

## **FAQ (Frequently Asked Questions) Adapto**

### **What are the operating hours of the Adapto service?**

- Sundays, Mondays, Tuesdays, Wednesdays, Thursdays and public holidays from 07:00 to 23:00
- Fridays and Saturdays from 07:00 to 00:00
- 24 December from 7:00 to 20:00
- 1 January from 08:00

### **What are the opening hours of the mobiliteit.lu call centre?**

- Monday to Friday from 06:45 to 07:00
- Saturday to Sunday from 09:00 to 16:30
- On public holidays from 09:00 to 16:30

### **Where and how does the Adapto service work?**

- The service operates within Luxembourg;
- Routes are grouped and short detours are possible;
- The customer is allowed to take a handbag or small piece of luggage with him or her, or any shopping he or she may have done, within reasonable dimensions.

### **Can I take a companion on the journey?**

Adapto is only a transport service and does not provide nursing or social assistance. In case of a need for special assistance related to the disability, the beneficiary must be accompanied by a competent person of trust or use a taxi or taxi ambulance. It has therefore been defined that:

- The beneficiary is allowed to be accompanied by a maximum of 1 companion, at the beneficiary's discretion. The person must make the same journey throughout the transport.
- When the Adapto card indicates that the holder must be accompanied, the accompanying person must be able to provide appropriate assistance to the beneficiary.

### **How do I travel with my wheelchair?**

Many vehicles are equipped for the transport of wheelchair users. The necessary seats are reserved for this purpose and the necessary fixings are built into the floor of the vehicle. Additional special fastening equipment must be provided by the beneficiary, including special belts (e.g. for different types of epilepsy or for the elderly).

epilepsy or hypotonia). Beneficiaries should also be secured by a lap belt ("Beckengurt") attached to the wheelchair. In the absence of such a belt, the beneficiary should move to a bus chair where he or she can be secured.

It is recommended that the wheelchair be equipped with a headrest. This is not included in the delivery. Scooters or other vehicles that cannot be attached are not allowed for transport.

### **What is the role of the Adapto driver?**

The driver picks up the person at the kerb at the point of departure. The driver can assist a passenger when getting in or out of the vehicle. The driver waits a maximum of ten minutes. He attaches the wheelchair and the passenger.

### **Can I bring my dog on board?**

Yes, dogs are allowed free of charge, but under the full responsibility of the beneficiary and on condition that they are tied up. They must be secured in the vehicle with a special belt to prevent them from slipping and endangering the driving. The securing belt is not provided.

### **How can I be sure that a vehicle suitable for my needs will pick me up?**

All vehicles are categorised according to the number of seats and specific equipment available. The software algorithm selects the right vehicle according to your needs and the information you provided when you applied for an Adapto card.

### **How do I use the Adapto application?**

Provided that you have received an Adapto card, and that your mobile phone number and email address are registered in the customer file of the Public Transport Administration, you can connect as follows

- download the Adapto application (AppStore and GooglePlay)
- click on "reset password"
- insert the mobile phone number (from the customer card)
- an SMS containing a new password (valid for 10 minutes) will be sent to you
- enter your email address and password to access the application
- after the first connection you have the possibility to change the password in the application settings

In case of connection problems: call the call centre on 2465 2465.

A video "How to use the Adapto application" is available under this link:

<https://www.youtube.com/watch?v=ZtpbegCG95E>.

### **How do I change the language of the Adapto application or for sending SMS?**

The language of the Adapto application is the language of your mobile phone. If you want to change the language, you have to change the language of your mobile phone in "Settings". This also applies to sending SMS messages.

### **Is it possible to reach the mobiliteit.lu call centre outside of opening hours?**

Outside of the call centre's opening hours, an emergency service is available via the answering machine on the same telephone number 2465 2465.

### **Until when can I make a reservation?**

- Until 7pm the day before via the app or online.
- Up to 2 months in advance.
- Requests for same-day travel, subject to availability, must be made via the call centre on 2465 2465.
- For organisational reasons with the transport companies, bookings and cancellations must be made no later than 2 hours before the start of the journey.

### **Can I choose my preferred transport company for the trips?**

No. Adapto bookings are only made through the 3 options listed under "How do I make a booking? The planning of the trips is done automatically by a software program.  
What is my usage limit?

As this is occasional transport, there is a limit to how much you can use it. Each beneficiary can make 360 journeys per year (1 return journey = 2 journeys). This limit is renewed at each expiry date until the end of your card's validity.

### **What should I do if the driver is late or cannot find me?**

If you notice that the driver is late or cannot find you, you can contact the driver directly via the telephone function of the Adapto mobile application. To do this, you need to use the application and click on the current journey. You can only contact the driver via the app from the moment of the scheduled arrival time of the bus.

### **What do I do if I have forgotten my belongings on board?**

If you have forgotten personal belongings on an Adapto bus and you remember the bus company that made the journey, you can contact them directly. Otherwise you can call the mobiliteit.lu call centre on 2465 2465.

### **Why do I receive an SMS/call from a French number?**

The SMS and voice calls from a French phone number are due to the contract between the application provider and the messaging service provider, which currently only allows the "Voice" functionality for Luxembourg numbers. The SMS functionality is however not yet in place and is under development. The full changeover to a Luxembourg number will take place once the developments are finalised.