

Special Conditions of International Carriage (SCIC) for Journeys using Integrated-Reservation Tickets (IRT)

Master version

Version of document: 1.4
Date of last edition: 13/09/2022

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GLOSSARY

Term	Definition
Carrier	The function undertaken by the organisation which actually carries the passenger or takes responsibility for transporting the passenger on-board trains or other modes of transport. Contractual carrier (railway undertaking) with whom the passenger has concluded the contract of carriage pursuant to the CIV Uniform Rules.
Carrier fee (Cancellation fee)	Amount or percentage settled in the reservation system as a non-refundable part of the price.
CIT	International Rail Transport Committee [Comité international des transports ferroviaires].
CIV Uniform Rules	Uniform Rules concerning the Contract of International Carriage of Passengers by Rail.
Contract of carriage	Contract of carriage which covers the carriage of the passenger from his departure point to his destination point within the scope of the options agreed by the carriers. Several tickets issued at the same time, in the same place and under the same booking reference/dossier n°, for the same journey constitute a single contract of carriage if the carriers' SCIC specifically provide for that and if they are issued as a through ticket.
Special conditions of international carriage (SCIC)	Conditions which carriers set down, individually or jointly, for certain international routes or for an international market union to supplement the general conditions of carriage GCC-CIV/PRR.
Departure point	Railway station, bus station or a port. Includes stops of trains, buses or vessels. Departure point may also be a specific region, a specific country or a frontier point.
Destination point	Railway station, bus station or a port. Includes stops of trains, buses or vessels. Destination point may also be a specific region, a specific country or a frontier point.
Domestic section	A section which only involves one country.
e-ticket	Ticket held as an electronic data record capable of being transformed into legible written symbols. Several data records form a single contract of carriage when they are issued as a single (through) ticket.
General Conditions of Carriage (GCC)	General Conditions of the carrier(s) prepared in the form of general terms and conditions or tariffs legally in force in each railway undertaking or shipping company and which become, by the conclusion of the contract of carriage, an integral part of it.
GCC-CIV/PRR	General Conditions of Carriage for Rail Passengers (available at http://www.cit-rail.org/en/passenger-traffic/cit-documentation/).
GDPR	General Data Protection Regulation
Handling fee	Fix or variable amount which is withheld by the ticket issuer in case of sales, refunding or exchanging.
IRT	(Integrated Reservation Ticket) Tickets which are issued as international or national coupons and in which compulsory reservations for a specific train are integrated. An IRT cannot be issued to/from a frontier point.
International ticket	Ticket which is issued for continuous sections in at least two countries or from a frontier point to a destination point in another country. They may be supplemented by national tickets for connecting journeys to the departure point and from the destination point and linked to form a single (through) ticket.
Issuing undertaking	Organisation concluding the contract of carriage on its own behalf or in the name of and for the account of another carrier which issues the ticket and receives the payment. The issuing undertaking is indicated on the ticket with its 4-digit RICS code and, where appropriate, its symbol/logo.

Term	Definition
Means of payment	The fare may be paid by cash or by other means. Payment by other means may be by bank card or post office card (payment cards and debit cards), credit cards and charge cards (Visa, MasterCard, Eurocard, American Express, Diners). The fare may likewise be invoiced or payment made using secure internet-based payment systems.
National ticket	Ticket which is issued by an issuing undertaking for domestic sectors in another country.
Passenger	The person who travels or who intends to travel using the ticket in question.
PNR	Passenger Name Record
PRM	Person with Reduced Mobility
PRR	Regulation (EC) No 1371/2007 of the European Parliament and of the Council of 23 October 2007 on rail passengers' rights and obligations.
Purchase/sale via the internet Online purchase/sale	Ordering tickets online via the internet or purchase including payment and printing of the ticket on-line via the internet.
Refunding fee	Sum of handling fee when refunding a ticket and a carrier fee.
RID	Regulation concerning the International Carriage of Dangerous Goods by Rail (RID – App. C to COTIF)
RPT	Rail Pass Ticket. E.g. Eurailpasses, Interrail passes, national passes.
Special Conditions of International Carriage (SCIC)	Conditions which the carriers, individually or jointly, lay down to supplement the GCC-CIV/PRR for certain routes or within an international business unit.
SCIC-EWT	Special international conditions of carriage for journeys using East-West-Traffic Tickets
SCIC-IRT	Special international conditions of carriage for tickets with integrated reservations.
SCIC-NRT	Special international conditions of carriage for tickets without integrated reservations.
SCIC-NT	Special international conditions of carriage for journeys using Night Trains
SCIC-RPT	Special international conditions of carriage for rail pass tickets.
Service charges	Charge which may be made by the issuing undertaking (or its agents) for issuing the ticket. It must be shown on the ticket itself or stated on a separate document.
Substitute carrier	A carrier who has not concluded the contract of carriage with the passenger but to whom the carrier has entrusted the execution of the rail carriage contract in total or in part. See Article 3b CIV. Substitute carriers are not shown with their 4-digit RICS code on the tickets.
Successive carrier	Carrier in a chain of carriers who perform the contract of carriage with the passenger and who are liable for the performance of that contract. Successive carriers are shown with their 4-digit RICS codes on the tickets.
Ticket	<p>The ticket is the proof of the contract of carriage between the contractual carrier and the passenger. The ticket can be evidenced either electronically or physically or both. It has important legal implications especially as regards the rights and obligations of passengers in the PRR regulation and international railway laws.</p> <p>The ticket itself displays details of the product/products to which the passenger is entitled, including main commercial and legal terms and conditions, or the details may be referenced in another format to which the passenger can refer (e.g. an e-mail confirmation or website).</p>
Travel agency	A point of sales accredited by the carrier for the sale of railway tickets to passengers.
UIC	International Union of Railways (Union internationale des chemins de fer).

PART A

GENERAL CONDITIONS

This part of the SCIC-IRT conditions addresses:

- *Introductory information (statutory basis for carriage, document publication modalities)*
- *participating carriers and field of application,*
- *definition of IRT tickets,*
- *sales, validity, and usage modalities,*
- *information about accommodation,*
- *any other information for which definition is common to all carriers.*

1 Statutory Basis for Carriage

Carriage is subject:

- to the “Convention concerning International Carriage by Rail (COTIF) of 1999 and its Appendix A the “Uniform Rules concerning the Contract of International Carriage of Passengers by Rail (CIV)”;
- in so far as it is applicable in the various countries and to the services in question, to Regulation (EC) No 1371/2007 of the European Parliament and of the Council of 23 October 2007 on rail passengers’ rights and obligations (PRR) including the CIV Uniform Rules in Annex I to the PRR,
- to the General Conditions of Carriage for Rail Passengers (GCC-CIV/PRR), to be found at: <http://www.cit-rail.org/en/passenger-traffic/cit-documentation/>
- to these Special Conditions of International Carriage (SCIC-IRT),
- together with the various Carriers’ special conditions of carriage (these include common conditions of carriage for several modes (local transport operators consortium)),
- for the sea leg in the mixed rail-sea carriage, to the law to which a Carrier by sea is subject and to the special conditions he lays down for maritime sections in mixed rail/sea carriage.
- for the bus leg in the mixed rail-bus carriage, to the law to which a Carrier by bus is subject and to the special conditions he lays down for road sections in mixed rail/bus carriage.
- to the “Convention concerning International Carriage by Rail (COTIF) of 1999 and its Appendix A the “Uniform Rules concerning the Contract of International Carriage of Passengers by Rail (CIV)” as well as its Appendix C the “International Carriage of Dangerous Goods by Rail (RID)”

Tickets for journeys between points within a single country which are issued outside that country and which do not form part of an international journey, are subject:

- in so far as it is applicable in the various countries and to the services in question, to Regulation (EC) No 1371/2007 of the European Parliament and of the Council of 23 October 2007 on rail passengers’ rights and obligations (PRR) including the CIV Uniform Rules in the version of Annex I to the PRR,
- to the National law applicable,
- to the General Conditions of Carriage for Rail Passengers (GCC-CIV/PRR) in so far as the Carrier has declared he will apply them, to be found at: <http://www.cit-rail.org/en/passenger-traffic/cit-documentation/>
- to regulation (EU) 2016/679 of the European Parliament and of the Council of 27 April 2016 on the protection of natural persons with regards to the processing of personal data and on the free movement of such data, and repealing Directive 95/46/EC (General Data Protection Regulation)

- to these SCIC-IRT and the contractual Carrier's conditions of carriage for domestic traffic, supplemented as appropriate.

The SCIC-IRT rules take precedence over the domestic regulations for international tickets and national tickets. In any case, these rules cannot take precedence over National Law.

This document contains common conditions for participating Carriers. Each Carrier may define additional or different conditions as long as these Conditions are published and available to passengers.

Specific travel conditions for Carriers can be found in Parts B and C of the current document.

2 Introduction and Publication of the Special Conditions of International Carriage

Publication of details of the introduction, amendment or withdrawal of the Special Conditions of International Carriage is to be in accordance with the National law which the participating Carriers are subject to.

3 Composition of the Special Conditions of International Carriage

This information comes as a supplement to point 3.2. GCC-CIV/PRR.

The Special Conditions of International Carriage consist of these SCIC-IRT together with those special conditions of carriage of the participating Carriers which depend on trains or offers.

4 Participating Carriers

The list of participating Carriers can be found in Appendix 1 of PART C of the current document. Carrier codes, addresses and other information can be found in appendixes of PART C.

5 IRT Tickets

This information comes as a supplement to point 4.1. GCC-CIV/PRR.

IRT tickets are issued for:

- individual passenger,
- group of passengers.

Passengers with specific requirements may be required to make reservations for the corresponding additional services – more information can be found in Parts B and C of the current document.

As a function of the Carriers' special conditions of carriage, IRT tickets are issued for named individuals or as impersonal tickets.

IRT tickets can be issued both for a border crossing international journey covering two or more countries, and as a national ticket for a domestic journey within one single country.

One IRT ticket may be issued to several passengers travelling together, unless stated otherwise in the Carriers' conditions. In that case, the number of passengers must be indicated on the IRT ticket.

6 Purchase of IRT Tickets

6.1 Advance Purchase

IRT tickets are issued according to the time limits set by Carriers' conditions and transmitted by the allocating system. The allocating railway undertaking informs the issuing undertaking being authorised to sell the IRT tickets about the advance purchase period.

The advance purchase period is at least 3 months in advance of the travel date. It may be reduced or extended according to technical or commercial constraints (for example, in case timetables change, or for special offers).

Minimum and maximum time limits for advance purchase may apply to special offers and/or certain routes. Special conditions of carriage may also apply to offers which are only available via certain sales channels.

6.2 Sales Conditions

Sales of IRT tickets can be made through different sales channels, via the Carriers' points of sales, travel agencies or Distribution partners' points of sales.

The Carrier's sales conditions always take precedence over any Distribution partner's conditions (whether it is a different railway, a travel agency, etc.)

Payment must be made in accordance with the procedures permitted by the issuing undertaking.

6.3 Online Sales Conditions

The conditions below are to apply in the case of online distribution of IRT tickets:

- Tickets sold online which are issued on paper must contain a security certificate.
- As a minimum, the passenger must supply the issuing undertaking with the following customer data:
 - family name and first name,
 - e-mail address,
 - payment data (for example, type of card, account number, sort code, IBAN, BIC, etc.)

Details of the fares and services available online must be communicated by the Carriers to their Distribution partners.

6.4 Ticketing Conditions

IRT tickets can be edited as:

- paper tickets,
- e-tickets shown on a device,
- online home-printed tickets,

The ticketing mode must always be chosen according to the Carrier's ticketing conditions and the Distribution partner's technical limitations.

E-tickets, which only consist of an electronic record, may be:

- held on electronic data media containing chips,
- held on other electronic data media held by the passenger,
- held as a passenger name record (PNR), on a paper or electronically (manifest on list),
- kept on the Carrier or Distribution partner's server and available via an identification process (printed barcode, loyalty card number, etc.),
- kept in different conditions and available through any other process of identification validated by the Carrier.

Online home-printed tickets and e-tickets are issued as personal tickets. This is achieved by linking the personal data in the booking record with the data on the card entitling the passenger to a reduction, the payment card or an official identity document with a photograph (as appropriate).

Online home-printed tickets and e-tickets are not transferable. They are only valid in conjunction with the payment card used as identification when booking, or with an official identity document with a photograph.

The passenger named on the ticket must be the same as the holder of the payment card, or that of the official identity document. The Carrier's ticketing conditions always take precedence over any Distribution partner's conditions (whether it is a different railway, a travel agency, etc.)

6.5 Collection of Personal Data

Ticket issuers may require personal information from customers and/or travellers to:

- Fulfill e-ticketing and optionally edit boarding passes;
- Allow cross-distribution (after-sales made by a different distributor);
- Fulfill internal procedures, or those of the carrier;
- and/or remain compliant with local legislation.

Ticket issuers may share the personal information collected with partner-companies within the European Union for operational reasons (connections, security, anti-fraud measures, etc.). If personal information

is shared with partner companies outside the European Union special requirements depending on the countries concerned must be observed.

If personal data is to be shared with partner companies, customers must be informed of it and of the purpose of such transfers and give their consent before the data is transferred to the partner company's system. Depending on the countries concerned the customers must be informed of the risks of such transfers and they must be able to give accordingly their consent to these transfers.

In any case, the collection of personal data for any internal or legal purpose must be clearly indicated to customers, along with the purpose and usage of this data collection.

Provided that they have been informed of the data collection and processing, customers allowing the distributor to edit an e-ticket for their journey agree with the data collection principle and usage.

At any time, customers have the right

- To exercise their rights of access, in order to obtain information on the personal data stored by the ticket issuer, and the list of partners with whom this information was shared;
- To request the updating of their data, if these are not accurate;
- To request the portability or deletion of their data;
- To request limitation of the extent of processing of their data;
- To oppose the processing of their data, for legitimate reasons;
- To oppose, or withdraw their consent to the use, by the ticket issuer, of their personal data.

In the case customers request deletion of their personal data, the ticket issuer is responsible for deleting and making sure partner companies also delete the concerned personal data from their systems, as soon as the data is no longer required for any operational, legal or regulatory purposes.

7 Validity of IRT Tickets

IRT tickets are only valid in the specific train, for the specific category of accommodation, on the specific date and for the OD (origin/destination) stipulated in the ticket.

Carriers can, in exceptional cases or according to fare conditions, authorise the use of an IRT ticket in another IRT or NRT train (for example in the case of traffic disruptions, technical disturbances, etc.), provided there is an agreement with the concerned Carriers or partners.

8 Reservation and Allocation of Accommodation

This information comes as a supplement to point 4.1.4 GCC-CIV/PRR.

IRT tickets always include a reservation in a specific train running on a specific date and for a specific OD (origin/destination). Reservations in IRT tickets guarantee passengers a specific accommodation.

The accommodation in IRT tickets is allocated in accordance with each Carrier's conditions.

Train staff and/or participating Carriers may permit passengers not having any reservation for the concerned train, still to travel with the train in question, if the passengers have a valid IRT ticket for the same OD (origin/destination.) This may apply for instance to holders of monthly travel cards, IRT tickets edited for an earlier train which could not be used due to traffic disturbances, etc. These passengers are not entitled to a specific accommodation. They are generally allowed to use any free accommodation available, unless instructed otherwise by the train staff. For night trains, a surcharge for travelling in couchettes, sleepers or sleeperettes may apply.

In exceptional circumstances, train staff and/or participating Carriers may allocate accommodation other than that shown on the IRT ticket.

Carriers may define specific conditions for passengers to claim the accommodation allocated in the IRT ticket (expiration delay after train departure, etc.) These conditions are to be mentioned in the Carrier's special conditions of carriage.

Carriers may propose a service to book extra seats, supplementary to the seat allocated at the time of booking for each traveller. In such cases, detailed conditions are to be found in the carrier's SCIC. If this service is not proposed, passengers are not allowed to book extra seats and claim exclusive usage of the extra seat reserved. The carrier is entitled to consider the extra seat as unoccupied, and train managers may requisit the seat to accommodate other passengers.

9 Use of IRT Tickets

This information comes as a supplement to point 5.2 GCC-CIV/PRR.

IRT tickets are only valid in the specific train, for the specific OD (origin/destination), category of accommodation and date stipulated in the IRT ticket. IRT tickets may stipulate a specific seat number for the accommodation of passengers. Passengers must always conform to the information shown in their IRT ticket, unless instructed otherwise by the train staff or in exceptional circumstances to be detailed in the Carrier's special conditions of carriage.

Carriers may require passengers to take specific actions prior to departure in order to consider IRT tickets validated (e.g. stamping.) These conditions are to be mentioned in the Carrier's Special Conditions of Carriage.

10 Break of Journey

This information comes as a supplement to point 5.2.4 GCC-CIV/PRR.

IRT tickets do not allow passengers to break their journey (i.e. modify their itinerary to include stops while travelling from the origin station to the destination one.).

11 Offers and Fares

The fares for IRT tickets are always transmitted from the Carrier's allocating system to the issuing undertaking. The allocating system calculates prices according to the fares' and services' rules and any applicable reduction. The allocating system also transmits necessary data for the correct printing of the IRT ticket.

The principles governing common reductions for IRT fares can be found in Parts B and C of the current document. Any other reduction offered by Carriers can be found in their special conditions of carriage.

Carriers are to publish details of fare structures and conditions in accordance with the provisions of the applicable National law. These details should contain information about:

- fares for adults,
- fares for children,
- fares for any other category of passengers.

The Carrier's commercial conditions entitling passengers to specific passenger-category fares always take precedence over any Distribution partner's conditions (whether it is a different railway, a travel agency, etc.)

PART B

SPECIFIC CONDITIONS

This part of the SCIC-IRT conditions address:

- *IRT Fare standards,*
- *specific travel and fare conditions for specific categories of travelers,*
- *possible amendments to the contract of carriage,*
- *aftersales principles for exchanges and refunds,*
- *any other specific conditions that may apply to IRT ticket holders.*

12 IRT Fare Standards

Fares for IRT tickets can be purchased by Distribution partners using tariff codes in the Carrier's allocating system. Any Carrier willing to edit IRT fares should use the following list of fares as a standard basis of work.

Fare type	ERA* code	Generic conditions
Leisure Adult	24	Adults – Reduced fare with conditions
Leisure Child	27	Children – Reduced fare with conditions
Pass InterRail	45	Adults holding a European Pass (InterRail)
Normal Adult	72	Adults – Standard fare
Normal Child	73	Children – Standard fare
Senior	78	Adults - Age-restricted fare for elderly
Youth	86	Adults - Age-restricted fare for young people
Group Adult	92	Adults travelling as a group of people
Group Child	93	Children travelling as a group of people
RIT Adult	94	Adults travelling with an Agency-negotiated fare
RIT Child	95	Children travelling with an Agency-negotiated fare
Wheelchair Adult	96	PRM (Person with Reduced Mobility**)
Accompanying person	97	Adult companions for PRM (Person with Reduced Mobility**)

*These codes are taken from the ERA (European Union Agency for Railways) TAP-TSI technical document B.5.42. More codes can be found at <http://www.era.europa.eu/Document-Register/Pages/TAP-TSI-Technical-Documents.aspx>

** More information on PRM can be found in Part B-13.2 of the current document.

Carriers may define specific fares and/or conditions for sales and after-sales.

It is the Carriers' responsibility to publish information related to their fares and conditions and share it with any Distribution partner involved in the sales or after-sales process.

Recommendations for the information-sharing format can be requested to the UIC-IRT Group. UIC highly recommends using the same structure for any communication about IRT fares with partners.

More information about tariff codes and their usage by Distribution partners can be found in IRSs 90918.

Specific codes for specific trains of Carriers can be found in Appendix 2 of PART C of the current document.

13 Specific Travel and Fare Conditions

13.1 Children

Carriers may propose specific fares or services to children. Different fares may apply:

- Children free of charge (infant, requiring an accompanying adult)
- Children travelling with children fares.

For the purpose of this provision, the criterion for the age of a child is generally its age on the first day of validity of the ticket.

In principle, the ticket held by the accompanying person is valid for the carriage of children free-of-charge, unless stated otherwise in the Carriers' conditions.

If a child is sharing an accommodation, the other passenger must pay a fare for the accommodation. If two children are sharing one accommodation, at least one of them must pay child fare for the accommodation.

If separate accommodation is allocated for them, children entitled to carriage free-of-charge must use children fares (including charges). Where appropriate, a separate IRT ticket is issued under the same conditions as for adults.

Carriers may include special provisions for children travelling alone in their special conditions of carriage. More information on children can be found in Appendix 3 of PART C of the current document.

13.2 Person with Reduced Mobility

This information comes as a supplement to point 5.1.7 GCC-CIV/PRR.

Carriers shall define the conditions for passengers to be considered as PRM in their special conditions of carriage. Different situations of reduced mobility may be considered by each Carrier (blindness, physical handicap, etc.) More information on PRM can be found in Appendix 4 of PART C of the current document.

Carriers may propose specific fares or services to PRM. They may require passengers entitled to these fares and services to justify their position with an official document or registration card.

Passengers entitled to PRM fares and services may be required to carry the appropriate official document or registration card and be able to identify themselves during the journey.

In some cases, passengers entitled to PRM fares and services may need to travel together with an accompanying person or an assistance dog, provided it is accepted for the journey in question.

Passengers entitled to PRM fares and services and any accompanying person or assistance dog must travel in the same train and in the same category of service, for the whole journey for which the IRT ticket was made.

Specific fares may also apply for the accompanying person.

As far as possible, the reason for any PRM reduction should be shown on the ticket with appropriate translation into the national language. In any case, no reduction is allowed on supplements for the use of certain coaches and trains.

Carriers may consider as invalid any ticket issued using a PRM or accompanying fare, if the official document or registration card used for justification is not valid in their country or referenced in their commercial conditions.

Any passenger using a ticket issued using an accompanying person fare and happening to travel alone, will be considered as a passenger without a valid ticket.

Before the journey is started, the issuing railway must check that joining and alighting are possible for passengers requiring specific assistance, at the departure station, at stations at which a change is to be made and at the destination station, at the times given by the passenger. They must also check if any assistance required is available at these stations.

For international journeys, carriers are recommended to use UIC PRM tool for booking an assistance for PRM.

Carriers may apply minimum time for pre-booking PRM assistance. If the request for a PRM assistance is sent after this time, carrier may reject the transport. The GCC-CIV/PRR apply unchanged as regards assistance for PRM.

13.3 Groups

Carriers may include in their special conditions of carriage the possibility of a reduction for a group, if the reduced fare is paid for the required number of passengers. Special rules and group prices for children may also be available. More information on groups can be found in Appendix 5 of PART C of the current document.

Groups can only be accepted for travel if the Carrier is able to accommodate the group in his timetabled trains.

The passengers forming the group must travel together in the same train and in the same category of service, for the whole journey for which the IRT ticket was made.

Carriers may provide for specific conditions and rules for the booking, ticketing and payment of groups (for example requiring manual bookings of big groups, etc.) in their special conditions of carriage.

Carriers may apply minimum time for pre-booking group travels. If the request for a group travel is sent after this time, carrier may reject the transport.

Carriers may propose to charter special trains or special coaches priced with IRT tickets. Conditions and charges for this service can be found in the appropriate Carriers' special conditions of carriage.

13.4 RAILPLUS Card Holders

Carriers may edit specific fares for passengers holding RAILPLUS cards, in application of multilateral agreements. RAILPLUS card holders may book the corresponding fares when exist.

Carriers may apply contingency rules to the RAILPLUS fares that are sold for their trains.

Passengers entitled to RAILPLUS fares as per a unique RAILPLUS card must travel in the same train and in the same category of service, for the whole journey which the IRT ticket was made for.

Passengers entitled to RAILPLUS fares must carry their RAILPLUS card (or the appropriate official document) and be able to identify themselves at the time of booking, and in the case of onboard controls.

13.5 PASS Tickets Holders

Carriers may edit specific fares for passengers holding Rail Pass Tickets (RPT), in application of multilateral agreements (Eurail, Interrail, etc.). PASS holders may book the corresponding fares when they exist.

Carriers may apply contingency rules to the PASS fares that are sold for their trains.

Passengers entitled to RPT fares as per a unique PASS card/ticket must travel in the same train and in the same category of service, for the whole journey which the IRT ticket was made for.

Passengers entitled to RPT fares must carry their PASS card/ticket (or the appropriate official document) and be able to identify themselves at the time of booking, and in the case of onboard controls.

13.6 Pets and Animals

This information comes as a supplement to point 7 GCC-CIV/PRR.

Passengers may take pets provided they are taken in containers as hand luggage. The containers must be constructed in a way that they cannot injure or damage people or property.

In addition, passengers may take dogs which are not in containers as hand luggage or which cannot be put in containers, provided they are on a leash and fitted with a suitable muzzle.

Assistance dogs are excluded from the obligation to be muzzled.

No other animal or animals with infectious diseases may be carried, unless stated otherwise in the Carriers' conditions. Animals, except for assistance dogs, may not be taken into coaches with catering installations. Carriers may exclude animals from specific class or coaches.

For animals, no accommodation reservation is made.

In any case, passengers should refer to the Carrier's special conditions of carriage for more information on the categories of animals accepted onboard and any applicable condition.

More information on pets and animals can be found in Appendix 7 of PART C of the current document.

13.7 Passengers with Bicycles

This information comes as a supplement to point 6.5 GCC-CIV/PRR.

Carriers may accept passengers with bicycles according to the Carrier's special conditions of carriage. Restrictions may apply to specific trains and/or types of bicycles.

If applicable, the Carrier's timetable documentation specifies the trains in which it is possible to take accompanied bicycles.

If cycle racks are available, these should be shown by pictograms on coaches, and, when available, indicators can be shown on the platform.

In principle, reservation is compulsory for accompanied bicycles. By exception, accompanied bicycles may be accepted without a reservation if there is appropriate capacity available over the whole of the intended journey, and provided the train staff does not refuse it.

In order to take a bicycle, passengers may be required to hold an international bicycle ticket.

Additional international bicycle tickets may be required for passengers with special types of bicycles.

If provisions of customs law apply to the international journey in question, the name and address of the passenger are to be written on the international bicycle ticket for customs purposes.

In accordance with the Carrier's arrangements, additional spaces may be necessary to accommodate special types of bicycles. More information can be found in the Carriers' special conditions of carriage.

The charge for reserving or allocating spaces for bicycles may not be included in the charge for the international bicycle ticket. It is independent of the number of reserved/allocated spaces. The charge is set by the issuing undertaking.

No reduction is given for children's bicycles or for bicycles taken by groups.

Wholly or partially unused international bicycle tickets will not be refunded.

In exceptional circumstances, passengers with bicycles may be refused to get on the train by the train staff. The train staff will certify that on the IRT ticket or on an appropriate receipt, entitling passengers to a refund of their international bicycle ticket in accordance with the Carriers' special conditions of carriage.

Passengers must load and unload the bicycle by themselves. That applies to the departure and destination stations and to any station which a change is necessary at.

Carriers are only liable for accompanied bicycles in accordance with their liability for hand luggage (Article 33 – 35 CIV). Passengers must therefore secure their bicycles to prevent damage and theft and if appropriate insure them.

Luggage attached to bicycles is to be removed from the bicycle, at the latest before the bicycle is secured in the bicycle rack or left in the space provided for bicycles.

Carriers accept no liability for luggage or accessories which passengers leave on the bicycle.

14 Amendments to the Contract of Carriage

14.1 Change of Category of Accommodation

In general, passengers holding IRT tickets may not travel on a higher category of accommodation than the one they made a reservation for. Carriers may however allow such changes in their special conditions of carriage.

No extra charge will be raised if accommodation in a higher class or category of service is allocated for reasons within the responsibility of the Carrier.

If passengers have their accommodation allocated in a lower class or category of service, the train staff will certify that on the IRT ticket or on an appropriate receipt. The difference in price will be refunded in accordance with the Carriers' special conditions of carriage.

14.2 Change of Route

In general, passengers holding IRT tickets may not travel on a different route than the OD (origin/destination) indicated on the ticket. Carriers may however allow changes of route in their special conditions of carriage or according to fare conditions.

14.3 Change of Train

In general, passengers holding IRT tickets may not travel on a different train than that indicated on their ticket. Carriers may however allow changes of trains in their special conditions of carriage or according to fare conditions.

14.4 Change of Carrier

In principle, where several Carriers serve a section of route in parallel, passengers holding IRT tickets may not travel with a different Carrier than that indicated on their ticket. Individual Carriers may permit change of Carrier under specific conditions; the details are then specified in their special conditions of carriage.

15 Exchange and Refund

This information comes as a supplement to point 4.2.4 GCC-CIV/PRR.

15.1 Exchange

Exchange may only be made within the period laid down by the Carrier. Special regulations for exchange may apply to special offers.

As appropriate, a difference in fares may be refunded or charged to the passenger.

More information on exchanges can be found in Appendix 8 of PART C of the current document.

15.2 Refund

In principle, the fare for an IRT ticket shall be completely or partially refunded if the IRT ticket is not used at all or is only partially used. Non-use or partial use must be confirmed on the IRT ticket, if appropriate before the first day of validity or until time of departure according to the Carrier's conditions. If the IRT ticket bears no confirmation of non-use or partial use, appropriate evidence may be required with the application for refund (medical statement, new ticket bought instead of the unused ticket, etc.)

The participating Carriers' special conditions of carriage may exclude refunds for certain offers and prices or make them subject to special conditions.

The provisions of the GCC-CIV/PRR apply as regards submission and handling of applications for refund.

Applications for refunds are to be submitted to the issuing undertaking together with the original tickets at the latest one month after the validity of the ticket has expired, unless stated otherwise in the Carriers' conditions.

Requests will be dealt with within a maximum period of three months after receiving the application and all the supporting documents from the passenger, unless stated otherwise in the Carriers' conditions.

The Carrier's allocating system may also apply and set carrier fees, which reduce the refundable amount.

A fixed or variable amount (allocator/attributor fee) may be withheld from the amount to be refunded. The amount of this fee will be set by the refunding Carrier.

More information on refunds can be found in Appendix 8 of PART C of the current document.

15.3 Specific Conditions for Online Tickets and e-Tickets

This information comes as a supplement to point 4.2.4 GCC-CIV/PRR.

Exchange and refund for IRT on-line paper tickets and e-tickets may only be made via the portal or as appropriate via the Carrier who issued the tickets.

The Carriers' special conditions of carriage apply to the exchange and refund of on-line paper tickets and e-tickets.

16 Other Conditions

16.1 Registered Luggage

This information comes as a supplement to point 6 GCC-CIV/PRR.

The conditions for the carriage of accompanied registered luggage are published in the special conditions of carriage of the Carriers which offer the service.

16.2 Cancellation of Trains and Anticipated Delays

This information comes as a supplement to points 9 and 10 GCC-CIV/PRR.

Point 9 GCC-CIV/PRR covers the entitlement of passengers to refunds, compensation and assistance in the event of train cancellation or delay in accordance with Articles 15-18 PRR.

Compensation for delay for holders of Rail Pass tickets is covered in the SCIC-RPT.

16.3 Night Trains

Carriers may edit IRT fares for Night Train routes, including special conditions of sales and travel.

More information can be found in the SCIC-NT document edited by UIC.

PART C APPENDICES

This part of the SCIC-IRT conditions contains information detailed for each participating carrier about:

- Appendix 1 – Participating Carriers
- Appendix 2 – Tariff Codes
- Appendix 3 – Children
- Appendix 4 – PRM
- Appendix 5 – Groups
- Appendix 6 – Animals
- Appendix 7 – Exchange and refunds

Appendix 1 – Participating carriers

Carrier	Carrier code(s)	E-mail contact for responsible person	Contact for Customer Service Dept
ČD	1154	Fol@gr.cd.cz	ČD JSC, Passenger Transport Sales Department, Nábřeží Ludvíka Svobody 1222, CZ-110 15 Praha
CFL	1182	Marc.LOEWEN@cfl.lu	Société Nationale des Chemins de Fer Luxembourgeois 9, Place de la Gare, L-1616 Luxembourg
CFR CALATORI	1153	Marius.Criclevitz@cfrcalatori.ro Roxana.Bratosin@cfrcalatori.ro	SNTFC "C.F.R. CALATORI" S.A Commercial Regulations Department Bd. Dinicu Golescu 38, Sector 1, RO-010873 BUCHAREST / Romania
CP	1094	3WEBMASTER@cp.pt	CP- Comboios de Portugal Direção de Operações e Produção Gestão de Reclamações Av. Infante D. Henrique, 73 1900-263 Lisboa Portugal
Elipsos	0095	distribucion@elipsos.com backoffice@elipsos.com	Alberto Aguilera 7, 6º Izquierda-28015 MADRID
Eurostar	0015	julien.lutaud@eurostar.com	eurostar.com
HZ	1178	miroslav.fumic@hzpp.hr	HŽ Putnički prijevoz d.o.o. , PJ Prodaja, Strojarska cesta 11, 10000 Zagreb
MÁV-START	1155	selmeczi.zsuzsanna@mav-start.hu	MÁV-START Vasúti Személyszállító Zrt., Ügyfélszolgálat H - 1087 Budapest, Kerepesi út 3. 235.
ÖBB	1181	Sabine.Hoefler@pv.oebb.at	ÖBB Personenverkehr AG, Am Hauptbahnhof 2, 1100 Wien
PKP	1251	Pawel.Dydyszko@intercity.pl	"PKP Intercity" S.A. Al. Jerozolimskie 142 A 02-305 Warszawa
Renfe	1171	jdelamorena@renfe.es	Dirección General de Viajeros. Centro de Atención de Postventa, Avenida Ciudad de Barcelona nº8, 28007 Madrid
SJ/Silverrail	1174	international.se@silverrailtech.com	General questions

Norrtåg and Vy tåg		info@tagkompaniet.se	Vy tåg / Svenska tågkompaniet, Centralplan 2, SE-803 11 GÄVLE
SJ AB	1174	kundservice@sj.se	SJ AB, SE-10550 STOCKHOLM
Snälltåget		travelagency@snalltaget.se	Snälltåget Kundtjänst, Norra Vallgatan 34, SE-211 25 MALMÖ
Kustpilen/Kalmar länstrafik		resegaranti@ltkalmar.se	Kalmar Länstrafik, Box 54, 579 22 HÖGSBY
SNCF	0087	philippe.sterlingot@sncf.fr	https://www.sncf.com/en/customer-service/complaints
SŽ	1179	miran.cuk@slo-zeleznice.si	SŽ-Potniški promet, d.o.o. Služba za prodajo in marketing Kolodvorska 11 SI - 1506 Ljubljana
Thalys Factory	0018	DOLAIS@thalys.com	Thalys Customer Service BP 14 1050 Ixelles, Belgium
TGV Lyria		fanny.mathey@lyria.com	25 rue Titon, F-75011 Paris
ZSSK	1156	luckay.jaroslav@slovakrail.sk	Železničná spoločnosť Slovensko, a. s. Rožňavská 1, 832 72 Bratislava, Slovakia

Appendix 2 – Tariff codes

Carrier	Train(s)	Name of fare	Tariff code	Condition of purchase
ČD	EN Praha - Zürich	Adult	72	Adult passenger
		Child	73	Children aged 6 - 18 years
				Children travelling alone (from 10 years) or accompanied
		Supplement/Pass	44	For holders of RPT (Interrail/Eurail) – global pass
				For holder of RPT (Interrail/Eurail) – one country pass, select pass etc., at least pass for one of following countries must be presented: ČD, ÖBB, SBB
		RAILPLUS/CARD	18	For all holders of RAILPLUS discount
				Holders of national cards: SBB Swiss Card (HB/GA Card, Schnupper-Halbtax), DB BahnCard, ÖBB Vorteils card
		SparNight I, II	65	Special price offer (SparNight, Sparschiene, Sparpreis) with limited contingency
		Group Adult	92	Groups of adults from 6 persons
		Group Child	93	Group of children from 6 persons
RIT	94	Rail inclusive tours		
FIP Leisure	98	For holders of free FIP tickets - at least FIP for one of following countries must be presented: ČD, ÖBB, SBB		
		For holders of FIP reduction cards		

ČD	EN Praha - Zürich	FIP Duty	99	For holders of duty FIP tickets/cards. To entitled employees only.
	SC Pendolino	Supplement/Pass	44	Supplement to NRT ticket. In 1 class snack included.
CFL	LUXEMBURG - SAARBRUECKE N EXPRESS	One-way ticket	72	No child discount Accompanied children under 12 travel for free.
		One day return ticket	43	
	LUXEMBOURG - LORRAINE TGV EXPRESS	Standard fare Adult	72	
		Standard fare Child	73	4 - 11,99 years old
		Gratis Child	20	Younger than 4
		Tourist fare Adult	74	
Tourist fare Child	75	4 - 11,99 years old		
CFR Calatori	Relevant for the following night trains: 78/79 472/473 346/347 349/50347 404 /60347 Dacia train	Adult	72	Adult passenger
		Child	73	Child aged between 6-14,99 years. „Child” offer is not available for trains : 472/473, 346/347, 349/50347 and 404 /60347 at sleeping car category „Single”.
	train journeys between Romania-Hungary and Romania-Austria and back (Detailes can be found in SCIC-NT)	NRT/PASS	44	Holders of : - origin-destination ticket (NRT) covering the whole journey route; - PASS (Interrail, Eurail) covering the whole journey route; - partial PASS, completed with NRT ticket; - FIP Duty cards/coupons 100% or FIP Leisure coupons 100% covering the whole journey route.

CFR Calatori	<p>Relevant for Dacia train:</p> <p>346/347 349/50347 404 /60347</p> <p>Only for CFR-OBB routes and back</p> <p>(Details can be found in SCIC-NT)</p>	FIP	98	Holders of FIP 50% reduction card covering the whole journey route.
		RAILPLUS	18	Holders of RAILPLUS card
		Partial Pass	49	Pass holders valid only in Austria
		Group Adult	92	Group of minimum 6 adults. „Group” offer is not available for sleeping car categories „Double” and „Single”.
		Sparschiene	64	Sale until one day before the train departure. The number of the seats is limited. The low cost IRT Sparschiene offer is only available for the 2nd class wagon, Bc6 berth wagon and T3 sleeping wagon.
			65	Sale until one day before the train departure. The number of the seats is limited. This offer is only available from January 15 - May 27, August 27 - December 09. The low cost IRT Sparschiene offer is only available for the 2nd class wagon, Bc6 berth wagon and T3 sleeping wagon.

Elipsos	AVE TGV INOUI	Flexi Adult	72	Adult flexible fare.
		Flexi Child	73	Children of less than 14 years, flexible fare.
		Flexi Disbld Pax Comp	96	Disabled companion passenger, flexible fare. Holder of supporting document for disabled pax.
		Essential Adult	61	Adult semi-flexible fare.
		Essential Child	77	Children of less than 14 years old, semi-flexible fare.
		Essential Disbld Pax Comp	97	Disabled companion passenger, semi-flexible fare. Holder of supporting document for disabled pax.
		FIP Leisure	98	FIP Card holder
		FIP Service	99	FIP Card holder with a mission's order (justifying documentation needed)
		Eurail Pass	44	Pass holder (Global Pass or One Country Pass France+One Country Spain)
		Eurail Pass Upgrade	19	Pass holder (Global Pass or One Country Pass France+One Country Spain). Upgrade to first class
		Interail Pass	45	Pass holder (Global Pass or One Country Pass France+One Country Spain)
		Interail Pass Upgrade	20	Pass holder (Global Pass or One Country Pass France+One Country Spain). Upgrade to first class

Eurostar	Eurostar	Business Premier	56	Adult first class
		Child	46	Children from 4 to 12
		Companion	97	Companion of passenger on wheelchair
		FIP Duty	99	FIP Duty card holders
		FIP Leisure	91	FIP card holders
		Hermes non-flex	9	Adult 2nd class (Standard/Standard Premier)
		Eurail/InterRail boarding pass	44	Eurail/InterRail Pass holders
		Wheelchair	96	Passenger in wheelchair
MÁV-START	EuroNight (Details can be found in SCIC-NT)	IRT school group	10	At least 1 teacher and 15 pupils/students (till the age of 15,99) can travel with reduced fare. One teacher/15 student can have the same reduction. The maximum number of the group is 35 passengers in seat coach or couchette car
		IRT RAILPLUS on national rail card or RAILPLUS card	18	RAILPLUS and railway loyalty cards
		Supplement for RPT passengers	44	Pass holders or FIP coupon ticket
		IRT Partial Pass	49	When the passenger has pass/ticket only for one country or only for a part of the travel
		IRT SparNight	70	limited offer with special T&C
		IRT Adult	72	Passengers over the age of 15
		IRT Child	73	Passengers between the the ages of 6 and 15
		IRT Group	92	Group of at least 6 adult passengers
		IRT Private compartment	85	Whole couchette compartment.

MÁV-START	EuroNight (Details can be found in SCIC-NT)	IRT Assistant of disabled person	97	A passenger accompanying PRM
		FIP Leisure	98	FIP 50% card holders
		FIP Duty	99	FIP Duty card holders
ÖBB	<p>Relevant for the following trains and busses:</p> <p>train journeys between Austria and Italia and between Germany and Italy via Austria</p> <p>130, 131, 132, 133</p> <p>81, 82, 83, 84, 85, 86, 87, 88, 89, 1288, 1289</p> <p>184, 185</p> <p>830, 831, 832, 835, 837, 838</p>	School Group 1	10	Group of students travelling together
		RAILPLUS 2	13	Holder of a RAILPLUS card
		Other cards (combination) 1	15	Holder of ÖBB Vorteils card and DB BahnCard
		Other cards (single card) 1	18	Holder of ÖBB Vorteils card
		Other cards (single card) 2	19	Holder of DB BahnCard
		Gratis Child 1	22	Up to 4 children per adult traveling with TC64, for the remaining children TC64 or TC73
		Free slots	30	Partial Pass Holder with Pass for Germany and Italy
		Free slots	31	Partial Pass Holder with Pass for Germany and Austria
		Pass Global 1	44	Adults holding a Rail Pass for whole journey
		Pass Partial 1	48	Partial Pass Holder with Pass for Austria
		Pass Partial 2	49	Partial Pass Holder with Pass for Italy
		Pass Partial 3	50	Partial Pass Holder with Pass for Germany
		Pass Partial 4	51	Partial Pass Holder with Pass for Austria and Italy
		Semi-Flex Adult 1	58	Adults – Reduced fare with reduced flexibility
Semi-Flex Child 1	61	Up to 4 children per adult traveling with TC58, for the remaining children TC58 or TC73		

ÖBB	<p>Relevant for the following trains and busses:</p> <p>train journeys between Austria and Italia and between Germany and Italy via Austria</p> <p>130, 131, 132, 133</p> <p>81, 82, 83, 84, 85, 86, 87, 88, 89, 1288, 1289</p> <p>184, 185</p> <p>830, 831, 832, 835, 837, 838</p>	Non-Flex Adult 1	64	Adults – Reduced fare with no flexibility
		Normal Adult 3	72	Adults and Bicycles – Standard Flexi fare
		Normal Child 1	73	Children – Standard Flexi fare
		FIP 50	90	Holder of a FIP card
		Group Adult	92	Adults travelling as a group of people, TC92+TC93 ≥ 6 travelers
		Group Child	93	Children travelling as a group of people, TC92+TC93 ≥ 6 travelers
		RIT Adult	94	Adults travelling with an Agency-negotiated fare
		RIT Child	95	Children travelling with an Agency-negotiated fare
		Accompanying person	97	Adult companion for PRM (Person with Reduced Mobility)
		FIP Leisure	98	Holder of FIP coupon for Leisure travels
		FIP Duty	99	Holder of FIP coupon for Duty travels
	<p>Relevant for the following trains:</p> <p>train journeys between Italy and Austria via Slovenia</p> <p>134, 135, 150, 151</p>	School Group 1	10	Group of students travelling together
		RAILPLUS 2	13	Holder of a RAILPLUS card
		Other cards (single card) 1	18	Holder of ÖBB Vorteils card
		Gratis Child 1	22	Up to 4 children per adult traveling with TC64, for the remaining children TC64 or TC73
		Free slots	30	Partial Pass Holder with Pass for Slovenia and Italy
		Free slots	31	Partial Pass Holder with Pass for Slovenia and Austria

ÖBB	<p>Relevant for the following trains:</p> <p>train journeys between Italy and Austria via Slovenia</p> <p>134, 135, 150, 151</p>	Pass Global 1	44	Holder of Rail Pass for whole journey
		Pass Partial 1	48	Partial Pass Holder for Austria
		Pass Partial 2	49	Partial Pass Holder for Italy
		Pass Partial 3	50	Partial Pass Holder for Slovenia
		Pass Partial 4	51	Partial Pass Holder for Austria and Italy
		Semi-Flex Adult 1	58	Adults – Reduced fare with reduced flexibility
		Semi-Flex Child 1	61	Up to 4 children per adult traveling with TC58, for the remaining children TC58 or TC73
		Non-Flex Adult 1	64	Adults – Reduced fare with no flexibility
		Normal Adult 3	72	Adults and Bicycles – Standard Flexi fare
		Normal Child 1	73	Children – Standard Flexi fare
		FIP 50	90	Holder of a FIP card
		Group Adult	92	Adults travelling as a group of people, TC92+TC93 ≥ 6 travelers
		Group Child	93	Children travelling as a group, TC92+TC93 ≥ 6 travelers
		RIT Adult	94	Adults travelling with an Agency-negotiated fare
		RIT Child	95	Children travelling with an Agency-negotiated fare
		Accompanying person	97	Adult companion for PRM (Person with Reduced Mobility)
		FIP Leisure	98	Holder of FIP coupon for Leisure travels
FIP Duty	99	Holder of FIP coupon for Duty travels		

ÖBB	Domestic ÖBB Trains and Busses	RAILPLUS 2	13	Holder of a RAILPLUS card
		Other cards (single card) 1	18	Holder of ÖBB Vorteils card
		Gratis Child 1	22	Up to 4 children per adult traveling with TC64, for the remaining children TC64 or TC73
		Pass Global 1	44	Holder of Rail Pass for whole journey
		Semi-Flex Adult 1	58	Adults – Reduced fare with reduced flexibility
		Semi-Flex Child 1	61	Up to 4 children per adult traveling with TC58, for the remaining children TC58 or TC73
		Non-Flex Adult 1	64	Adults – Reduced fare with no flexibility
		Normal Adult 3	72	Adults and Bicycles – Standard Flexi fare
		Normal Child 1	73	Children – Standard Flexi fare
		FIP 50	90	Holder of a FIP card
		Group Adult	92	Adults travelling as a group of people, TC92+TC93 ≥ 6 travelers
		Group Child	93	Children travelling as a group of people, TC92+TC93 ≥ 6 travelers
		RIT Adult	94	Adults travelling with an Agency-negotiated fare
		RIT Child	95	Children travelling with an Agency-negotiated fare
		Accompanying person	97	Adult companion for PRM (Person with Reduced Mobility)
		FIP Leisure	98	Holder of FIP coupon for Leisure travels
		FIP Duty	99	Holder of FIP coupon for Duty travels

PKP IC	EC Warszawa - Berlin EC Gdynia - Berlin	Adult/Standard	72	Passenger who are 15 or more years old
		BahnCard/ RAILPLUS	55	For holders BahnCard or RAILPLUS cards
		Junior	86	Youth between 15 and 26 (25,99) years old - only in 2nd class
		Child/Kind	73	For children from 6 to 15 (14,99) years old
		Pass	44	Partial ticket for holders the passes valid for one country only
		FIP Leisure	98	50% discount FIP card
		Bord Pass	90	Seat reservation for pass holders (valid in both countries, including EURAIL offers); holders of the FIP duty cards
		Group of adults	92	Group of at least 6 adult passengers.
		Group of children	93	Group of at least 12 children.

Renfe	AVE Alvia Intercity Euromed Trenhotel Avant	Eurail Pass Upgrade	19	Upgrade for 1st class with Eurail pass for the second class
		Eurail Pass	44	
		Interrail Pass Upgrade	20	Upgrade for 1st class with Interrail pass for the second class
		Interrail Pass	45	
		Adult	72	
		Child	73	Children from 4 to 12,99
		Senior	78	Passengers over 60 with Senior RAILPLUS card (mandatory)
		Youth	86	Passengers between 14 and 25,99 with EYCA card (mandatory)
		FIP Leisure	98	FIP card holders
		FIP Duty	99	FIP Duty card holders
Renfe and CP	Lusitania, Sud Expresso and Celta	Pass	19	Eurail pass for the second class valid for Spain and Portugal
		Pass	44	Eurail pass for the first class valid for Spain and Portugal
		Pass	45	Interrail Pass valid for Spain and Portugal
		Adult	72	Without restrictions
		Child	73	Children from 4 to 12
		Senior	78	Passenger over 60 years old
		Junior	86	From 13 to 25 years old
		FIP Leisure	98	FIP card holders
		FIP Duty	99	FIP Duty card holders

SJ AB	SJ AB	Business adult	72	
		Child	73	Age: < 16, together with an adult, travelling in 2 cl, C or T3, Sales conditions: Need to be combined with tariff codes 72 or 87 in the same Hermes transaction
		Pass holder	74	Age: N/A, Sales conditions: Pass holder
		Supersaver APEX Youth	76	Age: < 26, Sales conditions: Customer must be able to prove age during journey
		Child	80	Age: < 16, together with an adult, travelling in 2 cl, C or T3, Sales conditions: Can be made in separate Hermes transaction
		Youth	86	Age: < 26, Sales conditions: Customer must be able to prove age during journey
		Supersaver APEX	87	
Kustpilen	Kustpilen	Railplus	18	Age: < 26 or > 60, Sales conditions: Railplus card holder, only for international journeys
		Pass holder	44	Age: N/A, Sales conditions: Pass holder
		Business adult	72	
		Child	73	Age: < 16, together with an adult, Sales conditions: Need to be combined with tariff codes 72 or 87 in the same Hermes transaction

Kustpilen	Kustpilen	Supersaver APEX Youth	76	Age: < 26, Sales conditions: Customer must be able to prove age during journey
		Child	80	Age: < 16, together with an adult, Sales conditions: Can be made in separate Hermes transaction
		Youth	86	Age: < 26, Sales conditions: Customer must be able to prove age during journey
		Supersaver APEX	87	
		Group	92	Age: N/A, Sales conditions: Minimum 6 persons
Norrtåg	Norrtåg	Pass holder	44	Age: N/A, Sales conditions: Pass holder
		Business adult	72	
		Child	73	Age: < 16, together with an adult, Sales conditions: Need to be combined with tariff codes 72 or 87 in the same Hermes transaction
		Supersaver APEX Youth	76	Age: < 26, Sales conditions: Customer must be able to prove age during journey
		Child	80	Age: < 16, together with an adult, Sales conditions: Can be made in separate Hermes transaction
		Youth	86	Age: < 26, Sales conditions: Customer must be able to prove age during journey
		Supersaver APEX	87	
		Group	92	Age: N/A, Sales conditions: Minimum 6 persons

Snälltåget	Snälltåget	Railplus	18	Age: < 26 or > 60, Sales conditions: Railplus card holder, only for international journeys
		Pass holder	44	Age: N/A, Sales conditions: Pass holder
		Business adult	72	
		Child	73	Age: < 16, together with an adult, Sales conditions: Need to be combined with tariff codes 72 or 87 in the same Hermes transaction
		Supersaver APEX Youth	76	Age: < 26, Sales conditions: Customer must be able to prove age during journey
		Child	80	Age: < 16, together with an adult, Sales conditions: Can be made in separate Hermes transaction
		Youth	86	Age: < 26, Sales conditions: Customer must be able to prove age during journey
		Supersaver APEX	87	
		Group	92	Age: N/A, Sales conditions: Minimum 6 persons
Vy tåg / Tågkompaniet	Vy tåg / Tågkompaniet	Pass holder	44	Age: N/A, Sales conditions: Pass holder
		Business adult	72	
		Child	73	Age: < 16, together with an adult, Sales conditions: Need to be combined with tariff codes 72 or 87 in the same Hermes transaction
		Supersaver APEX Youth	76	Age: < 26, Sales conditions: Customer must be able to prove age during journey

Vy tåg / Tågkompaniet	Vy tåg / Tågkompaniet	Child	80	Age: < 16, together with an adult, Sales conditions: Can be made in separate Hermes transaction
		Youth	86	Age: < 26, Sales conditions: Customer must be able to prove age during journey
		Supersaver APEX	87	
SNCF	TGV Intercites	Adult	72	
		Child	73	Children between 4 and 12
		Blind companion	97	Only for companions of blind person with national blind person card
		Eurail Pass	56	Yielded
			67	Not-yielded
		Interrail Pass	45	Yielded
			63	Not-yielded
		FIP Leisure	98	
		FIP Duty	99	
		Group adult	92	10 or more passengers
Group child	93			
Thalys	Paris Bruxelles Köln Amsterdam Marne-la-Vallée / CDG	Premium 1	52	CF1 / PREMIUM (with restoration)
		Premium 2	54	
		Premium 3	55	
		Premium Mini	6	
		Kid	53	
		Youth	86	
		Senior	78	
		Group	92	
		PRM	96	
		PRM Companion	97	
	Seasonal trains : Amsterdam / Bruxelles <=> Bourg-Saint- Maurice	FIP Leisure	98	CF1 / COMFORT (no restoration)
		FIP Duty	99	
	Amsterdam / Bruxelles <=> Marseille	Comfort 1	72	
		Comfort 2	74	
	Bruxelles <=> Bordeaux	Comfort 4	76	
		Comfort mini	7	
	Kid	73		
	Youth	87		
	Senior	77		
	Group 1	91		
Pass	45			

Thalys	Paris Bruxelles Köln Amsterdam Marne-la-Vallée / CDG Seasonal trains : Amsterdam / Bruxelles <=> Bourg-Saint- Maurice Amsterdam / Bruxelles <=> Marseille Bruxelles <=> Bordeaux	Standard 1	24	CF2 / STANDARD
		Standard 2	22	
		Standard 3	23	
		Standard 4	25	
		Standard 5	26	
		Standard mini 1	5	
		Standard mini 3	8	
		Kid	27	
		Youth 1	87	
		Youth 2	86	
		Youth mini	88	
		Senior	78	
		Group 1	92	
		Group 1 Kid	93	
		Pass	45	
		Minigroup 3	47	
		Minigroup 4	49	
		Minigroup 5	51	
		Minigroup 3 (Paris => NL)	46	
		Standard 1	48	
Minigroup 5 (Paris => NL)	50			
FIP Leisure	98			
FIP Duty	99			
Thello	Italy - France	Adult	72	
		Child	73	Children from 4 to 12
		Adult group	92	Groups of at least 10 passengers
		Child Group	93	Groups of at least 10 children
TGV Lyria	All TGV Lyria trains	Standard 1st Total adult flexibility	72	Without condition
		Standard 1st Total child flexibility	73	Be 4 to 11 years old on the day of travel
		Standard 1st Adult partial flexibility "	42	Without condition
		Standard 1st Partial flexibility child	58	Be 4 to 11 years old on the day of travel
		Standard Total adult flexibility	72	
		Standard Total child flexibility	73	

TGV Lyria	All TGV Lyria trains	Standard Adult partial flexibility "	42	
		Standard Partial flexibility child	58	
		Standard Without adult flexibility	9	
		Standard Without child flexibility	46	
		Baby Pass	23	For children from 0 to 4 years giving them a separate place
		Wheelchair	96	Traveler over 12, in wheelchair, on presentation of a card
			15	Child aged 4 to 11, in a wheelchair, on presentation of an invalid
		Accompanion	97	Accompanying a traveler on a wheelchair or blind. Presentation of the proof of the accompanied person (disabled card, medical certificate, disability card with blindness or green star)
FIP Service Emission and after-sales by authorized sales points	99	SBB, SNCF agents on FIP card 85 or 87		

TGV Lyria	All TGV Lyria trains	Pass 1	44	Presentation of a pass covering France and Switzerland: Eurail Global Pass, Eurail Select Pass including France and Switzerland, Eurail Regional Pass including France & Switzerland (France - Switzerland Pass), InterRail Global Pass (except French and Swiss residents)
		Pass 2	19	Presentation of a pass covering France: France Rail Pass, Eurail Regional Pass including France (Benelux-France Pass, France-Germany Pass, France-Italy Pass, France-Spain Pass), InterRail France Pass; InterRail Global Pass (for Swiss residents), Eurail One Country France
		Pass 3	49	Presentation of a pass covering Switzerland: Swiss Pass or Swiss Flexi Pass, Eurail Select Pass including Switzerland, Eurail Regional Pass including Switzerland (Austria-Switzerland Pass, Germany-Switzerland Pass), InterRail Switzerland Pass, InterRail Global Pass (for French residents)

TGV Lyria	All TGV Lyria trains	Adult group	92	From 10 paying travelers: - Adult: from 28 years old on the day of the trip - Young: from 12 to 27 years old - Child: 4 to 11 years old From 10 paying travelers:
		Young groups	80	
		Group children	93	
TRENITALIA	Frecciarossa Frecciargento Frecciabianca IC (InterCity) ICN (InterCity Night)	Adult/BASE	72	
		Child	73	From 4 to 15 years old
		Group	92	For groups of at least 10 persons
		GROUP_CHILD	93	Groups of at least 10 children
		ECONOMY	66	No limitations but subject to availability
		ECONOMY (Child)	67	From 4 to 15 years old
		SUPER ECONOMY	62	No limitations but subject to availability
		SUPER ECONOMY (Child)	63	From 4 to 15 years old
		GLOBAL_PASS	44	For pass holders valid in Italy (e.g. Eurail Global pass, Interrail Global pass, Eurail Italy Pass, Interrail Italy pass etc.)
		FIP_DUTY	98	
		FIP Leisure	99	FIP card holders
		ELECTOR	29	For Italian electors journeys

ZSSK	IC trains	Holder of the card "SENIOR RP"	78	
		Holder of the card "JUNIOR RP"	86	
		Holder of the Slovak student card		
		Holder of the card "KLASIK RP"	18	
		Adult	72	
		Dog	90	
		Child	73	Child from 6 to 15,99
			45	Child up to 5,99
		International ticket holder	44	
		Pass holder		
		FIP		
		Companion of PRM	97	

Appendix 3 – Children

Carrier	Age limit	Condition of accomodation	Fare	Acceptance of travelling alone
ČD	6 - 17,99		TC 73	Older than 10.
CFL	0-3,99	Must sit in a special child seat / baby carrier. It is recommended to bring own child seat.	Free	No
	4-11,99	Must sit in a child seat. It is recommended to bring own child seat. Children over 15 kilograms can also sit in auxiliary seats.	See App. 2	No
CFR CALATORI	0- 5,99	Sharing a seat	Free	No
	6- 14,99	Occupying a seat	See App. 2	No
CP	0 – 3,99	Sharing a seat	Free	No
	0 – 3,99	Occupying a seat	See App. 2	No
	4 – 12,99	Occupying a seat	See App. 2	Yes
Elipsos	0 – 3,99	Sharing a seat	Free	No
	0 – 13,99	Occupying a seat	See App. 2	Yes, with written authorization of parents/legal guardians
Eurostar	0-4	Sharing a seat	Free	No
	4-12	Occupying a seat	See Tariff Codes	No
MÁV-START	0 - 5,99	Sharing a seat	Free	No
	0-5,99	Occupying a seat	See App. 2	No
	6 - 14,99	Occupying a seat	See App. 2	No
ÖBB (Railjet and IC Bus)	0 – 5,99	Sharing a seat	Free	No
	0 – 5,99	Occupying a seat	See App. 2	No
	6 – 14,99	Occupying a seat	See App. 2	Yes
PKP	0 – 5,99	Sharing a seat	Free	No
	0 – 5,99	Occupying a seat	Child/Kind (TC73)	No
	6 – 14,99	Occupying a seat	Child/Kind (TC73)	Older than 13.
Renfe	0 – 3,99	Sharing a seat	Free	No
	0 – 3,99	Occupying a seat	See App. 2	No
	4 – 12,99	Occupying a seat	See App. 2	Yes

Kustpilen	0-15,99	2 cl	Price retrieved over Hermes	No
Norrtåg				
Vy tåg				
SJ AB		2 cl, C, T3		
Snälltåget				
Thalys	0 – 3,99	Sharing a seat	Free	No
	4 – 11,99	Occupying a seat	See App. 2	No
ZSSK	0 - 5,99		See App. 2	No
	0 - 15,99		See App. 2	Yes

Appendix 4 – PRM

Carrier	PRM fare	Accompanying person reduction	Contact for PRM department	Other specific conditions
CP	No special fare	With "Atestado de Incapacidade Médico Multiusos"	apoiocliente@cp.pt	SIM service. The Integrated Mobility Service is specially aimed at Reduced Mobility Customers
Eurostar	Special fares for passenger on wheelchair	Up to 2 companions with 1 wheelchair passenger	https://www.eurostar.com/uk-en/travel-info/travel-planning/accessibility	https://www.eurostar.com/uk-en/travel-info/travel-planning/accessibility
MÁV-START	For blind and wheelchair user passengers any offer	Reduced fare (except the PRM has SparNight offer)	megrendeles@mav-start.hu	
Renfe	No special fare	With "Tarjeta Dorada con derecho a acompañante"	Phone +34917744040 e-mail oca.accesibilidad@renfe.es	Atendo service. Free assistance for railway passengers with reduced mobility or other disabilities.
Thalys	PRM	See App. 2	This rate is not available on Internet. You can reserve this rate by calling this number: (+32) 028 08 19 17 (price of a local call) 7/7 from 7 am to 10 pm.	If you wish to be assisted on board, your request must be made no later than 48 hours before the trip. In Belgium : +32 (0) 2 528 28 28 daily from 7 am to 9.30 pm or via the SNCB Europe online assistance request form. In Germany : +49 (0) 180 6 512 512 every day from 6 am to 10 pm, via the online assistance form (in German), via e-mail (msz@deutschebahn.com) or via chat. In France : +33 (0) 890 640 650 every day from 7 am to 10 pm or via the online assistance form. In the Netherlands : +31 (0) 30 235 78 22.

Thalys				<p>Your request for assistance can be made as soon as you have booked and no later than 48 hours before your trip.</p> <p>Note that the ticket does not automatically include free assistance at the station: the preliminary request is necessary. Remember to book your trip in advance.</p>
	PRM Companion	See App. 2		For a passenger accompanying PRM
ZSSK	No special offer for PRMs	Reduced fare	info@slovakrail.sk	Assistance must be booked via UIC PRM booking tool

Appendix 5 – Groups

Carrier	Min/Max number of passengers	Allowed period of order before departure	Contact for Groups/Charter requests
CFR CALATORI	6 - 24	-	-
CP	10-50	At least 15 days before departure	gruposLC-RG@cp.pt
Eurostar	10 - 99	-	https://www.eurostar.com/uk-en/travel-info/travel-planning/group-travel
MÁV-START	6	up to 3 days before departure	charter@mav-start.hu
ÖBB	6 - 99	-	
PKP	minimum 6 adults or 12 children only in EC Warszawa - Berlin and EC Gdynia - Berlin		
Renfe	10 - 24	-	grupos@renfe.es
	25 - 99	At least 48 hours	
Thalys	10 - 39	-	coc@thalys.com
	40 - 99	Request authorization to Thalys	
Kustpilen	6 - 99		
Norrtåg			
Snälltåget			

Appendix 6 – Animals

Carrier	Allowed animals onboard	Animals not allowed onboard	Restrictions
ČD		No animals in sleepers and in the 1st class	
CFL		No animals allowed on Lorraine Express	
CFR CALATORI	Dogs, cats, small domestic animals (up to the size of a domestic cat, which are not dangerous and are transported in a cage, as a hand luggage)		<p>1. Seat class A NRT ticket at half the standard second class adult fare will be issued for dogs, no matter which class is being used. Free of charge for : assistant dogs for blind persons and small domestic animals (up to the size of a domestic cat, which are not dangerous and are transported in a cage, as a hand luggage)</p> <p>2. Couchette coaches and sleeping cars Dogs may be brought, if the owner of it will pay tickets and reservations tickets for the exclusive use of a compartment. In addition, the applicable fare for dogs shall also be paid : a NRT ticket at half the standard second class adult fare will be issued for dogs, no matter which class is being used.</p>

CP	Dogs, cats, ferrets and birds		The animals must not be heavier 10 kg and they must always travel inside a cage or device with a waste containment and disposal system. The cage must not be larger than 60x35x35 cm. Not authorized in Turista class of Sud Expresso and Lusitânia. In sleeping accomodation only authorized if the full compartment is reserved.
MÁV-START	In seat coach any animal which is allowed in SCIC-NRT and SCIC-IRT	Transport of animals (except guide dogs) is pronibited in couchette cars and sleepers	
All Swedish carriers	Dogs and other pets		The customer can bring up to two dogs or other pets without cost, however only in special compartments.
SJ AB - with seat reservation			If an extra seat is needed, please issue a Youth ticket for the dog or any other pet
SJ AB - in night trains			Please contact the operator directly
Elipsos	Little domestic animals, such as dogs, cats, ferrets and birds (not fowls).	All other animals	Tickets are sold on board of the train (fixed price 15€ per animal). Maximum wieght of 10 kgs. Always in a cage, not larger than 60x35x35 cm. Only one pet per passenger allowed.
Eurostar	Only guide dogs		https://help.eurostar.com/faq/uk-en/question/Guide-and-assistance-dogs
PKP	Dogs, cats and other small pets only in EC Warszawa - Berlin and EC Gdynia - Berlin		Muzzle and leash are required

Renfe	Small animals, such as dogs, cats, etc. Pet transportation is free when the customer has a Preferente class ticket, a Gran Clase or Preferente bed ticket. For all other classes, the customer must pay 25% of a Turista class seat. Guide dogs can travel on any train for free.		The animals must not be heavier 10 kg and they must always travel inside a cage or device with a waste containment and disposal system. The cage must not be larger than 60x35x35 cm. Only one pet per passenger will be allowed.
Thalys	Dogs, cats	Dangerous dogs, wild animals and birds	It is possible to travel with your pet. For the comfort of all, please ensure that other travelers accept the presence of your pet. If not, the Train Manager can move you to another seat. We also ask you to respect some rules of transport: Small dogs and pets weighing less than 6 kg can travel for free if they are in a container of maximum 45 x 30 x 25 cm. Dogs not transported in a container are allowed on board only with the purchase of a ticket for the Dog fare (fixed price of 30 €). Guide dogs and service dogs still benefit from free transportation. Please note that pets, with the exception of guide dogs and service dogs, are not accepted on Thalys Neige and Thalys Soleil trains.
ZSSK	Dogs and small animals in the cage or box for free. Outside the cage or box dogs only (on the leash with the muzzle) for special fare.	No animals in sleepers and in the 1st class.	

Appendix 7 – Exchange and refunds

Carrier	Train(s)	Tariff code	Exchange	Refund
ČD	EN Praha - Zürich	All codes	See SCIC-NT	See SCIC-NT
	SC Pendolino	44	No exchange	No refund
CFL	LUXEMBOURG - SAARBRUECKEN EXPRESS	All codes	No exchange	No refund
	LUXEMBOURG - LORRAINE TGV EXPRESS	72, 73		12 € fee before departure
		20		No refund
		74, 75		12 € fee before departure of the outbound bus
CFR CALATORI	Night trains on the routes Romania-Hungary and Romania-Austria and back	72, 73, 18, 98, 92,49,44	Exchange is considered a refund and a new issue.	Refund fee: 20% till 1 day before train departure date (at least 3 EUR/person) 50% till train departure hour (at least 3 EUR/person) 100% after train departure hour
		65, 64	No exchange allowed	No refund
MÁV-START	EuroNight	61-67	No exchange	No refund
		Any other offer	Exchange = refund and buying a new ticket	Until one day before the train departs: 10% handling fee, min. 5,00 € per place per night On the day of the train's departure: 50% handling fee, min. 5,00 € per place per night After the departure of the train there is no possibility of cancellation: no refund.

Elipsos	AVE TGV INOUI	72	No exchange	10% refund fee before train's departure
		73		10% refund fee before train's departure
		96		10% refund fee before train's departure
		61		50% refund fee before train's departure
		77		50% refund fee before train's departure
		97		50% refund fee before train's departure
		98		10% refund fee before train's departure
		99		No refund fees
		44		10% refund fee before train's departure
		19		10% refund fee before train's departure
		45		10% refund fee before train's departure
		20		10% refund fee before train's departure

Eurostar	Eurostar	9	No exchange	No refund
		56	Free exchange up to 60 days after departure	Free refund up to 60 days after departure
		46	Exchangeable with fee plus difference in fare up to departure	No refund
		97	Exchangeable with fee plus difference in fare up to departure	No refund
		99	Exchangeable with fee plus difference in fare up to departure	No refund
		91	Exchangeable with fee plus difference in fare up to departure	No refund
		44	Exchangeable with fee plus difference in fare up to departure	No refund
		96	Exchangeable with fee plus difference in fare up to departure	No refund
ÖBB	All trains	22, 65	No exchange	No refund
		10, 58, 61, 92, 93	without fees until 15 days before departure, with 50% fees 14 to 1 day before departure, no refund on the day of departure	
		13, 15, 18, 19, 30, 31, 48, 49, 50, 51, 72, 73, 90, 94, 95, 97	without fees until 1 day before departure, no refund on the day of departure	
		44, 98, 99	without fees until 1 day before departure, no refund on the day of departure	
PKP IC	EC Warszawa - Berlin EC Gdynia - Berlin	90	No exchange	No refund
		All other	At least 1 day before 1st day of validity without fee.	20% of fee at least 1 day before the departure

Renfe	AVE Alvia AV City Euromed Altaría Trenhotel Avant	All codes	90% until 5 minutes before departure	85% until 5 minutes before departure, 0% after departure.
Renfe and CP	Lusitania, Sud Expresso and Celta	72	Until 5 minutes before departure 100%. After that no exchange.	Until 5 minutes before departure 95%. After that no refund.
		73		Until 5 minutes before departure 85%. After that no refund.
		19		Until 5 minutes before departure 90%. After that no refund.
		44		
		45		
		78		
		86		
		98		
		99		
SJ AB	SJ AB	72	No exchange allowed	Cancelled before departure: 100%, If not cancelled: 0%
		73	No exchange allowed	No refund
		74	No exchange allowed	Cancelled before departure: 100%, If not cancelled: 0%
		76	No exchange allowed	No refund
		80	No exchange allowed	Cancelled before departure: 100%, If not cancelled: 0%
		86	No exchange allowed	Cancelled before departure: 100%, If not cancelled: 0%
		87	No exchange allowed	No refund

Kustpilen	Kustpilen	18	No exchange allowed	Cancelled before departure: 100%, If not cancelled: 0%
		44	No exchange allowed	Cancelled before departure: 100%, If not cancelled: 0%
		72	No exchange allowed	Cancelled before departure: 100%, If not cancelled: 0%
		73	No exchange allowed	No refund
		76	No exchange allowed	No refund
		80	No exchange allowed	Cancelled before departure: 100%, If not cancelled: 0%
		86	No exchange allowed	Cancelled before departure: 100%, If not cancelled: 0%
		87	No exchange allowed	No refund
		92	No exchange allowed	Cancelled before departure: 100%, If not cancelled: 0%
Norrtåg	Norrtåg	44	No exchange allowed	Cancelled before departure: 100%, If not cancelled: 0%
		72	No exchange allowed	Cancelled before departure: 100%, If not cancelled: 0%
		73	No exchange allowed	No refund
		76	No exchange allowed	No refund
		80	No exchange allowed	Cancelled before departure: 100%, If not cancelled: 0%

Norrtåg	Norrtåg	86	No exchange allowed	Cancelled before departure: 100%, If not cancelled: 0%
		87	No exchange allowed	No refund
		92	No exchange allowed	Cancelled before departure: 100%, If not cancelled: 0%
Snälltåget	Snälltåget	18	No exchange allowed	Cancelled before departure: 100%, If not cancelled: 0%
		44	No exchange allowed	Cancelled before departure: 100%, If not cancelled: 0%
		72	No exchange allowed	Cancelled before departure: 100%, If not cancelled: 0%
		73	No exchange allowed	No refund
		76	No exchange allowed	No refund
		80	No exchange allowed	Cancelled before departure: 100%, If not cancelled: 0%
		86	No exchange allowed	Cancelled before departure: 100%, If not cancelled: 0%
		87	No exchange allowed	No refund
		92	No exchange allowed	Cancelled before departure: 100%, If not cancelled: 0%

Vy tåg	Vy tåg	44	No exchange allowed	Cancelled before departure: 100%, If not cancelled: 0%
		72	No exchange allowed	Cancelled before departure: 100%, If not cancelled: 0%
		73	No exchange allowed	No refund
		76	No exchange allowed	No refund
		80	No exchange allowed	Cancelled before departure: 100%, If not cancelled: 0%
		86	No exchange allowed	Cancelled before departure: 100%, If not cancelled: 0%
		87	No exchange allowed	No refund

SNCF	TGV Intercites	72	Free up to 31 days before departure. 5€ fee if between 30 and 1 day before departure. 15 € for TGV and 12 € for IC-ARO on the day of travel until departure. After departure 100% fee.	5€ fee if 1 day before departure. 15 € for TGV and 12 € for IC-ARO on the day of travel until departure. After departure 100% fee.
		73		
		97	Without fee until departure. After departure 100% fee.	Without fee until departure. After departure 100% fee.
		56		
		67		
		45		
		63		
		98		
		99		
		92	This request is considered as a modification of the contract between the client and SNCF. The refund policy according to the modification before the departure date are applicable and new tickets are printed in order to attend the clients' request.	No later than 30 days before departure: 25% fee holdback per cancelled reservation. From 29 to 8 days before departure: 50% fee holdback per cancelled reservation. No refund later than 7 days before departure.
		93		

Thalys	All Thalysland trains	22 => Standard 2 23 => Standard 3 24 => Standard 1 25 => Standard 4 26 => Standard 5 72 => Comfort 1 74 => Comfort 2 76 => Comfort 4 77 => Senior Comfort 78 => Senior Standard 86 => Youth 2 Standard 87 => Youth 1 Standard 87 => Youth Comfort	Exchangeable until the departure time indicated on the ticket. A charge of 15 euros applies, as well as the potential price difference between the old and new ticket.	Refundable at 50% in the event of cancellation before the departure time indicated on the ticket. Non refundable after departure.
		27 => Kid Standard 52 => Premium 1 53 => Kid Premium 54 => Premium 2 55 => Premium 3 73 => Kid Comfort 78 => Senior Premium 86 => Youth Premium 96 => PRM 97 => PRM Companion	Exchangeable without charge until the departure time indicated on the ticket. The potential price difference between the old and new ticket applies.	Refundable at 100% in the event of a cancellation before the departure time indicated on the ticket. Refundable at 50% after departure, within a maximum term of 2 months.
		5 => Standard mini 1 6 => Premium mini 7 => Comfort mini 8 => Standard mini 3 88 => Youth mini 46 => Minigroup 3 (NL) 47 => Minigroup 3 (NL) 48 => Minigroup 4 (NL) 49 => Minigroup 4 (NL) 50 => Minigroup 5 (NL) 51 => Minigroup 5	Non exchangeable	Non refundable
		98 => FIP Leisure	Exchangeable without charge until the departure time indicated on the ticket. The potential price difference between the old and new ticket applies.	Refundable at 90% in the event of cancellation before the departure time indicated on the ticket. Non refundable after departure.

Thalys	All Thalysland trains	99 => FIP Duty	Exchangeable without charge until the departure time indicated on the ticket. The potential price difference between the old and new ticket applies.	Non refundable
		45 => PASS (Eurail, Interrail)	Exchangeable without charge until the departure time indicated on the ticket. The potential price difference between the old and new ticket applies.	Refundable at 75% in the event of a cancellation before the departure time indicated on the ticket. Refundable at 75% after departure, within a maximum term of 2 months.
		91 => Group Comfort 92 => Group Premium 92 => Group Standard 93 => Group Kid	Exchangeable at least 21 days before 1st day of departure date without fee.	Refundable at 80% in the event of cancellation at least 21 days before 1st day of departure date. Refundable at 50 % between 20 and 8 days before 1st day of departure date. Non refundable between 7 days and the departure date

TGV Lyria	All TGV Lyria trains	72	Before departure with conditions (1), after departure without any conditions	Before and after departure without any conditions
		73		
		42	No exchange before departure, after departure with fees (3)	Before departure with fees and conditions (4), after departure with fees (3)
		58		
		9	No exchange	No refund
		46		
		23	Before departure only	Before departure only
		96	Before departure only, after showing the disability card	Before departure only
		15		
		97	Before departure without any conditions, after departure with conditions (1)	Before departure without any conditions, after departure with conditions (2)
		99	Before departure only	Before departure only with conditions (5)

TGV Lyria	All TGV Lyria trains	44	Before departure with fees and on international routes only (3), After departure with fees and conditions (4)	Before departure with fees and on international routes only (3), After departure no refund
		19		
		49		
		92	80% until D-30 70% from D-29 to D-8 From D-7: 0%	No refund
		80		
		93		
<p>(1) Exchange after departure: Ticket exchangeable without charge: - for e-tickets only, up to 1 hour after departure on voyages-sncf.mobi, on mobile applications "V." and TGV Lyria available on iPhone, iPad, on Android and BlackBerry mobile devices or by phone at +33 (0) 892 35 35 35 (0.40 € / min, excluding any additional cost for your operator, number accessible from abroad) - or until 2 hours after the departure of the train at the French departure station only. Ticket not exchangeable after this time.</p> <p>(1) Exchange after departure without charge: - for e-tickets only, up to 1 hour after departure on voyages-sncf.mobi, on mobile applications "V." and TGV Lyria available on iPhone, iPad, on Android and BlackBerry mobile devices or by phone at +33 (0) 892 35 35 35 (0.40 € / min excluding any additional costs for your operator, number accessible from abroad) - or up to 2 hours after the departure of the train at the French departure station only. Ticket not exchangeable after this time</p> <p>(2) Refund after departure: Reimbursable ticket at no charge for e-tickets only until 2 hours after departure only at the French departure station. Ticket not refundable after this time.</p> <p>3) Exchanges before departure with costs of 30 € per person and per way + tariff adjustment</p> <p>(4) Exchanges after departure with a charge of € 30 per person per way + tariff adjustment</p> <p>Free for children under 4 years without separate place.</p>				

TRENITALIA	Frecciarossa Frecciargento Frecciabianca IC (InterCity) ICN (InterCity Night)	92/93	Ticket changes have to be performed by cancelling the previous ticket at the relevant refund conditions and issuing a new ticket.	Fee of 20% till 5 days before departure/ no refunds after 5 days before
		62, 63, 66, 67		No refund.
		all the other		Fee of 20% till departure/ no refunds after departure
ZSSK	IC trains	All codes	No exchange	No later than 60 minutes after train departure with the fee of 10 %

Appendix 8 – Seating plans

Thalys

Thalys PBA & PBKA - Seating plan



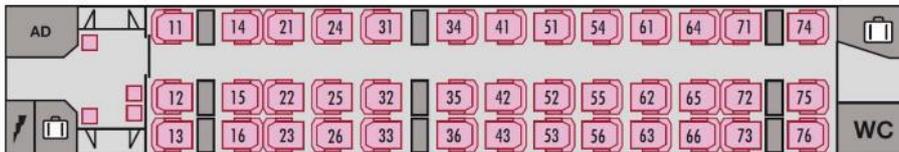
PREMIUM - Coach 1 - 40 seats (4 seats Salon + 33 seats + 2 places for wheelchair users + 1 folding seat)



PREMIUM* or **COMFORT*** - Coach 2 - 42 seats (39 seats + 3 folding seats)



COMFORT - Coach 3 - 43 seats (39 seats + 4 folding seats)



STANDARD - Coach 4 - 16 seats (in the booking system use coach 5 to book the seats situated in coach 4)



STANDARD - Coach 5 - 60 seats (56 seats + 4 folding seats)

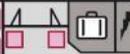


← Paris/Aéroport CDG/Marne-la-Vallée

Brussels/Amsterdam/Cologne/Dortmund →



STANDARD - Coach 6 - 60 seats (56 seats + 4 folding seats)

WC (H)	88	84	78	74	64	58	54	48	44	38	34	24	18	14	
	87	83	77	73	63	57	53	47	43	37	33	23	17	13	
WC (F)	86	82	76	72	62	56	52	46	42	36	32	22	16	12	
	85	81	75	71	61	55	51	45	41	35	31	21	15	11	

STANDARD - Coach 7 - 60 seats (56 seats + 4 folding seats)

WC	14	18	24	34	38	44	48	54	58	64	74	78	84	88	
	13	17	23	33	37	43	47	53	57	63	73	77	83	87	
	12	16	22	32	36	42	46	52	56	62	72	76	82	86	
	11	15	21	31	35	41	45	51	55	61	71	75	81	85	

STANDARD - Coach 8 - 75 seats (72 seats + 3 folding seats)

WC (H)	108	104	98	94	88	84	74	68	64	58	54	44	38	34	28	24	18	14	
	107	103	97	93	87	83	73	67	63	57	53	43	37	33	27	23	17	13	
WC (F)	106	102	96	92	86	82	72	66	62	56	52	42	36	32	26	22	16	12	
	105	101	95	91	85	81	71	65	61	55	51	41	35	31	25	21	15	11	

Coaches 1 to 8 operate on the route Paris ⇌ Brussels

Coaches 11 to 18 operate on the route Paris ⇌ Amsterdam

Coaches 21 to 28 operate on the route Paris ⇌ Cologne/Dortmund

Coaches 31 to 38 operate on the route Marne-la-Vallée/CDG ⇌ Amsterdam

*in general :

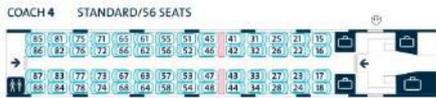
- On working days and every day on the route Paris-Amsterdam, trainsets are composed with 2 PREMIUM coaches and 1 COMFORT coach
- Weekends, trainsets are composed with 1 PREMIUM coach and 2 COMFORT coaches



Eurostar E300



e300 SEATING PLAN COACHES 1-9



KEY

- Seats
- Priority seats
- Single table
- Double table
- Window
- Door
- WC
- Baby changing facility
- Wheelchair space
- Luggage rack
- Train Manager's office
- UK and European power points available at all seats
- USB sockets available in Business Premier and Standard Premier
- Access door
- Automatic door

All our trains are non-smoking

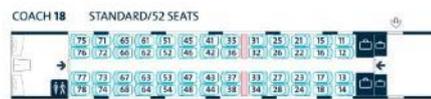
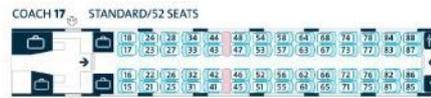
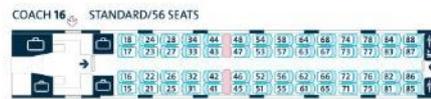
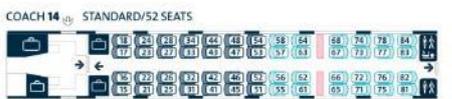
[STW04]

← TOWARDS LONDON

TOWARDS BRUSSELS →



e300 SEATING PLAN COACHES 10-18



KEY

- Seats
- Priority seats
- Single table
- Double table
- Window
- Door
- WC
- Baby changing facility
- Wheelchair space
- Luggage rack
- Train Manager's office
- UK and European power points available at all seats
- USB sockets available in Business Premier and Standard Premier
- Access door
- Automatic door

All our trains are non-smoking

[STW04]

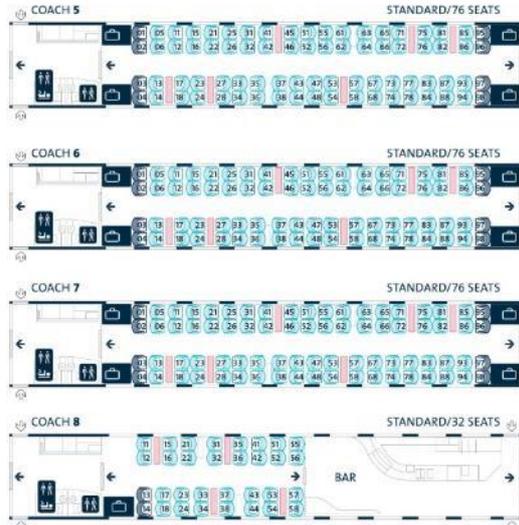
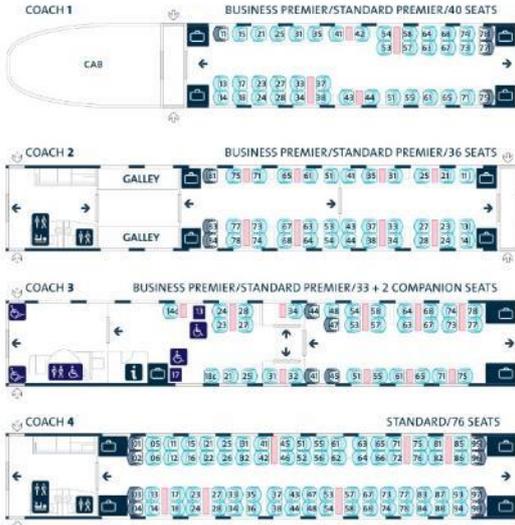
← TOWARDS LONDON

TOWARDS BRUSSELS →

Eurostar E320



e320 SEATING PLAN COACHES 1-8



← TOWARDS LONDON

TOWARDS PARIS/BRUSSELS →

KEY

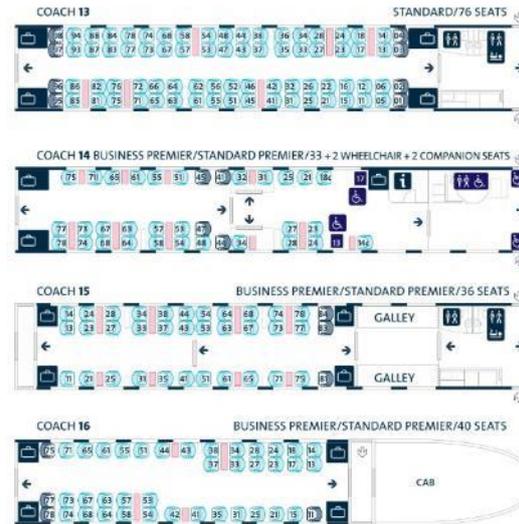
- Seats
- Priority seats
- Single table
- Double table
- Window
- Door
- WC
- Baby changing facility
- Wheelchair lift
- Wheelchair space
- Luggage rack
- Train Manager's office
- UK and European power points available at all seats
- USB sockets available in Business Premier and Standard Premier
- Access door
- Automatic door

All our trains are non-smoking

[370904]



e320 SEATING PLAN COACHES 9-16



← TOWARDS LONDON

TOWARDS PARIS/BRUSSELS →

KEY

- Seats
- Priority seats
- Single table
- Double table
- Window
- Door
- WC
- Baby changing facility
- Wheelchair lift
- Wheelchair space
- Luggage rack
- Train Manager's office
- UK and European power points available at all seats
- USB sockets available in Business Premier and Standard Premier
- Access door
- Automatic door

All our trains are non-smoking

[370904]

Oresundstag

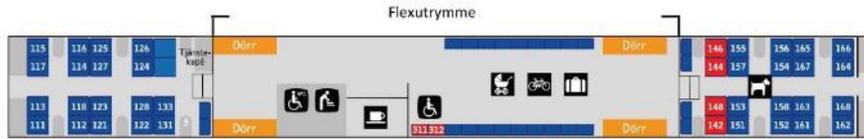
X31 ÖRESUNDSTÅG



Vagn 11 (plats 11–108)

Bokningsbara platser
Funktionshindrad
Resenär med djur
Eluttag 220 V AC
plats 311-312
plats 142-148
finns vid samtliga
sittgrupper
(ej i flexutrymme)

Vid dubbelkopplade tåg
har endast vagn 11 - 14
bokningsbara platser



Vagn 12 (plats 111–133)

Vagn 13 (plats 142–168)

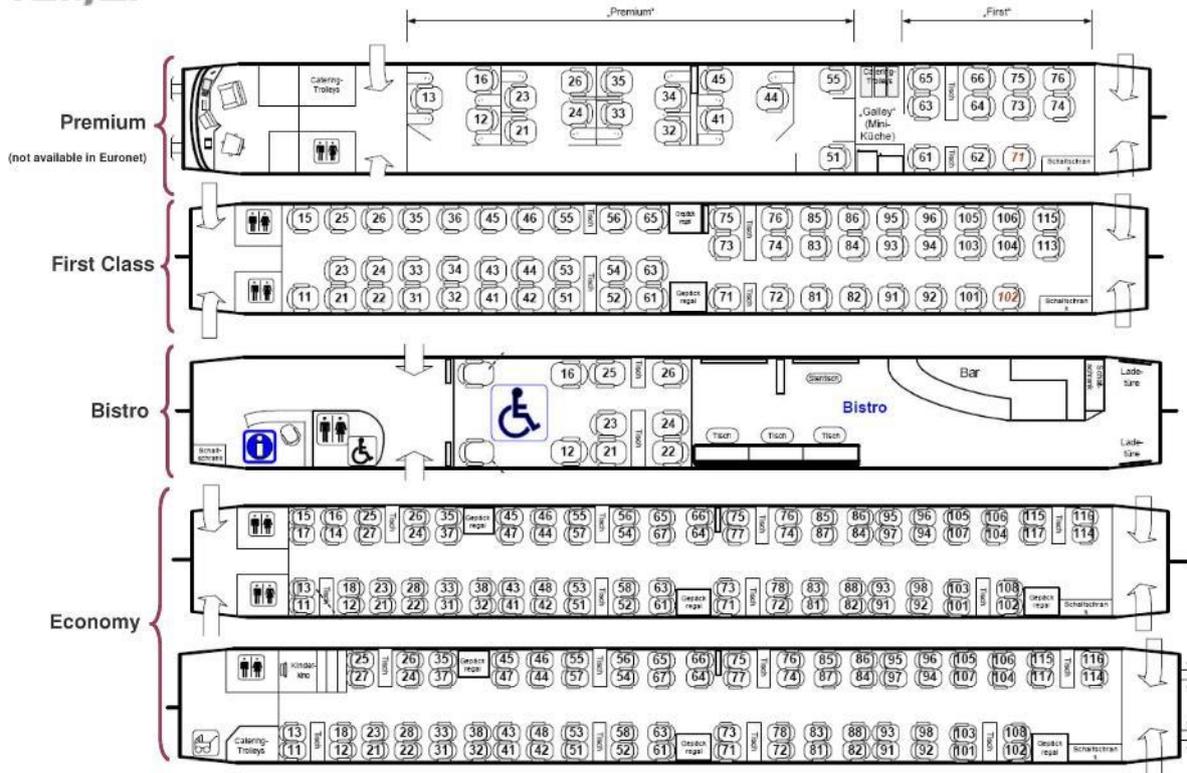


Vagn 14 (plats 171–268)



- = Basage
- = Barnvagnsplat
- = Cykelplats
- = Djur tillåtna
- = Drockesautomater
- = Handikapptolett
- = Rullstolsplat
- = Skötrum
- = Toalett
- = Tjänst köp
- = Bokningsbar plats

Railjet

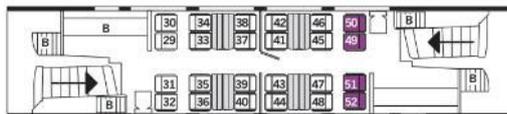


SJ Vagnar X40

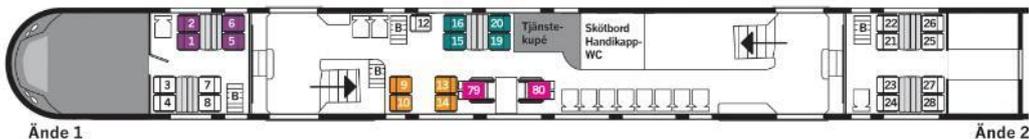


Översiktskarta X40

X40Z1
Vagn 1 och 4

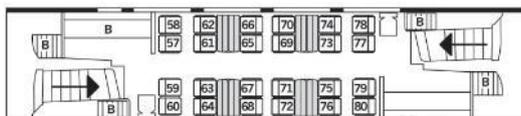


1 klass övre plan. 24 sittplatser i fasta stolar. Dessutom tre platser i soffa och två fällstolar.
2 klass nedre plan. 25 sittplatser i fasta stolar. Dessutom två rullstolsplatser och tolv fällstolar.
 Ledar och assistanshundar kan förekomma vid Handikapplatserna.

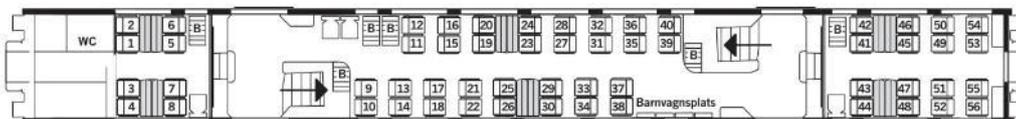


Rullstolsplats: 79 och 80. **Plats nära rullstolsplats:** 15, 16, 19 och 20. **Handikapplats:** 9, 10, 13 och 14.
Djurfri plats: 1, 2, 5, 6 och 49, 50, 51, 52.

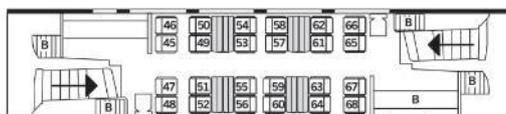
X40Z3
Vagn 2 och 5



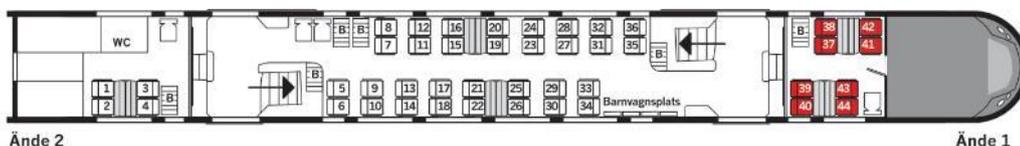
2 klass. 80 sittplatser i fasta stolar. Dessutom tre platser i soffa och tio fällstolar.



X40Z5
Vagn 3 och 6



2 klass. 68 sittplatser i fasta stolar. Dessutom tre platser i soffa och tio fällstolar.



Djur tillåtet: plats 37-44.



Vagnskiss SJ Snabbtåg

SJ 2000:

Tåg som avgår söderut går med vagn 1 först och vagn 7 sist. Tåg som avgår norrut går med vagn 7 först och vagn 1 sist.

Tåg till Uddevalla från Stockholm (och omvänt) byter riktning i Herrljunga. Reser du framlänges från Stockholm/Uddevalla så reser du baklänges efter Herrljunga. Reser du baklänges från Stockholm/Uddevalla så reser du framlänges från Herrljunga.

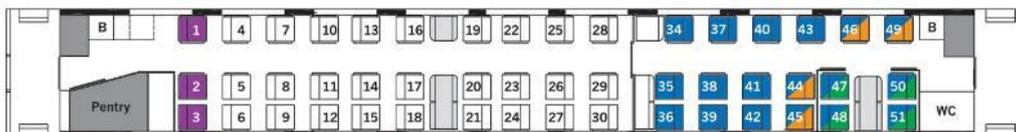
Tåg till Jönköping från Stockholm (och omvänt) byter riktning i Nässjö. Reser du framlänges från Stockholm/Jönköping så reser du baklänges efter Nässjö. Reser du baklänges från Stockholm/Jönköping så reser du framlänges efter Nässjö.

Tåg till Halmstad från Stockholm (och omvänt) byter riktning i Göteborg. Reser du framlänges från Stockholm/Halmstad så reser du baklänges efter Göteborg. Reser du baklänges från Stockholm/Halmstad så reser du framlänges efter Göteborg.

Tåg till Skee (Strömstad) från Stockholm (och omvänt) byter riktning i Herrljunga. Reser du framlänges från Stockholm/Skee så reser du baklänges efter Herrljunga. Reser du baklänges från Stockholm/Skee så reser du framlänges efter Herrljunga.

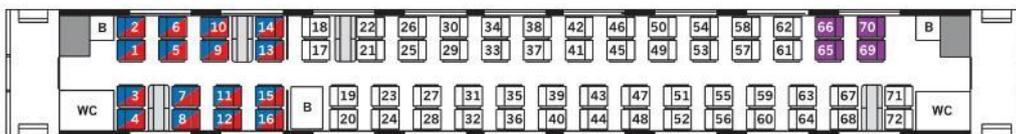
Vagn 1 och 2 1 klass | 48 sittplatser | Ledar- och assistanshundar kan förekomma vid handikapplatserna.

← Lok



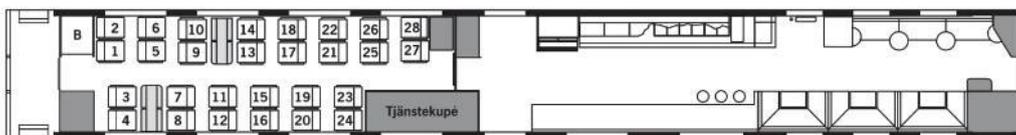
Djurfri plats: vagn 1 plats 1 – 3 Handikapplats (ej rullstol): vagn 1 plats 44, 45, 46 och 49 Tyst avdelning: vagn 2 plats 34 – 51
Konferenskupé: vagn 1 plats 47 – 48, 50 – 51

Vagn 3, 4 och 6 | 2 klass | 72 sittplatser

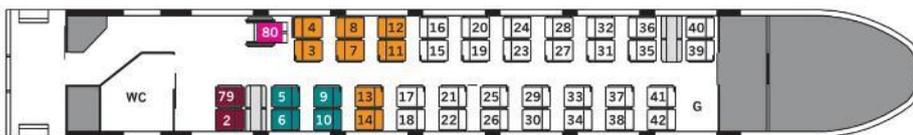


Tyst avdelning: vagn 4 plats 1 – 16 Djurfri plats: vagn 4 plats 65 – 66, 69 – 70 Djur tillåtet: vagn 6 plats 1 – 16

Vagn 5 2 klass | 28 sittplatser – bistro med 18 sittplatser.



Vagn 7 2 klass | 41 sittplatser + 2 rullstolsplatser | Ledar- och assistanshundar kan förekomma vid handikapplatserna.



Rullstolsplats: 80 Rullstolsplats med stol: 2/79 Handikapplats (ej rullstol): 3 – 4, 7 – 8, 11 – 14
Plats nära rullstolsplats: 5 – 6, 9 – 10


Vagnskiss SJ Snabbtåg

SJ 3000:

Tåg som avgår söderut går med vagn 1 först och vagn 4 sist. Tåg som avgår norrut går med vagn 4 först och vagn 1 sist.

Vagn 1, 1 klass



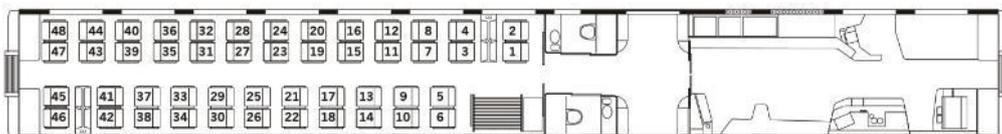
Handikapplats: 21, 22, 25 och 26 Tyst avdelning: 1–20

Vagn 2, 2 klass



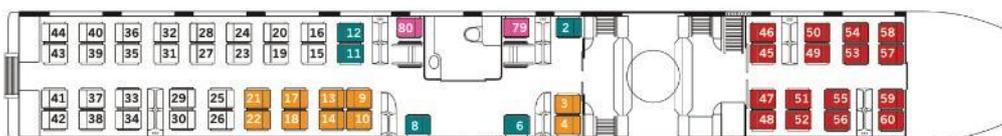
Tyst avdelning: 1–28

Vagn 3, 2 klass



Bistro

Vagn 4, 2 klass



Rullstolsplats: 79 och 80 Plats nära rullstolsplats: 2, 6, 8, 11 och 12 Handikapplats: 3, 4, 9, 10, 13, 14, 17, 18, 21 och 22
Djur tillåtet: plats 45–60

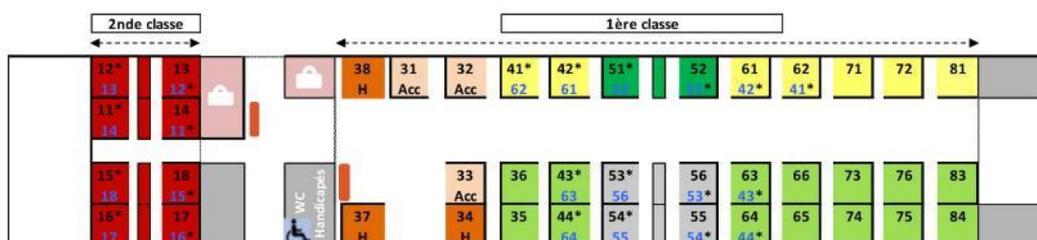
TGV France – Italy

Espace composé de 3 sièges réservés aux voyageurs se déplaçant en fauteuil roulant et de 3 sièges réservés à leur accompagnant. Des toilettes aménagées spécifiquement sont situées à proximité de cet espace. Espace situé en **voiture 1**.

SCHÉMAS DES VOITURES TGV FRANCE – ITALIE

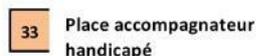
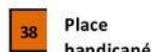
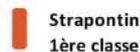
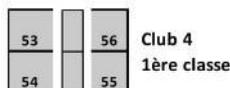
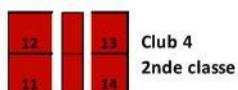
VOITURE 1 - 1ère classe

33 places 1ère classe (dont 3 places handicapé / 3 places accompagnateur)
8 places 2nde classe



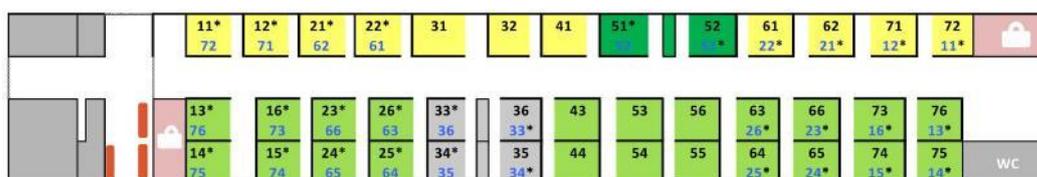
Légende:

sens 1 → * N° places dans le sens de la marche
sens 2 ←



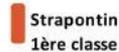
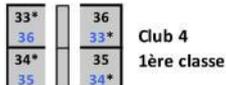
VOITURE 2 - 1ère classe

39 places



Légende:

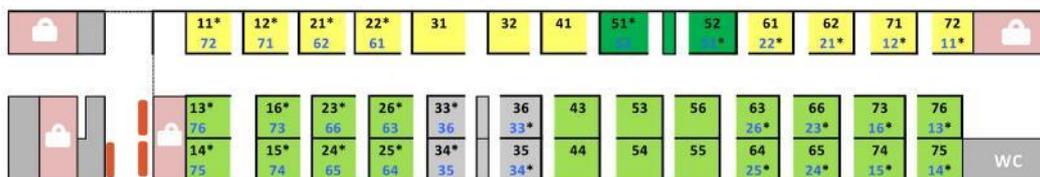
sens 1 →
sens 2 ←



* N° places dans le sens de la marche

VOITURE 3 - 1ère classe

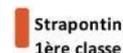
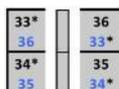
39 places



Légende:

sens 1 →

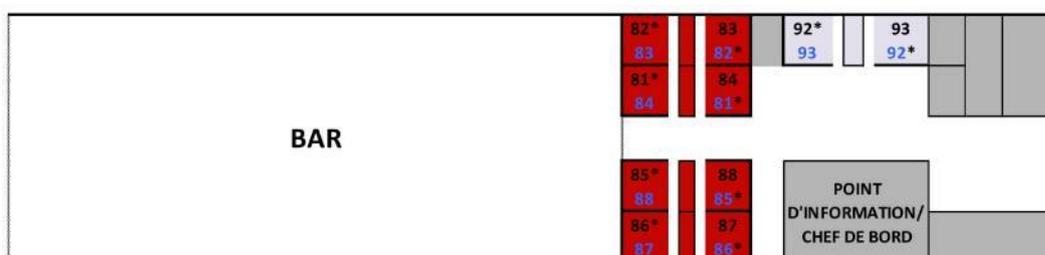
sens 2 ←



* N° places dans le sens de la marche

VOITURE 4 - Voiture-bar - 2nde classe

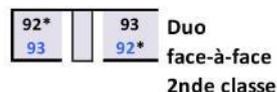
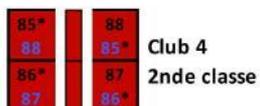
10 places numérotées dans la voiture 5



Légende:

sens 1 →

sens 2 ←



* N° places dans le sens de la marche

VOITURE 05 - 2nde classe

52 places



Légende:

sens 1 →

sens 2 ←



* N° places dans le sens de la marche

VOITURE 06 - 2nde classe

52 places



Légende:



sens 1 → sens 2 ←

* N° places dans le sens de la marche

VOITURE 07 - 2nde classe

52 places



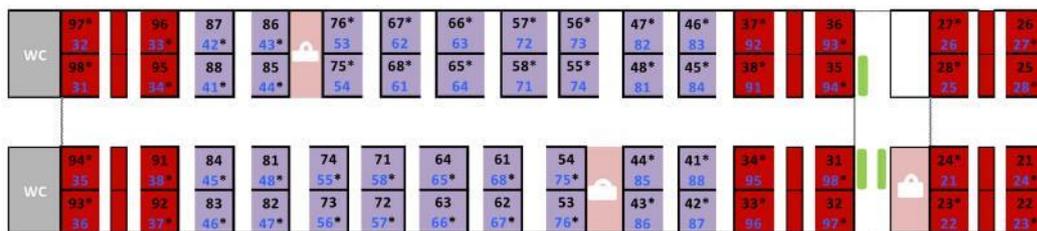
Légende:



* N° places dans le sens de la marche

VOITURE 08 - 2nde classe

60 places



Légende:



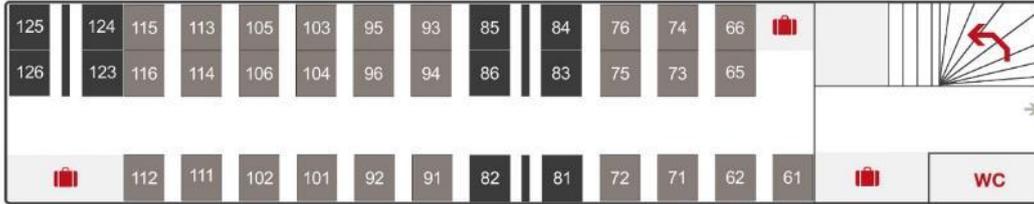
* N° places dans le sens de la marche

TGV Lyria Duplex

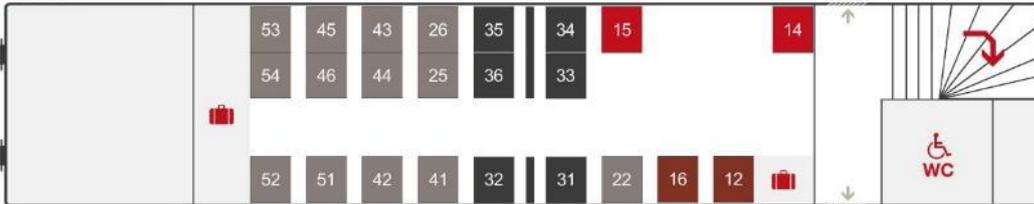
Voiture 1 - 1^{ère} classe / PMR (personne à mobilité réduite)



Salle haute



Salle basse



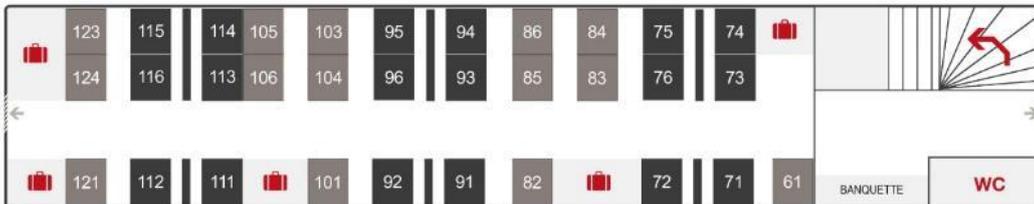
Type de sièges

■ 1^{ère} classe Solo / Duo côté à côté ■ 1^{ère} classe Club 4 / Duo face à face ■ Places PMR (avec transfert possible) ■ Places accompagnateurs PMR

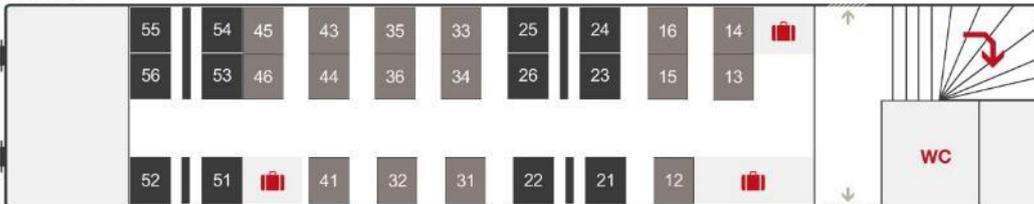
Voiture 2 - 1^{ère} classe



Salle haute



Salle basse



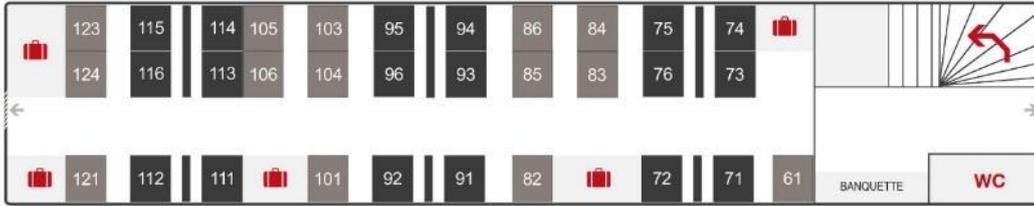
Type de sièges

■ 1^{ère} classe Solo / Duo côté à côté ■ 1^{ère} classe Club 4 / Duo face à face

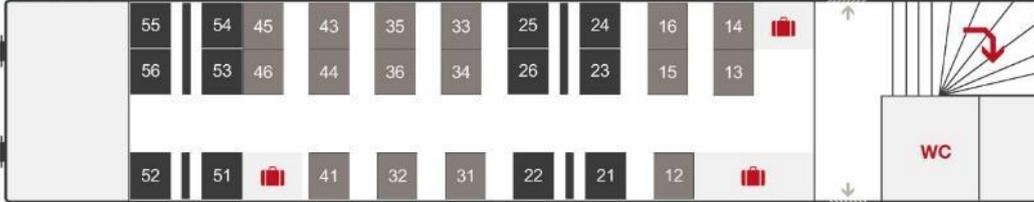
Voiture 3 - 1^{ère} classe



Salle haute



Salle basse



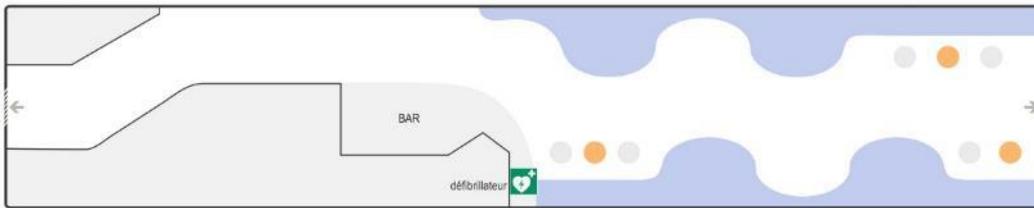
Type de sièges

■ 1^{ère} classe Solo / Duo côté à côté ■ 1^{ère} classe Club 4 / Duo face à face

Voiture 4 - Bar



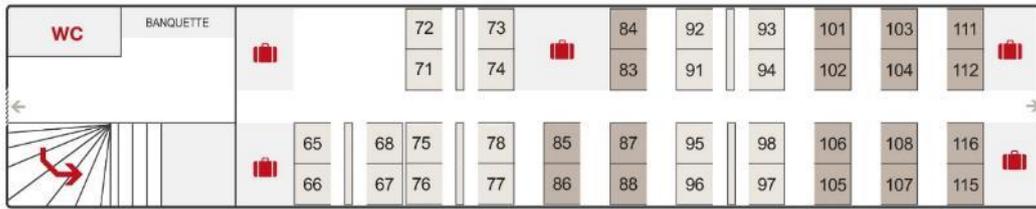
Salle haute



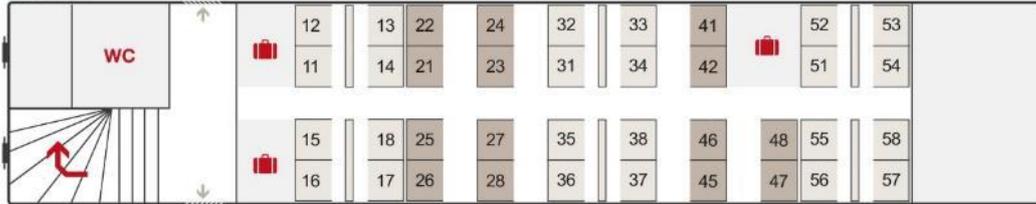
Voiture 5 - 2nde classe



Salle haute



Salle basse



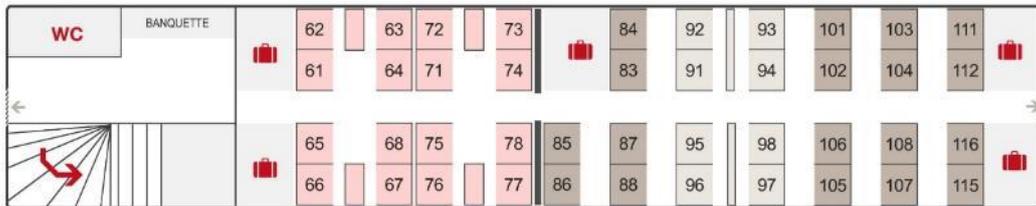
Type de sièges

■ 2nde classe Duo côté à côté □ 2nde classe Club 4

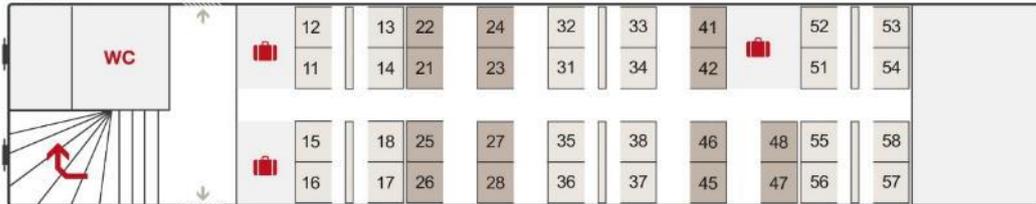
Voiture 6 - 2nde classe



Salle haute



Salle basse



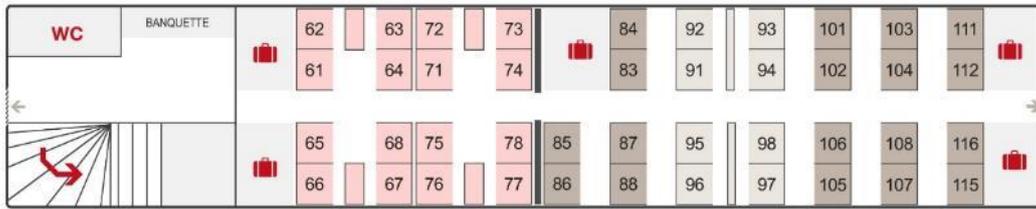
Type de sièges

■ 2nde classe Duo côté à côté □ 2nde classe Club 4 □ 2nde classe Carré Famille

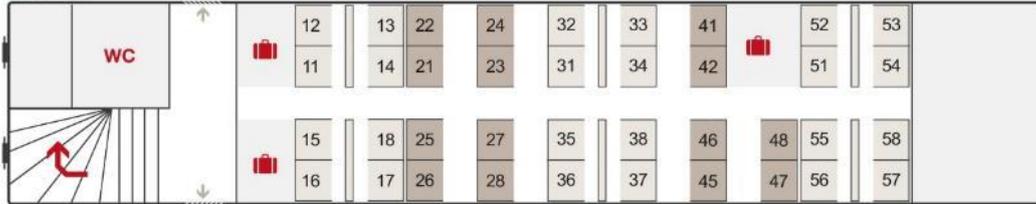
Voiture 7 - 2nde classe



Salle haute



Salle basse



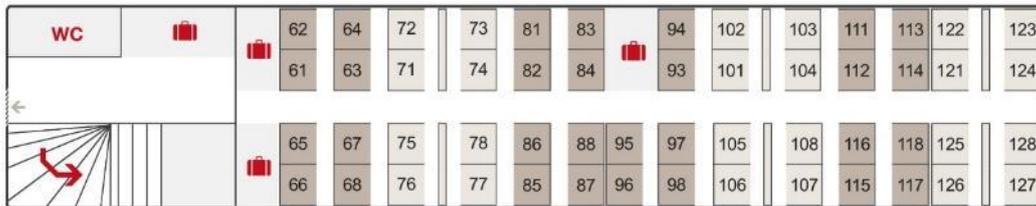
Type de sièges

■ 2nde classe Duo côté à côté □ 2nde classe Club 4 □ 2nde classe Carré Famille

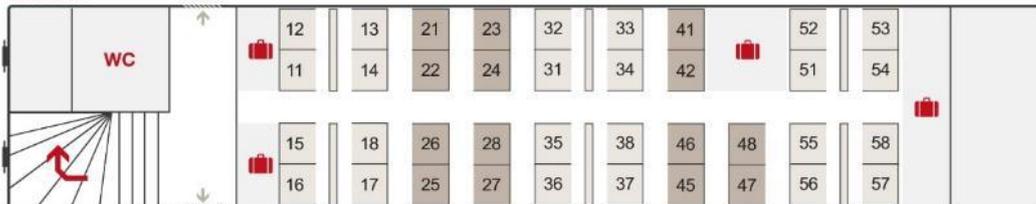
Voiture 8 - 2nde classe



Salle haute



Salle basse



Type de sièges

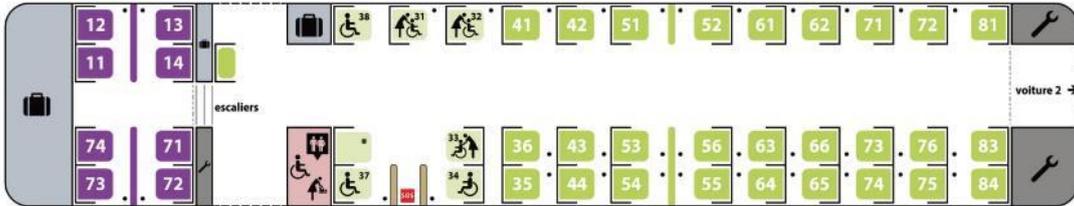
■ 2nde classe Duo côté à côté □ 2nde classe Club 4

TGV Bruxelles – France

TGV® BRUXELLES - FRANCE

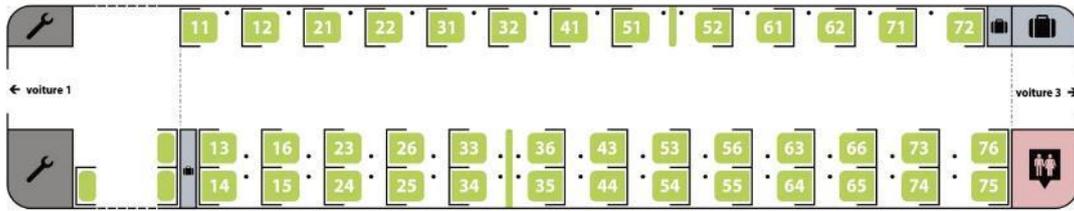


VOITURE 1 (ou 11) - 1^{re} cl. : 27 places + 3 places PMR + 3 places accompagnateur PMR
 2^e cl. : 8 places

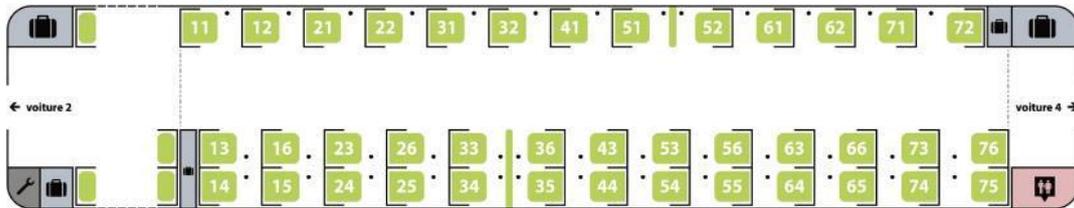


33, 34 et 37: assise relevable 39: espace sans siège et sans prise réservé pour chaise roulante * : siège avec assise relevable sans n° et non réservable

VOITURE 2 (ou 12) - 1^{re} cl. : 39 places



VOITURE 3 (ou 13) - 1^{re} cl. : 39 places



LÉGENDE

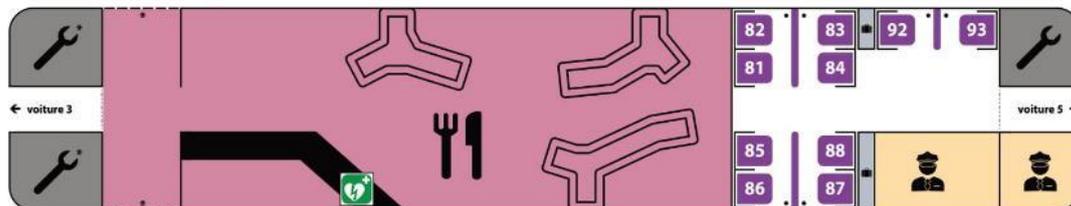
- | | | | |
|--|-------------------|---|--|
| Place assise 1 ^{re} classe | Table amovible | Espace Bagages (fourgon à bagages exclusivement réservé à Air France) | Espace Technique |
| Strapontin 1 ^{re} classe ; place non réservable | Porte automatique | Espace Sanitaire (WC, WC wch, Nursery) | Espace Service (réservé exclusivement aux accompagnateurs train) |
| Place assise 2 ^e classe | Porte extérieure | Espace Famille (tables amovibles, assises relevables) | Défibrillateur |
| Strapontin 2 ^e classe ; place non réservable | Prise électrique | Espace Bar | SOS |
| | | Espace Bureau (1 banc, 1 strapontin, 1 table fixe, 2 prises) | |

Les TGV® Bruxelles-France sont des trains non fumeur

TGV® BRUXELLES - FRANCE

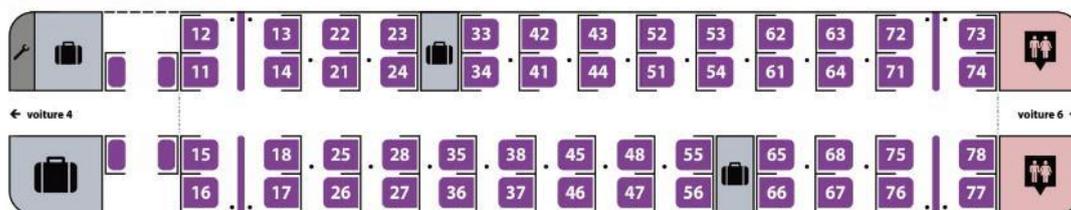


VOITURE 4 (ou 14) - 2^e cl. : 10 places (en indésirable fort)

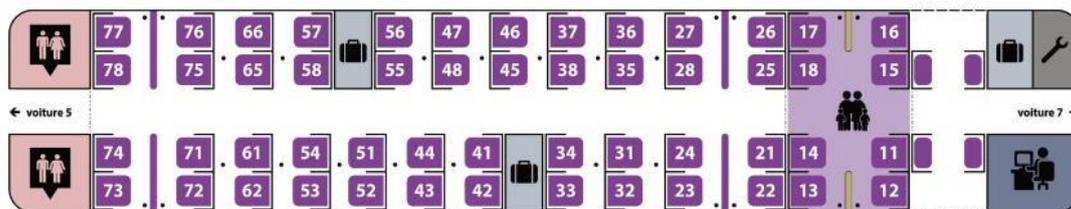


* Espèces Techniques et portes extérieures réservés au personnel du bar

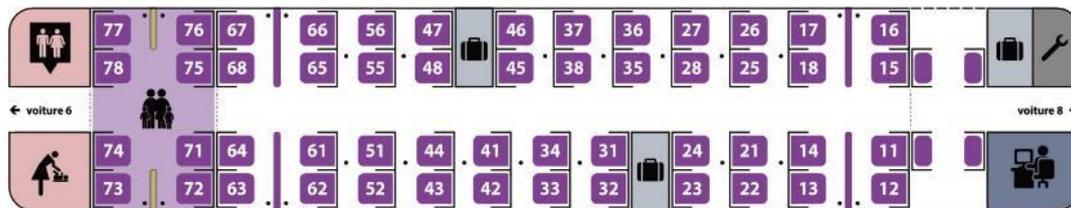
VOITURE 5 (ou 15) - 2^e cl. : 52 places



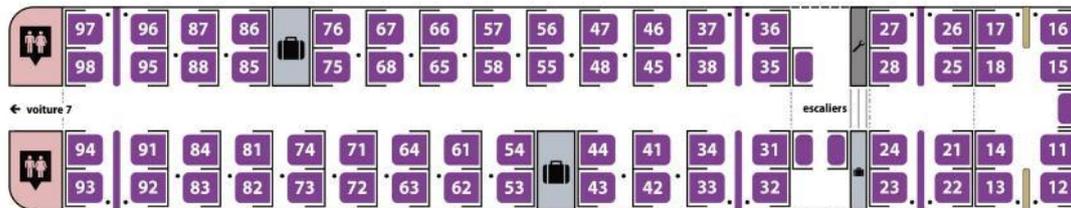
VOITURE 6 (ou 16) - 2^e cl. : 52 places



VOITURE 7 (ou 17) - 2^e cl. : 52 places



VOITURE 8 (ou 18) - 2^e cl. : 68 places (de 11 à 28 en indésirable fort)



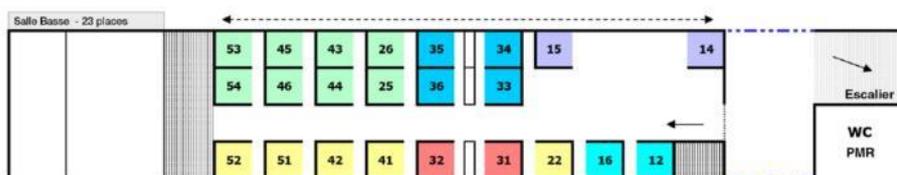
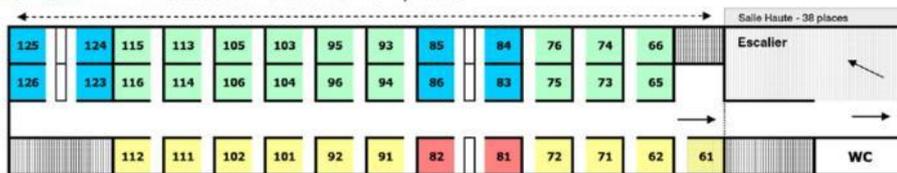
De 11 à 18 : réservé à la douane - porte d'accès avec serrure avec clé spécifique du personnel



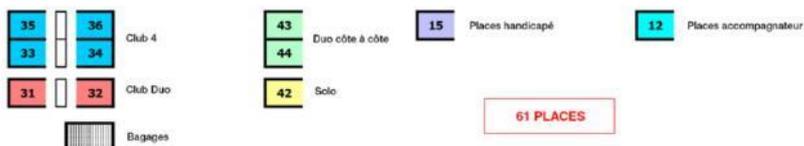
TGV EURODUPLEX

SCHÉMAS DES VOITURES EURODUPLEX

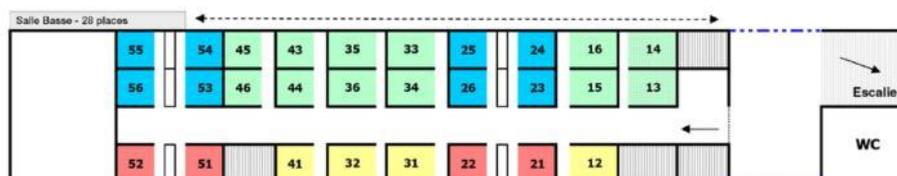
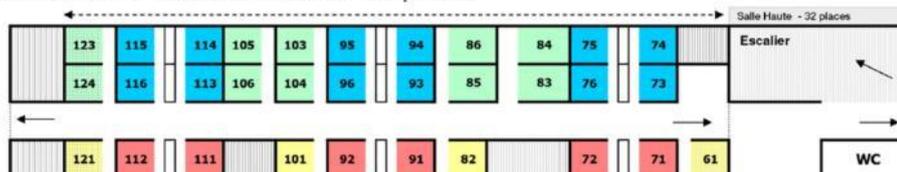
VOITURE 1 - 1^{ère} classe / Préféréte - 61 places



Legende :



VOITURE 2 - 1^{ère} classe / Préféréte - 60 places

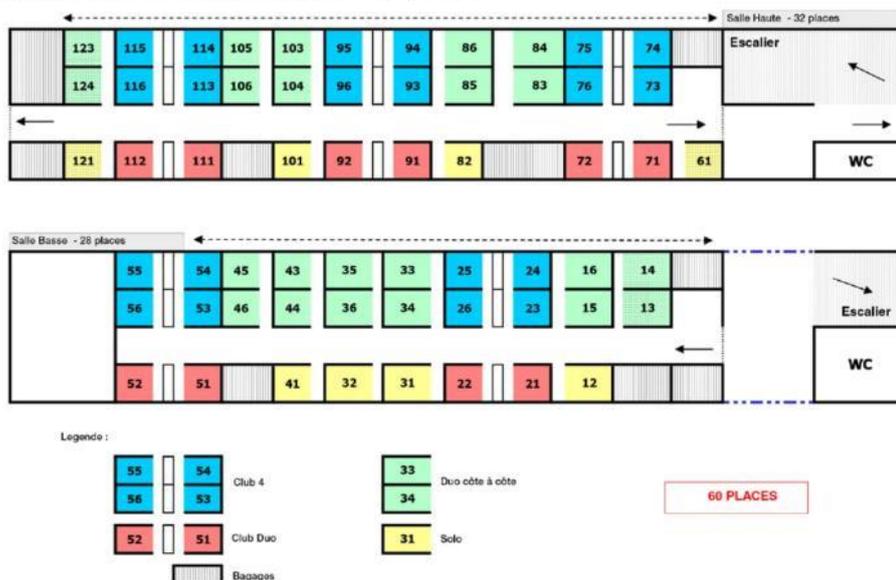


Legende :

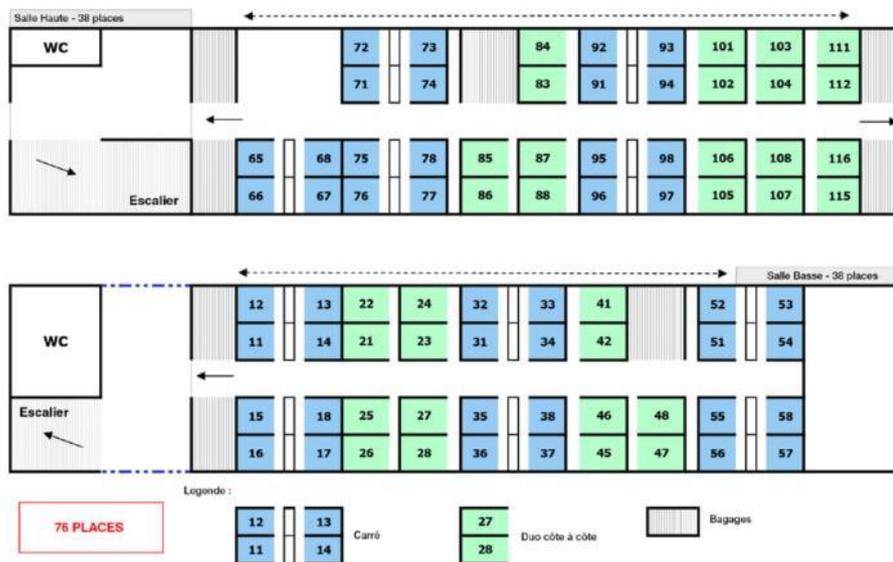


SCHÉMAS DES VOITURES EURODUPLEX

VOITURE 3 - 1^{ère} classe / Préféréte - 60 places



VOITURE 5 - 2^{ème} classe / Turista - 76 places

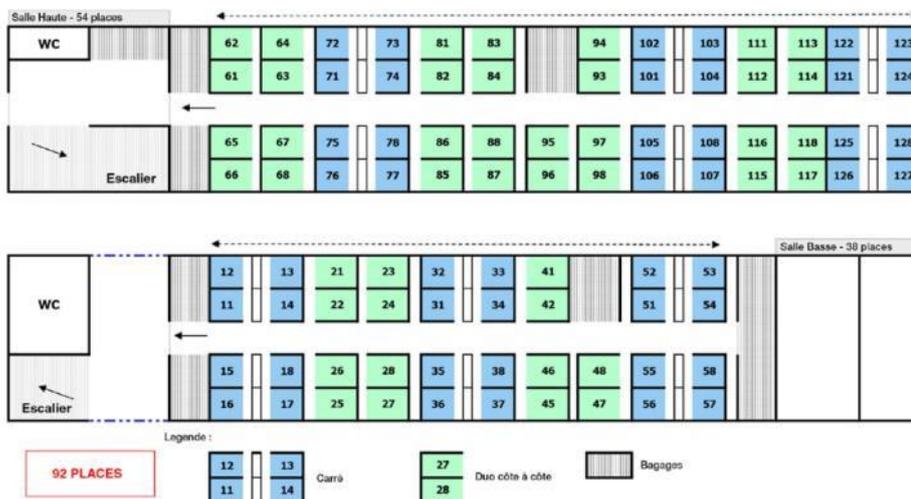


SCHÉMAS DES VOITURES EURODUPLEX

VOITURE 6-7 - 2^{ème} classe / Turista - 80 places



VOITURE 8 - 2^{ème} classe / Turista - 92 places



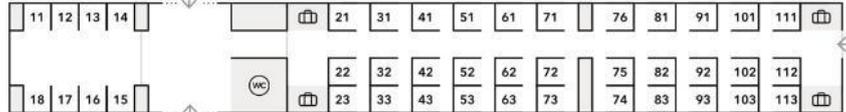
AVE S-100

AVE S-100

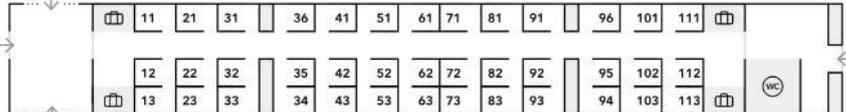
Madrid – Barcelona – Marseille | Barcelona – Lyon



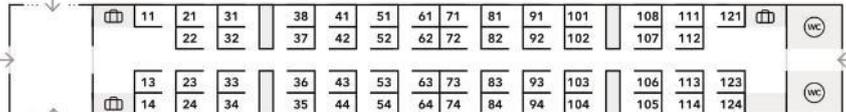
COACH 1
First Class / Preferente
41 SEATS



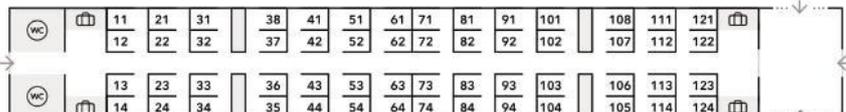
COACH 2
First Class / Preferente
39 SEATS



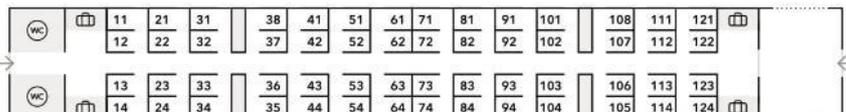
COACH 3
Second Class / Turista
54 SEATS



COACH 5
Second Class / Turista
56 SEATS



COACH 6
Second Class / Turista
56 SEATS



COACH 7
Second Class / Turista
56 SEATS



COACH 8
Second Class / Turista
43 SEATS
+ 2 PRM

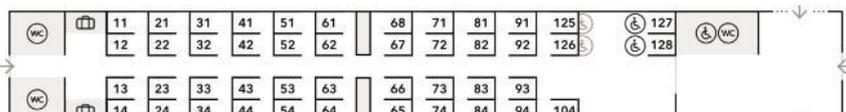


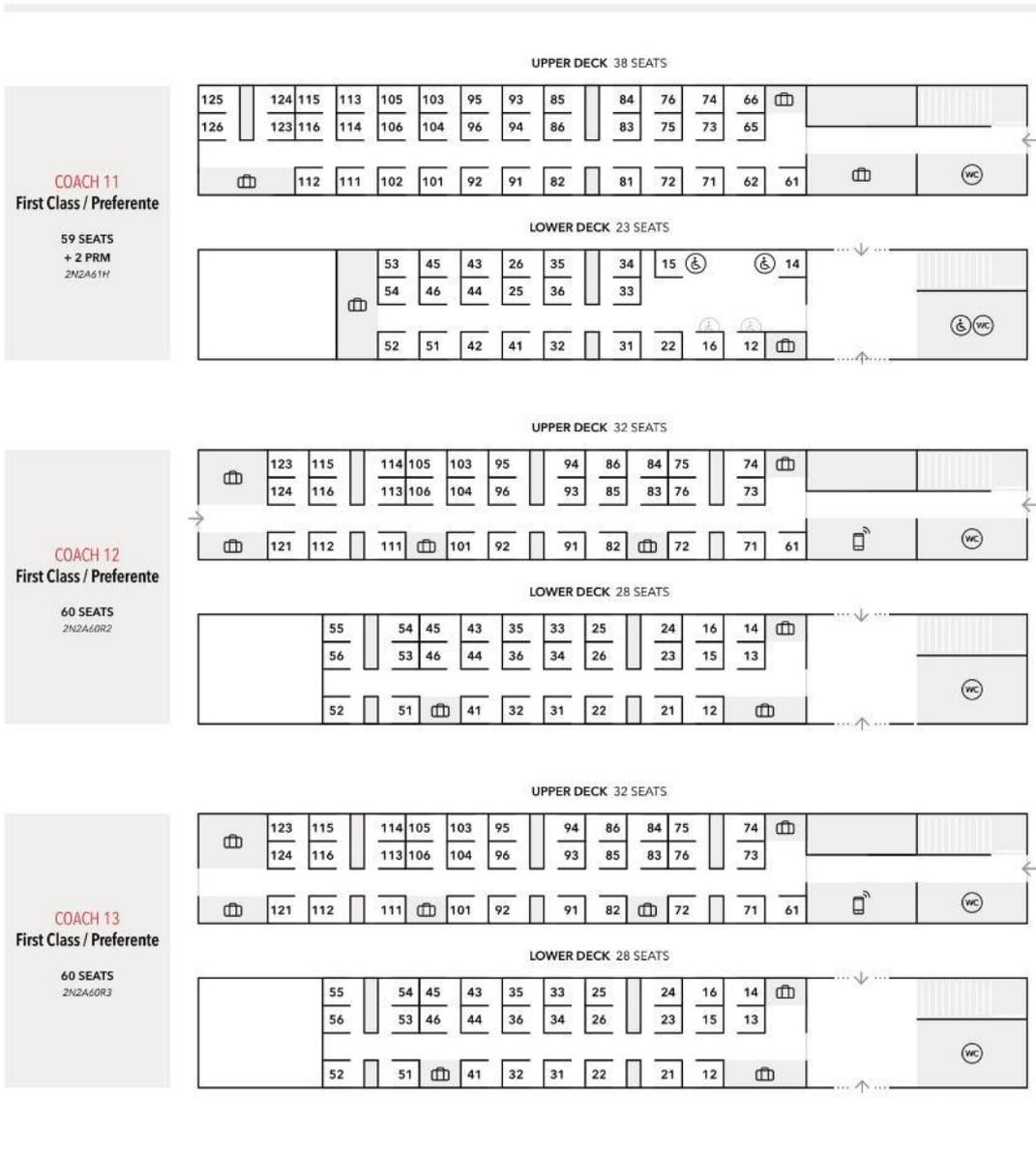
Table
 Luggage
 WC with changing table
 PRM space
 PRM companion

en cooperación / en coopération

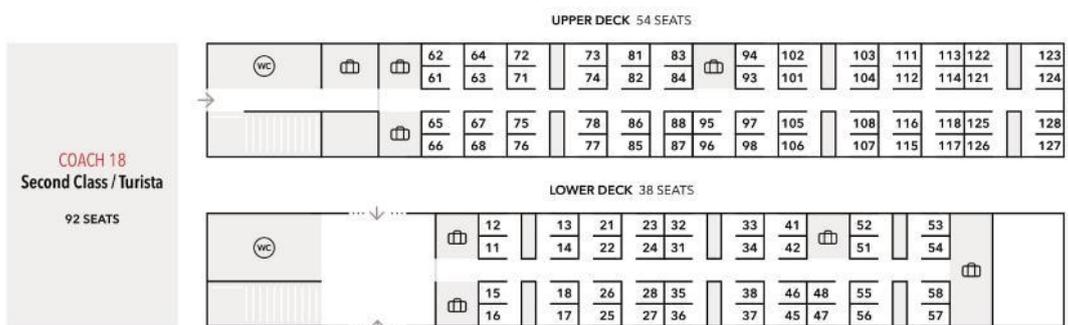
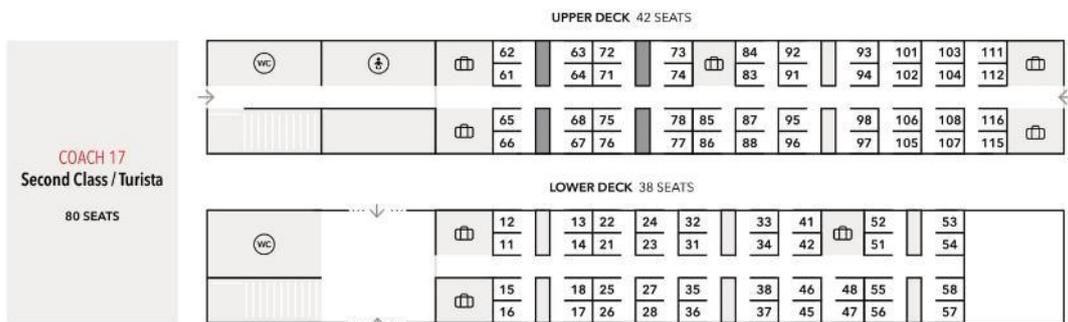
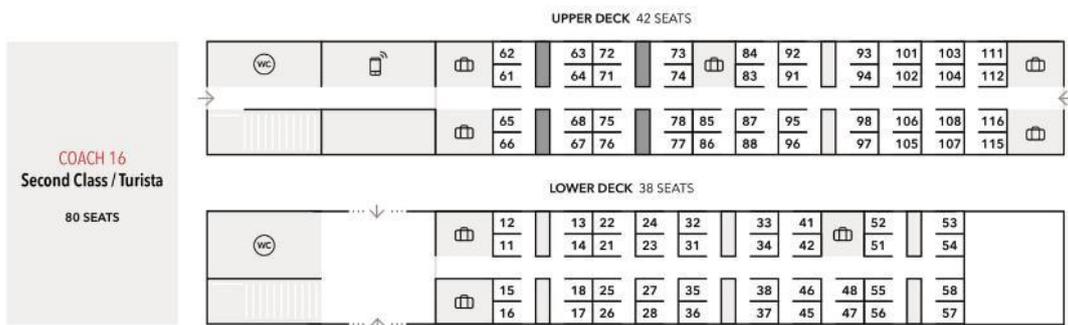
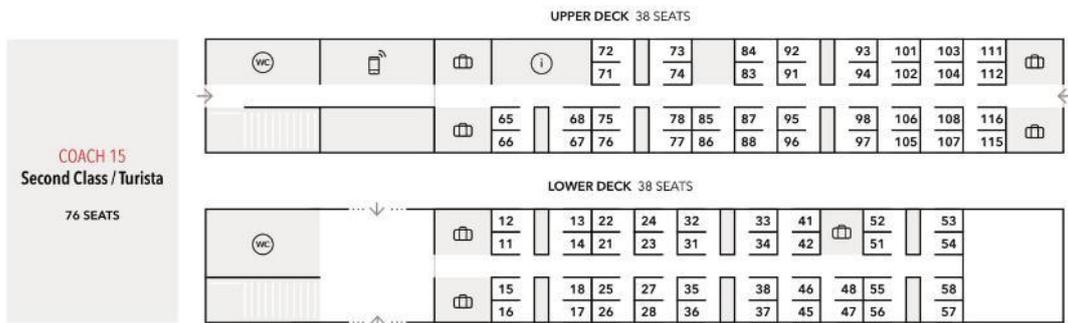
TGV Inoui

TGV INOUI

Barcelona – Paris | Barcelona – Toulouse



- Table
- Family Area
- Luggage
- WC
- PRM space
- PRM companion
- Vestibule for mobile phone usage
- Baby changing facilities



□ Table
■ Family Area
🧳 Luggage
🚻 WC
♿ PRM space
♿ PRM companion
📱 Vestibule for mobile phone usage
👶 Baby changing facilities

ČD Praha - Zuerich



PART D

INFORMATION SHARING FORMAT FOR CARRIERS

This part of the SCIC-IRT conditions contains UIC recommendations for IRT-fare information-sharing between partners. This part is intended for Railway Partners and does not have to be communicated to passengers.

In order to facilitate communication between Carriers and their Distribution partners, UIC recommends its partners to use the following standard to inform every party about any IRT fare available:

- Use a common filetype that can be read on any computer,
- Favor table-format files,
- Include generic information about:
 - Area of validity
 - Allocating reservation-system
 - Pre-booking period
 - Old 918 code
 - Service Brand Code
 - Any internet-link to your conditions of carriage
 - Contact address or e-mail address
- Include, for each fare, the following information:
 - UIC Tariff code
 - Initial Range
 - Name
 - Initial name
 - Name EN
 - Text to be printed on tickets (endorsement)
 - Show price
 - Category of accommodation
 - Passenger Type
 - Age Requirement
 - Sales conditions
 - Ticketing modus
 - Advanced Purchase conditions
 - Conditions for exchanges
 - Conditions for refunds
 - Authorized Distribution Channels
 - Comments / remarks
- Review and update this document at least once a year.
- Any update should be accompanied with appropriate communication.
- The document may be hosted on the UIC extranet.