

# Dear passengers,

Here are the **main instructions** for the actions you should take in any unexpected event.



**1.** Our staff from the Operational Control Center will contact all passengers directly to let them know what happened and advise them on when the service will be resumed.



**2.** The train engineer will use the public address system to let the passengers know what is going on and when the service is expected to be back to normal.



**3.** Our technicians are stationed at strategic spots and will be immediately contacted to try to repair the train. Passenger Support Agents will also be on their way to provide support.



**4.** In case of a power shortage, the doors will be open to let some air in. For your own safety, please remain on the train and wait for further information.



**5.** Even if all doors are open, please only leave the train in case of severe accidents and make sure you use the emergency stairs marked with a sticker. For any other events, please remain on the train until the system is reestablished.



**6.** For your own safety, please do not walk away before the Passenger Support Agents arrive. Please wait on the train.



**7.** Please be solidary. Once the Passenger Support Agents arrive, if passengers are advised to leave the train and walk along the rail, please help others get off the train.



**8.** Attention! If you have any mobility issues, either because of age, recent surgery, or any other condition, please stay on the train and wait for the Passenger Support Agents to arrive.



**9.** Please beware while walking along the rail. Make sure you follow the instructions given by the Passenger Support Agents, as they will inform you the safest route to the next station.



**10.** As you get to the station, walk up the emergency stairs you will find at the platform.



**11.** Wait at the platform informed by the public address system before you get onto the train assigned to take you to your destination.



**12.** If the Operational Control Center staff confirms that the train is out of service, you may get your voucher and passenger declaration at the ticket office.



**13.** If you choose to get a refund, the money will be available to you in about 30 minutes. Please follow the instructions given by the station staff about the money pickup at the ticket office.