

Sightseeing bus

The company BILBOKO HIRIBUS JASANGARRIA, S.L. (BIOBIDE) provides the sightseeing bus services of Bilbao (BILBAO CITY VIEW).

We work with the objective of improving our services at a daily basis, and to provide excellent services during your city tour with us.

Today we are delighted to announce our Charter of Services. This Charter follows the guidelines of the UNE 93200 Standard certified by AENOR.

This Charter gathers all the commitments we take to ensure you enjoy a quality service and everything you may be expecting from us in your City View tour.

- 1. You will enjoy the maximum comfort standards during your tour.**
- 2. You will travel safe with us.**
- 3. We will always be on your side, providing a kind, professional service.**
- 4. We will be committed to our Community.**

Enjoy your tour with us.

1. You will enjoy the maximum comfort standards during your City View tour

We want to be at the forefront of our sector

We are committed to renew 100% of the regular service fleet, adding brand-new vehicles in 2020.

Buses are fitted with an individual audio-guide system providing detailed information at the key spots of the itinerary. An independent entity conducts thorough monthly inspections of the audio guides in all three vehicles, assessing their proper functioning. We guarantee that all three vehicles will pass these inspections and that, in any case, there will not be more than three consecutive months in which the result falls below the standard. In such cases, appropriate corrective measures will be implemented to address the discrepancy.

Cleaning and maintenance of the buses

Our bus maintenance and cleaning services pursue to ensure maximum comfort to all users.

An independent entity conducts thorough monthly vehicle inspections, assessing the cleanliness of each vehicle. We are committed to ensuring that at least 98% of the vehicles inspected monthly pass (rated as GOOD or EXCELLENT), and that, in any case, the result will not fall below 95%, in which case appropriate corrective measures will be implemented to address any deviations.

2. You will travel safe with us

Because your safety is our top priority.

We operate ensuring the strictest safety protocols, not only enforcing comprehensive maintenance plans in our fleet, but also focusing on continued selection, recruiting and training of our staff.

100% of our drivers are assessed every 3 years through a process to test theory knowledge and skills, and a driving test is conducted. The assessments are conducted by certified training staff, and the potential actions to be taken will be defined to correct any potential gaps or failures identified.

Also, we are committed to conduct regular sessions of training, and to raise awareness on safety training addressed to drivers and maintenance staff.

Safety equipment on board

All recently added vehicles are fitted with the latest safety devices.

Our services are scored at a yearly basis by AENOR, a certified external entity certifying the suitability of our services and that they meet with the requirements of the safety International Routes as the UNE ISO 39001 in Road Safety Management System and the UNE ISO 39001 standard of the Road Safety International Standard and the UNE ISO 22320 about Management of Emergencies.

3. We will always be on your side, providing a kind, professional service

We provide a kind, respectful customer service.

We ensure that our rules and customer service standards are strictly observed.

We address their claims and concerns within a 15-working day deadline since reception.

We are committed to ensure that at least 100% of the monthly claims are replied to within the scheduled deadline. In any case, this will not be below 100% in three consecutive months, in which case the relevant corrective measures will be applied to solve the gap.

4. We will be committed to our Community.

We keep working to improve social conditions.

BILBAO CITY VIEW is active in the communities we serve to generate economic, social and environmental value.

In this context, we implemented a management and improvement system of the Corporate Social Responsibility in compliance with the international standard IQNet SR10, having in place the AENOR Certification certified by this compliance.

Also, as a part of the group ALSA, BILBAO CITY VIEW is included in the [Sustainability Report](#) that the company publishes every year, gathering the main actions on this matter. This Report meets the certification criteria of GRI (Global Reporting Initiative), and its compliance is also verified by AENOR.

BILBAO CITY VIEW also works in the design and implementation of strategies and family responsible practices. Our management model as a Family responsible Company meets with the standard EFR 1000-1 developed by the Foundation Masfamilia, and is certified by AENOR.

We are committed to the environment

We are environmentally friendly and contribute to reducing greenhouse emissions by promoting the use of public transport and by adding more efficient fleet in the market, the use of clean energies and the implementation of programmes to reduce consumption.

BILBAO CITY VIEW services are evaluated and checked by AENOR, the external certified entity certifying its compliance with the International Environmental Standards and Energy Efficiency, as the Standard UNE ISO 50001:2011 of the Energy Management Systems, the standard UNE EN ISO 14001 of Environmental Management Systems and the standard UNE EN ISO 14064 of the Inventory of greenhouse emissions.

We raise awareness to our people on a regular basis. We conduct a monthly monitoring on efficient driving of drivers, delivering training resources when needed.

Accessible travel for everyone.

In BIOBIDE our aim is to create an accessible transport service which is inclusive of all our customers, regardless their age or mobility conditions. Our objective is to ensure that all our customers enjoy our services with the same standards of safety, equality and comfort, with the highest autonomy as possible.

The new fleet will feature, within the deadlines set above, up to 4 special seats for baby carriers, wheel chairs or scooters meeting with the [maximum measures](#) accepted.

Also, all vehicles are fitted with a mobile ramp and a low-floor/kneeling system to facilitate access to wheelchairs, baby carriers and people with reduced mobility, and reserved seats for people with reduced mobility and disabilities.

An independent entity carries out exhaustive monthly inspections of the vehicles, evaluating the correct operation of the ramps and the kneeling system. We commit that at least 98% of the vehicles inspected monthly are correct, and that, in any case, there will be no more than 3 consecutive months in which the result is less than 100%, in which case corrective measures will be established. timely to correct the deviation.

We provide personal service to users requiring it at our in-person customer service office. This is an accessible office with a tailored service and a magnetic induction loop.

Our Map´s Voice service is available for our passengers at the customer service desk and on board. This provides updated information on timetables, fares, itineraries, historical monuments, etc.

You will also find a map in Braille with the description of the itinerary on board our vehicles and at the customer service desk.

Also, a sign language video-interpreting service into Spanish has been enabled to ensure that people with hearing impairments have the same access to the information as the rest of our passengers. Please access this service on our website www.bilbaocityview.es, or at our customer service desk.

All our drivers and the people working at the customer service desk and ticket sale kiosks can provide you information on services for people with disabilities or reduced mobility.

Our services have been designed complying with the Universal Accessibility Standards, as the Standard UNE 170.001, and being certified by AENOR.

We comply with our commitment

Each commitment included in this Chart is linked to an indicator measuring its compliance degree. The monitoring and measurement of the defined indicators will be done on a regular basis, and the company will announce the final results yearly to users on the website www.bilbaocityview.es.

Applicable regulation

- Regulation CE N, 1370/2007 of the European Parliament and of the Council of 23 October 2007 on public passenger transport services by rail and by road and repealing Council Regulations (EEC) Nos 1191/69 and (CEE) No 1107/70
- Regulation CE No 561/2006 of the European Parliament and of the Council of 15 March 2006 on the harmonisation of certain social legislation relating to road transport and amending Council Regulations (EEC) No 3821/85 and (EC) No 2135/98 and repealing Council Regulation (EEC) No 3820/85
- Law 16/1987 of 30 July, Regulation of the Law on Land Transport.
- Royal Decree 1211/1990 of 28 September, Regulation of the Law on Land Transport approved.
- Royal Decree 1428/2003, of 21 November, approving the General Traffic Regulations.
- Royal Decree 1575/1989 of 22 December, Obligatory Travel Insurance for Passengers approved.
- Regulation on the Public Service of Urban Transport for Passengers by Bus of the City of Bilbao, "Bilbobus".
- It is applicable the regulation referenced in the previous section, together with the general conditions applicable to the tickets sold by ALSA.

Rights and liabilities of passengers

Rights and liabilities of users are set in the Regulation on the Public Service of Urban Transport for Passengers by Bus of the City of Bilbao, "Bilbobus".

Measures of compensation and/or correction applicable

- We promptly address their claims and concerns within a 15 working day deadline since its reception.
- Compensations are given according to the conditions set.
- A letter of apology is sent and/or customised calls, according to the ALSA service standards.

Contact with us

For further information or to provide your feedback on this Services Note, please use any of our channels:

- By phone, 24/7 service: 900 840 655 (900 812 888 out of in-person opening ours).
- In person at the customer service office located at Calle Licenciado Pozas, service provided in Spanish, Basque and English. Opening Hours from Monday to Friday: 7.30-20.00, Saturdays: 9.00-14.00.
- Via e-mail: clientesbilbobus@bilbao.eus.

Information and customer service

Passengers will always find accurate information about our services. This information is updated at a regular basis through the following channels:

- A multi-language website providing information and ticket sale services, bilbaocityview.es.
- On-site customer service desk for our passengers, located at the street Licenciado Pozas, with on-site customer service provided in Spanish, Basque and English. Opening Hours from Monday to Friday: 7.00-20.00, Saturdays: 9.00-20.00, Sundays and Public Holidays: 9.00-14.00.
- 4 ticket sales desks providing on-site customer service, located at the following areas of the city:
 - Plaza San Pedro (Deusto). Opening Hours from Monday to Friday: 7.00-20.30, Saturdays: 7.00-13.45, July and August from Monday to Saturday: 7.00-13.45.

- Puente Arenal. Opening Hours from Monday to Friday: 7.00-20.30, Saturdays: 7.00-13.45, July and August from Monday to Saturday: 7.00-13.45.
- Gran Vía / Plaza Circular. Opening Hours from Monday to Friday: 7.00-20.30, Saturdays: 7.00-13.45.
- Plaza Rekalde (C/Gordóniz). Opening Hours from Monday to Friday: 7.00-20.30, Saturdays: 7.00-13.45.
- Multi-lingual call centre service available in 6 languages. 24/7 phone number: 900 840 655 (900 812 888 out of in-person opening ours).
- Information and sale on board the bus.
- Updated permanent information at the sightseeing bus stops.

Submission of claims, suggestions and complaints

- By phone, 24/7 service: 900 840 655 (900 812 888 out of in-person opening ours).
- In person at the customer service office located at Calle Licenciado Pozas, service provided in Spanish, Basque and English. Opening Hours from Monday to Friday: 7.30-20.00, Saturdays: 9.00-14.00.
- Social media BILBOBUS (Twitter, Facebook, Instagram).
- Via e-mail: clientesbilbobus@bilbao.eus.
- On board any of our buses.

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