. Since then this line of our business has expanded and we now offer **regular services, school and work transport, national and international discretionary services and goods transport**. The company is currently the concession-holder of the Alfarràs-Lleida line V-2285: L-57 service and branch lines and the line Graus-Lleida-La Granja d'Escarp VAC-210.

In 1995 the company purchased **Autocares Griñó**, S.A., another passenger transport company.

In 1999, we incorporated in our fleet the first adapted coach in the area, an event that led to the creation of a company within the Gamón Group itself, **Promou**, where the entire fleet comprises vehicles that are accessible for disabled passengers.

By the end of 2014, the company also purchased Empresa Lax, S.L.U. Company dedicated to the transport of passengers.

Our aim is to offer our clients the highest levels of quality, comfort and safety during their trips, working after the road security and our workers helth and security this is the reason why we have been approved the System of Quality as certified by ISO 9001:2015, the Environmental Management System ISO 14001:2015, Quality in the Discretional and Regular Passenger Road Transport UNE 13816:2003, the Road Traffic Safety Management ISO 39001:2003 and classification of companies.

Miguel Gamón, S.L. is also committed to the protection of the environment that is the reason why we use **BIODIESEL** for all of our vehicles.

RIGHTS OF USERS

1. To be transported in accordance with set timetables, tickets and routes.
2. To be treated in an educated manner and to receive the information they request regarding our services.
3. To file complaints, using the complaint forms that are available in our vehicles, in the ticket offices of the bus station or at our central offices.
4. To carry hand luggage that does not exceed half one cubic metre (100 cm x 100 cm x 50



cm) and that weighs less than 30 kg. The luggage carried inside the vehicle with passengers is the responsibility of the passenger. If luggage is placed in the baggage compartment and is damaged, passengers must communicate this immediately to the driver and fill out a written complaint form within 48 hours.

5. To be informed as early as possible about any changes that needs to be made in service conditions.

PROHIBITIONS

Passengers may not:

1. Enter vehicles under the effects of alcohol or other drugs.
2. Carry inflammable, dangerous or, explosive materials or firearms with them.
3. Smoke during the journey.
4. Travel on the bus with pets, unless these are properly held in cages or inside containers designed for the transport of animals. Guide dogs for the blind are admitted and may travel without any additional cost and at all times.
5. Enter if a vehicle is full.
6. Enter or leave the vehicles while they are in motion.
7. Enter the vehicles using an access other than that indicated.

COMMITMENTS TO OUR CLIENTS



SERVICE OFFERED

- Regular service schedules will correspond to those authorised by the competent authorities and are available on our website and in paper format in our customer service centres.
- In the event of a breakdown en route, passengers will be able to complete their journey using vehicles provided by Gamón or Griño, who will seek to minimize delays as much as possible.
- A 99% guarantee of our service commitments offered daily and maintaining the rate of services with breakdowns on route to below a level of 1%.

ACCESSIBILITY

- We are committed to providing limited mobility (disabled) users with transport adapted to their needs, provided that we are informed at least 24 hours beforehand so that we can ensure the proper operation of our access ramps.
- Those vehicles assigned to the regular line from Albesa to Lleida comply with all the percentages established in the Plan of Innovation and Improvement of Quality of Decree 128/2003.
- Discretionary service vehicles will be adapted when requested by clients.



INFORMATION

- Staff on board the vehicle and customer service staff must be able to respond to queries regarding timetables, stops, routes, lost property and transport tickets.
- The service provided by each vehicle will be properly identified on the front of all vehicles.
- Bus stops with shelters must contain information about the line, the times and the customer telephone service.

RELIABILITY AND PUNCTUALITY (TIMES)

- For delays attributable to the company, the amount paid for the ticket will be returned
- Information on service alterations will be made on the website, on the buses and at the ticket office at the bus station, and whenever possible, at the bus stops.

CUSTOMER SERVICES

- Our web page is available to clients 24 hours a day, for queries, complaints, suggestions, timetable consultations, routes and lost property matters.
- We also have a 24-hour telephone service line: 902 56 65 70.
- We will reply to all queries, complaints and suggestions within 7 days, provided that sufficient data has been provided for this purpose.
- Lost property is registered and stored.
- Ticket sales in regular transport services are carried out on the coaches, several minutes before the journey begins. Drivers are not obliged to carry change of over €20 as, in accordance with current regulations, our obligation is to be able to provide change up to €20. Passengers under the age of 4 travels free of charge, provided that they do not occupy a seat.

COMFORT

- The average age of the vehicles in our fleet is less than 6 years. All vehicles incorporate the latest advances in comfort for users. The average age is kept below 7 years, as established in the Plan for Innovation and Improvement of the Catalan Government.
- All of our drivers work to provide maximum passenger safety and comfort, guaranteeing the continual cleaning and maintenance of our vehicles.
- All vehicles are fitted with air-conditioning and heating for use during travel.

SAFETY

- A maintenance plan is established for all vehicles, which guarantees maximum safety levels for our customers.
- All our vehicles are equipped with safety equipment in accordance with established regulations.
- All equipment for use in the event of an emergency is properly marked in all vehicles.



- All our vehicles are equipped with safety devices in accordance with current regulations, and for emergencies.
- Our vehicles are disinfected in accordance with current regulations.
- All equipment for use in the event of an accident is properly marked in all vehicles.
- All our vehicles are equipped with safety equipment in accordance with their technical characteristics and current regulations.

COMMITMENT TO THE ENVIRONMENT

- We renew our fleet with vehicles that fulfil the latest environmental regulations.
- The waste products generated by our activities are treated by authorised waste management bodies.
- Our drivers regularly take economic and rational driving courses in order to reduce fuel consumption and emissions.
- All vehicles fulfil the technical and legal conditions applicable with respect to pollutant emissions.
- An energy consumption indicator is used on vehicles and in our facilities. All information obtained is monitored to ensure the constant optimisation of energy consumption.
- We are committed to maintaining the standards of the ISO-14001 certification in the services that we offer.
- All vehicles comply with legal conditions on gas and noise emissions.
- All the workers of the organisation receive continual training for their posts in order to be efficient and effective in everything related to the security of the passengers



CONTACTUS

Telephone	973 75 00 90 - 902 56 65 70
Timetables	08:00 to 13:30 and 15:00 to 19:00 Monday to Friday
Postal Address	Polígon Industrial de Torrefarrera - Camí de les Comes, 11 25123 – Torrefarrera - Lleida
E-mail	autocars@autocarsgamon.com
Website	www.autocarsgamon.com