

Regulations for use of the Taipei Metro System

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§ General §

1. To provide passengers with safe, reliable, convenient and comfortable service, the Taipei Rapid Transit Corporation (hereinafter the TRTC) has, in accordance with the Management Ordinance Governing Transport of Passengers on Mass Rapid Transit Systems in Taipei City, formulated these stipulations and promulgated them in all Taipei Metro stations. Any alterations or changes made will be made public as well.
2. The definition of terms used in these regulations are as bellow:
 - (1) Taipei Metro premises: All routes, depots, stations or trains in the MRT system managed by the TRTC;
 - (2) Passengers: Persons travelling on the trains or present at station concourses and holding valid tickets;
 - (3) Revenue (or payable) area: Areas which require the use of a ticket to enter by passing through ticket gates;
 - (4) Tickets: A pass that allows passengers to travel on the trains;
 - (5) Without ticket: Passengers entering the revenue area or travelling on the trains with invalid tickets or counterfeit tickets;
 - (6) Invalid ticket: Tickets that have expired;
 - (7) Imposter: Passengers travelling on the trains or entering revenue areas with fraudulent tickets that fail to correspond to their identity (e.g. for discounts) ;
 - (8) Ticket gates: The gates installed between the revenue and the free areas to control passenger movement by means of automatic ticket scanning.
3. Vehicles or personnel, unless authorized by the TRTC, are not allowed to enter TRTC routes, bridges, tunnels or areas not for public access. Passengers may not cross any MRT routes except via overpass or underground passage.
4. Unless otherwise authorized by the TRTC, passengers must use the tickets issued or authorized by the TRTC to access payable areas through ticket-reading gates.

5. In the interest of passenger rights, the TRTC may take the following actions as necessary in the event of natural disasters, strikes, accidents or maintenance works caused by external influences, overcrowding, traffic controls and other incidents not attributable to the TRTC:

- (1) Suspend parts or all of its system operation;
- (2) Limit or close station facilities to the public;
- (3) Limit or stop passengers from boarding/alighting the trains;
- (4) Expel passengers from trains or stations.

Announcements should be made at relevant stations when executing the above measures to inform passengers at the first possible time.

6. Passengers shall follow the regulations or instructions to use equipment and facilities within Taipei Metro premises and must not forcibly possess, destroy, interfere or remove them.

7. The TRTC may refuse to provide transportation services under any of the following circumstances, and TRTC personnel may escort offending passengers off the Taipei Metro premises with police enforcement.

- (1) Breach of the law, disruption of public order or good social practice, or violation of TRTC transportation regulations;
- (2) Act in a manner that obviously appears to be harmful to others or himself or to harass others;
- (3) Wear smelly clothes or carry filthy objects that affect public hygiene;
- (4) Seniors, children or severely ill passengers who need companion but are travelling alone;
- (5) Carry objects incurring inconvenience to others;
- (6) Other behaviors prohibited by the TRTC.

8. The following conducts are prohibited within Taipei Metro premises:

- (1) The use of roller blades, roller skates, skateboards, foldable push scooters, and other similar items in stations or trains;
- (2) Pushing in stations or trains, or other behavior that may put the perpetrator or others at risk;
- (3) Sitting or lying on station or floors, equipment, or facilities;

- (4) Smoking or vaping in stations or trains;
 - (5) Any other behavior that may interfere with system operation or general safety.
9. Only when passengers file an application and get permission from the TRTC can they exhibit the following behaviors:
- (1) Make speeches to the public, play audio, play musical instruments, or other behaviors that may disturb other passengers;
 - (2) Paste, paint, or carve any characters, drawings, or the like on facilities or buildings;
 - (3) Passengers who take photos or shoot pictures in stations or trains in a manner that appears to interfere with other passengers or system safety;
 - (4) Loiter in stations or trains outside service times;
 - (5) Preach to other passengers, conduct market surveys or other similar behaviors in stations or trains;
 - (6) Distribute newspapers, leaflets, advertisement items or propaganda materials;
 - (7) Using power sockets in stations or trains which are not for public use.
10. Passengers should hold the handrail, stand firm and not lean against the side board when taking the escalator on Taipei Metro premises. Elderly and disabled passengers are advised to take the elevator instead. The following behaviors are prohibited:
- (1) Walk or run on escalators in the opposite direction to which they are traveling;
 - (2) Play, jump, stride over either side of escalators or other behaviors that may cause danger;
 - (3) Carry bicycles that cannot be folded.

§ Regulations on Ticket Usage §

11. Ticket types and usage:

- (1) Single-journey tickets: Issued by the TRTC. For single use only, available at automatic ticketing machines and information counters at

stations;

(2) Group tickets: Issued by the TRTC. For 2 or more passengers travelling together from the same departure station to the same destination.

Available at all station information counters;

(3) Periodic tickets: Issued by the TRTC. Valid within a certain time period.

Available at all station information counters;

(4) Electronic tickets: Tickets legally issued by issuing organizations with the permission of the TRTC, sold according to public announcements made by the issuers.

(5) Other ticket types: Issued by the TRTC. Sold at stations, kiosks, commissioned stores and sales machines at stations.

For sales changes please refer to TRTC notices.

12. Except for group tickets, a ticket is valid for one person only. Valid periods are as follows:

(1) Single-journey tickets: Valid on the date of issue only;

(2) Group tickets: Valid on the date of issue only;

(3) Periodic tickets: Valid through to the expiration date on the ticket or the published period;

(4) Electronic tickets: Valid through to the expiration date published by the issuers;

(5) Other ticket types: Valid through to the expiration date on the ticket or the published period.

For changes in the validity period please refer to TRTC notices.

13. Unless due to a cause attributable to the TRTC, the regulations limit the duration of stays of ticket-holding passengers between entering and leaving a revenue area to:

(1) No longer than two hours for entering and leaving different stations;

(2) No longer than 15 minutes for entering and leaving the same station.

In addition to the original fare, persons in violation of the above regulations are subject to a fine equivalent to the minimum single-journey fare promulgated; which shall be paid at the information counter or will be

automatically deducted when exiting the station.

14. Passengers should refer to the fare schedule published by the TRTC in stations for fares payable. Passengers must pay fares in full. Passengers who enter and exit from the same station should pay the minimum single-journey fare promulgated. In certain situations, for instance, passengers would need to use the restroom in the revenue area, or passengers who must exit the station immediately after entering (and without traveling on trains), passengers may contact station staff for assistance.

Children less than 115cm tall can take the Taipei Metro without a ticket.

Children over 115cm tall but less than 6 years of age who are able to present identification can take the Taipei Metro without a ticket.

Children who meet abovementioned qualifications should be accompanied by passengers with tickets. A ticket-bearing passenger can accompany two children at most, or the TRTC may refuse transport services. Each child exceeding the number of children that a ticket-bearing passenger can accompany should buy a full fare ticket.

15. Passengers without tickets, holding invalid tickets or imposters (e.g. for discounts) must pay the difference plus a penalty of 50 times the original fare.

Should the above violators be unable to prove their departure station, their fine will be calculated based on the maximum single fare promulgated.

16. Passengers using counterfeit tickets will be fined pursuant to the above regulations and brought to the police.
17. Passengers who lose their tickets during the journey and fail to settle the fare voluntarily at the information counter will be fined pursuant to Stipulation 15. However, no penalty will be imposed if the abovementioned passengers settles the outstanding fare voluntarily.
18. Unless due to a cause attributable to the TRTC, passengers who over-ride must pay the fare difference at the Information Counter in the station.
19. Unless due to causes none-attributable to the user, passengers failing to comply with the operating regulations of the ticket gates must settle the fare

due in full. Passengers unable to prove their departure station will be fined the maximum single fare.

20. When stations are evacuated due to emergency situations, irregularities or train operation suspension, passengers holding single-journey tickets or group tickets may demand a fare refund within seven days of the incident. For those holding periodic, electronic or other types of tickets, the ticket gates will automatically adjust the data on the tickets the next time it is used on the Taipei Metro. Tickets can also be brought to any station information counter for free data revision.
21. Passengers unable to pay the outstanding fare or penalty immediately must present proof of identity, fill out a fare settlement form and make the payment within 10 days at a location specified by the TRTC. The TRTC may proceed to recover the funds with legal action if the passenger fails to complete the payment before the deadline.
22. Passengers holding TRTC issued tickets that cannot be read by the ticket gates may ask for replacement tickets. Single-journey tickets that fail to read at exit gates will be retained by the TRTC without refund.
The above replacement tickets should be requested as soon as tickets fail to read at the gates.
23. TRTC issued tickets are not refundable after usage unless there is fault attributable to the TRTC or otherwise publicly announced by the TRTC. Unused single-journey tickets are refundable on the date of issue only. Other types of tickets are refundable before the expiration date.
When passengers apply for refunds of TRTC issued tickets, the TRTC may deduct concessions or discounts contained in the tickets and charge a handling fee. No refund can be made if the ticket balance is less than the handling fee after concessions or discounts are deducted.
The above handling fee is charged at the minimum single fare.
24. Passengers should apply for refunds of TRTC issued tickets at station information counters. Refund payment is made via post or at a designated station, after on-site verification.

25. Sales and refunds of electronic tickets should observe issuer regulations.

§ Carry-on Objects §

26. Luggage and carry-ons should comply with the following regulations:

- (1) Passengers must not obstruct other passengers with their carry-on luggage, and must stay by its side at all times;
- (2) The size of any carry-on object may not exceed 165cm on its longest side, and the sum of its length, width and height may not exceed 220cm. however, this regulation does not apply to wheelchairs, electric wheelchairs, strollers, bicycles, surfboards, and other carry-on objects approved by the TRTC;
- (3) The maximum number of balloons allowed onto the trains is 5 per person. The longest side of any balloon may not exceed 50cm.
- (4) Vehicles, electric wheelchairs, electric scooters or other similar motorized tools are not allowed within Taipei Metro premises. However, passengers holding disability ID or with prior permission from the TRTC may use assisted devices such as regular or electric wheelchairs, to travel at speeds below 5kmph within the stations;
- (5) Bicycles are not allowed in stations or trains unless they are foldable and properly packaged (including traditional bicycles and power-assisted bicycles, which must be switched off. The size of the bicycle may not exceed 165cm on the longest side, and the sum of the length, width and height may not exceed 220cm), or conform to the “Stipulations for Passengers with Bicycles”;
- (6) Carts and other similar tools are not permitted on the Taipei Metro;
- (7) Carry-on surfboards may not exceed 180cm on the longest side. Tail rudders, foot ropes, and other protruding items must be removed and stowed away during the journey. Surfboards between 165 and 180cm long are only admitted on the Taipei Metro during public holidays. Passengers with surfboards should travel on the first and last carriages only, and should not use the escalators.

27. Animals brought into stations or trains should be kept in pet boxes, pet strollers, small cages, or small containers which do not exceed 55cm in length, 45cm in width, and 40cm in height (size limits for pet strollers refer to the pet cabin only, the frame and wheels are excluded). The container should be assembled properly to make sure that no excrements or liquids can escape. The head, tail, and limbs of the animals may not be exposed outside of the confines of the container. Each ticket-bearing passenger may only bring one container. However, this regulation does not apply to police canines, certificated guide dogs accompanying disabled passengers, and young guide dogs being trained by certified professionals.

The above stipulations regarding animal carriages allowed on the Taipei Metro are published at every station. Under special circumstances, the TRTC may bulletin notices in stations to prohibit passengers from bringing animals into stations or trains during certain periods and within certain areas.

28. The following dangerous or inflammable objects are not allowed into Taipei Metro premises unless permission is granted.

- (1) Knives, scissors and other sharp objects. However, properly packaged items which do not violate the law nor represent any threat to the safety of others are not bound by this regulation;
- (2) Firearms or ammunition. However, on-duty police or military personnel carrying firearms or ammunition are not bound by this regulation;
- (3) Inflammable liquid with an ignition point below 60 degrees centigrade, such as mineral oil, petroleum, kerosene, benzene, toluene (rosin), methyl alcohol, ethanol (alcohol), acetone, ether, paint (oil-base plastic paint and soluble concrete paint), carbon disulfide and other inflammable liquid;
- (4) Explosive materials, such as explosives, ammunition, gunpowder, fireworks, firecrackers, carbide, high-pressured gas (hydrogen, oxygen, propane, liquefied petroleum gas, acetylene), nitrocellulose, dinitrobenzene, dinitrotoluene, trinitrotoluene, dinitrophenol, trinitrophenol (picric acid), nitroglycol, nitroglycerine, nitric anhydride,

organic peroxide compounds, dry ice (solid carbon dioxide) and other explosive substances;

- (5) Inflammables, such as matches, explosives, metal sodium, potassium amalgam, magnesium powder, aluminum powder, yellow phosphorus, phosphorus sulfides, calcium phosphide, firework, firecrackers, isopropyl alcohol and other inflammable solids (matches and lighters for personal use are excluded);
 - (6) Substances that may cause harm to other people, such as sulfuric acid, hydrochloric acid, nitric acid, lead-acid batteries, chlorate (potassium, sodium and barium), perchlorate (ammonium, potassium and sodium), phosphorus chloride, sodium peroxide, barium peroxide, ammonium nitrate, bleach, pesticides, insecticides, herbicides, arsenic, arsenic, cyanide, uranium, plutonium, radium, medical waste, and other corrosive, toxic, radioactive, infectious substances and substances otherwise harmful to the human body.
29. When carry-on luggage is suspected of containing hazardous or combustible materials, the TRTC may demand clarification from the owner and perform an inspection. Persons refusing inspection will be regarded as carrying hazardous objects. The TRTC may refuse to provide transportation and bring them before the police.

§ Lost Objects §

30. Lost objects found in stations or trains are forwarded to the station information counters. The TRTC will issue a receipt to the finder.
Lost objects found outside the stations or trains, shall be handed to the police by the finder for settlement according to law.
31. Passengers who have lost personal belongings may contact any station information counter, the 24hr Customer Service Center, or the Lost-and-Found Service Center for assistance.
32. To claim lost objects, passengers must prove that they are the owners of the lost objects. If the claimant is not the owner himself, he shall present identity

certifications of both himself and the owner before the lost objects can be returned.

33. The TRTC handles found objects according to the law and relevant regulations and is not liable for any damages or compensation.

§ Penal Provisions §

34. Persons in breach of Articles 50 and 50-1 of the Mass Rapid Transit Act shall be penalized by law.
35. The TRTC may refuse to provide transport services to persons in breach of the above regulations. Passengers in violation of the penal provisions of the Mass Rapid Transit Act or Taipei Rapid Transit System Directions for Passenger Transportation Services are punishable by law, and the TRTC or police may demand them to leave Taipei Metro premises. No refund will be made on fares for uncovered journeys.

§ Others §

36. Passengers who fall ill en-route may request TRTC personnel to seek medical attention on their behalf.
- Disabled passengers may ask TRTC personnel for assistance, or take the accessible path.
37. For any questions or suggestions, please contact our customer services on +886-2-218-12345 or email email@metro.taipei
- For questions regarding electronic tickets, please contact the issuers directly.
38. In accordance with Article 50 of the Mass Rapid Transit Act, the offender or driver will be subject to a fine over NT\$1,500 and below NT\$7,500 in any of the following situations.
- (1) Climb onto, jump off, or scramble onto a moving train;
 - (2) Obstruct train doors or platform doors from closing, or open them without permission;
 - (3) Non MRT personnel or vehicles in breach of Paragraph 2 of Article 44 by trespassing onto MRT tracks, bridges, tunnels or Taipei Metro areas not open to public access;

- (4) Use improper methods to enter/exit stations or get on/off trains;
- (5) Refuse ticket checks by the TRTC personnel or hinder them in the performance of their duty;
- (6) Remain in the carriage when the train is not in service and disregard requests to leave;
- (7) Raise funds, distribute or post advertisements, peddle goods, or conduct other commercial activities within Taipei Metro premises without permission;
- (8) Bring animals onto Taipei Metro premises or trains without permission;
- (9) Drinking, eating, chewing gum or betel nuts within the paid area of Taipei Metro premises; spitting phlegm or betel nut waste; littering paper scraps, cigarette butts, gum, food waste or other rubbish;
- (10) Hinder other passengers from passing through or using station entrances/exits, ticket-reading gates, ticket vending machines, escalators or other passages, and disregard requests to leave;
- (11) Loitering in station concourses or on platform areas with no intention of taking a train, obstructing other passengers and ignoring eviction;
- (12) Lie down on train or platform seats and disregard requests to behave properly;
- (13) Operate stalls, put up canopies, or organize banquets within Taipei Metro premises without permission;
- (14) Playing on platforms, crossing the yellow lines, walking or running on escalators in the opposite direction, or other behaviors that affect operation order and traffic safety, while ignoring warnings.

The person who commits the preceding violations shall be forced to leave Taipei Metro premises by the TRTC personnel and police. No refund will be made on fares for uncovered journeys.

39. In accordance with Article 50-1 of the Mass Rapid Transit Act, the offender will be subject to a fine over NT\$10,000 and below NT\$50,000 in any of the following situations:

- (1) Bring hazardous or combustible objects onto Taipei Metro routes, depots,

stations or trains without permission;

(2) Tamper with station or train facilities, or hinder normal operation of trains, and power or security systems;

(3) Violate Paragraph 3 of Article 44, crossing Taipei Metro routes without using overpasses or underground passages;

Persons in breach of any of the above are punishable by Paragraph 2 of Article 50.

In the event of violations of Paragraph 1 of Article 50 by persons under the age of 14 due to lack of parental or legal guardian supervision, their parents or legal guardians will be punished in their stead.

40. These Stipulations come into effect on the day of promulgation or amendment promulgation.