



INTERNATIONAL UNION
OF RAILWAYS

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Special Conditions of International Carriage (SCIC)

for Journeys using East-West Traffic Tickets (EWT)

Parts I – III

General Conditions

General Conditions of Carriage

Special Conditions of Carriage and of the Tariff

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GLOSSARY

Term	Definition
Border point	The point at which the Infrastructure Managers of different States meet each other and which normally coincides with the tariff break point
Carrier	Organization which carries the passenger or takes responsibility for transporting the passenger on board trains or other modes of transport and with whom the passenger has concluded the contract of carriage pursuant to the CIV Uniform Rules and/or SMPS
Carriage charge	The fare applicable on the day of issue
CIV Uniform Rules	Uniform Rules concerning the Contract of International Carriage of Passengers by Rail (Appendix A to COTIF)
CIT	International Rail Transport Committee [Comité international des transports ferroviaires]
Compensation for train delay	Compensation for train delay is the refund of amount to the passenger due to the delay of the train in passenger's final destination, calculated as a percentage of the cost of the ticket, depending on the length of the delay.
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.
Contractual carrier	A legal entity that has concluded a contract of carriage with the passenger pursuant to the CIV Uniform Rules or the SMPS, according to which it is liable for carrying the passenger from the starting point to the destination point or transferring the passenger to the successive carrier
COTIF	Convention concerning International Carriage by Rail
Country of issue	The country in which the ticket is issued
Domestic ticket/travel document in foreign sales	Ticket/travel document which is issued for domestic routes in another country. See also "international ticket/travel document".
e-ticket	Ticket/travel document 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
EWT ticket/travel document	East West Traffic Ticket/travel document issued according to the provisions of the SCIC-EWT
Foreign carrier	Carrier in a country other than the country of issue of the ticket/travel document
General Conditions of Carriage (GCC-CIV/PRR)	General Conditions of Carriage for Rail Passengers applied between CIV countries, available at https://www.cit-rail.org/en/passenger-traffic/products/
General Conditions of Carriage (GCC-EWT)	The General Conditions of Carriage according to Section II of this EWT
Global/IRT(Integrated reservation ticket) price	Contractual price including the carriage charge and charges for additional services
Globally priced /IRT (Integrated reservation ticket) trains	Trains for which tickets/travel documents are issued and executed on a single form (ticket, seat reservation/reservation ticket and additional services) with indication of the total price of the trip (the contractual price)
Group	Group of passengers comprising at least 6 paying persons, who are travelling together

Term	Definition
Group ticket/travel document	Document which on its own or together with several additional documents (e.g. seat reservations/reservation tickets) forms an authority to travel for groups
Individual passengers	The number of passengers is from a minimum of 1 (one) passenger (adult or child, if he is allowed to travel unaccompanied by an adult) to a maximum of 5 (five) adult passengers or 4 (four) adult passenger and 1 (one) child who are traveling alone or together.
International ticket/travel document	Ticket/travel document issued for contiguous sections in at least two countries or from a border point to a destination in another country. It may be supplemented by domestic tickets/travel documents in foreign sales for connecting journeys to the departure point and from the destination point and linked to form a single (through) ticket See also “domestic ticket/travel document in foreign sales”.
Issuing undertaking of a ticket/travel document	Undertaking issuing a ticket/travel document and usually receiving payment. May be also the same legal entity acting as Carrier and /or Distributor.
Location / locations	Departure or destination point. This can mean railway stations, bus stations or ports
Night trains	Are trains that include sleeping cars, couchette cars and if applicable seated coaches as well
NRT [Non (integrated) reservation ticket]	Ticket without an integrated reservation valid on any (NRT) train of the same carriers serving the route marked on the ticket within a defined validity period. Seat reservations/reservation tickets may (in some cases must) be purchased together with the ticket.
Online purchase/sale	Ordering tickets or purchase online including payment and creation of the ticket/travel document online.
PRR	Regulation (EU) 2021/782 of the European Parliament and of the Council of 29 April 2021 on rail passengers' rights and obligations (PRR) including the CIV Uniform Rules in the version of Annex I to the PRR
RID	Règlement concernant le transport international ferroviaire des marchandises dangereuses (Regulations concerning the International Carriage of Dangerous Goods by Rail) Appendix C to COTIF
Seat reservation/reservation ticket	Document, which is issued for the occupation of accommodation during the journey in a sleeping, couchette or seating car in which a reservation of a place is required or possible. A separately issued seat reservation/reservation ticket is not a ticket/travel document unless it is issued in addition to ticket
Service fee	Charge which may be made by the issuing undertaking (or its agents) for issuing the ticket/travel document. It may be shown on the ticket itself (included in the total or additional to the fare proper) or receipted on a separate document.
Single commercial transaction	Purchase of one or more tickets/travel documents at the same time and through the same distribution channel according to the carrier's (railway undertaking's) timetable proposal, leading to one single payment. It does not constitute a single commercial transaction if, despite respecting the single payment obligation: - a customer for an intended entire journey autonomously splits this entire journey into separate journey segments

Term	Definition
	and/or - does not respect the connection time between the individual journey segments proposed in the timetable offer
Single contract of carriage	Contract of carriage which covers the carriage of the passenger from his/her departure to destination point represented by one or several tickets/travel documents purchased within a single commercial transaction or within the scope of the options agreed by the carriers if the carriers' special conditions of carriage specifically provide for that.
SMPS	Agreement on International Passenger Traffic by Rail
Special Conditions of Carriage and of the Tariff (SCCT)	Conditions specified by carriers supplementing the General Conditions of Carriage (Section III of this EWT)
Special train (or coach)	A special train (or coach) is a train (or coach), which is intended for a journey ordered by a legal or natural person for the exclusive use of the orderer in accordance with the agreement with the participating carriers.
Standard Fare	The normal price without any reduction.
Substitute carrier	A legal entity that has not concluded a contract of carriage with the passenger, but which has been entrusted by the contractual or successive carrier with the performance of carriage by rail over a specific route
Successive Carrier	A legal entity that has assumed liability from the contracted carrier for onward carriage of the passenger to the destination or for transferring the passenger to a successive carrier and is liable on the basis of the contract of carriage concluded with the passenger
Supplementary ticket/surcharge ticket	Additional document, issued for a ticket in case of change of class, change of route or its extension, or that permits a change of carrier
Tariff	System of fares with a specific pricing schema.
Tariff point	A location from which and to which tickets may be issued, if it is included in the special annexes to particular offers and/or the electronic distribution systems of the issuing Undertakings
Through ticket/travel document	Single contract of carriage for successive railway services operated by one or more railway undertakings.
Ticket/travel document	Document which represents the contract of carriage, concluded between the passenger and the carrier. It may consist of one or more documents (including ticket, seat reservations/reservation tickets, supplementary/surcharge tickets etc.) and related discount entitlements
UIC	Union Internationale des Chemins de fer (International Union of Railways)

Part I

General Provisions

1 Scope of application of the Special Conditions of International Carriage (SCIC) for journeys using East-West Traffic tickets (EWT) (hereinafter referred to as: Special Conditions)

- 1.1** The Special Conditions shall apply to carriage between CIV and SMPS participating States for which international tickets and domestic tickets in foreign sales are issued.

The carriers may specify special conditions of carriage for certain traffics (routes or trains), which derogate from the Special Conditions. Such derogations must be clearly highlighted in the special conditions of carriage.

The Special Conditions do not apply to routes between locations in the country of the issuing country.

Special provisions may apply for globally-priced/IRT trains; these can be found in special appendices.

- 1.2** Publication of details of the introduction or amendment of the Special Conditions, or withdrawal of the same, is to be in accordance with the national law to which the participating carriers are subject (Appendix I).

2 Legal and contractual basis for carriage

- 2.1** Carriage is subject to these Special Conditions.

In mixed rail/sea carriage they are subject to the law to which a carrier by sea is subject and to the special conditions he lays down for maritime sections.

- 2.2** For matters that are not regulated in the Special Conditions, carriers within the scope of application of the Convention concerning International Carriage by Rail (COTIF) are subject to the CIV Uniform Rules (Appendix A to COTIF) and, where appropriate, to the PRR.

- 2.3** For matters that are not regulated in the Special Conditions, carriers within the scope of application of the SMPS are subject to the Agreement on International Passenger Traffic by Rail (SMPS).

- 2.4** For matters that are not regulated in the Special Conditions, the CIV Uniform Rules or by the SMPS, national law applies.

Mandatory national law takes precedence.

- 2.5** Domestic journeys that are made with a domestic ticket issued in a different CIV or SMPS participating State, and which do not form part of an international journey, are subject:

- to the respective national law,
- to the provisions of these conditions of carriage and,
- where applicable, to the conditions of the domestic tariffs or the conditions applied by the participating carriers, provided that these do not preclude the provisions of the Special Conditions.

- 2.6** The contract of carriage obliges the contractual carrier/successive carriers participating in its execution to carry passengers from the starting point to the destination point. The successive carriers shall be shown in order on the ticket and are liable vis-à-vis the passenger on their section of route.

3 Not used

4 Classification of the Special Conditions

The **Special Conditions** comprise the following parts:

- I **General Provisions**
- II **General Conditions of Carriage for East-West Traffic (GCC-EWT)**
- III **Special Conditions of Carriage and of the Tariff (SCCT)**

The **Special Conditions** are produced in English, followed by a translation to participating carriers' national languages in their discretion.
In case of doubt, the English version shall prevail.

- the **“Special provisions for services between certain countries”**, which lay down the permitted routings and destinations. Publication is optional. They are issued for each of the participating carriers' services and may also be published in any other appropriate form.

- the **“Special Appendices concerning particular offers and trains with global pricing”**

Appendix II contains a list of "Special Appendices for particular offers".

These Appendices contain the participating undertakings and may contain different provisions for carriage, the calculation of prices and the issuing of tickets.

5 Participating carriers

Appendix I contains the list of all carriers participating in the **Special Conditions**, and their addresses.

Part II

General Conditions of Carriage for East-West Traffic (GCC-EWT)

6. Tickets/travel documents, reservations and supplementary services

6.1 General

At the conclusion of the contract of carriage, one or several tickets/travel documents are issued and generally handed to the passenger. Tickets/travel documents are only sold by the authorised carriers or agents who concluded a contract with the contractual carrier.

Any further trading of such paid-for tickets/travel documents is prohibited.

Tickets/travel documents may consist of electronic data records that are made legible in letters.

The right to carriage exists only if the passenger has a valid ticket/travel document.

As well as details of the carrier(s), the ticket/travel document contains the details necessary to prove the conclusion and content of the contract of carriage; it lays down the rights and obligations of the contracting parties.

The SCCT lay down the ordering, payment and issuing methods for tickets/travel documents. A specific ordering deadline can be laid down for particular offers and/or for certain routes.

In general, tickets/travel documents are not issued more than three months before their first day of validity at the earliest. This limit may be extended up to twelve months. In exceptional cases, the advance purchase period may be reduced (for example, change of timetable or for special offers).

Upon receipt of the ticket(s)/travel document(s), the passenger must check whether it has / they have been issued according to his instructions.

Ticket/travel document or several tickets/travel documents issued for journeys within the territory of the European Union and sold in a single commercial transaction according to art. 12 of PRR shall constitute a through ticket/travel document documenting a single contract of carriage. This applies to a combination of tickets/travel documents issued under this SCIC-EWT as well as to a combination of tickets/travel documents issued under this SCIC-EWT and under a nationwide domestic tariff if together, they cover the whole international journey of the passengers.

These tickets/travel documents will not constitute a through ticket/travel document if

- the special conditions of the carriers involved state something different,
- the fact that the tickets/travel documents represent separate contracts of carriage is mentioned on the tickets/travel documents, or on another document or electronically in such a manner that allows the passenger to reproduce the information for future reference, and
- the passengers were informed of this prior to the purchase of the tickets/travel documents.

A single commercial transaction means the purchase of one or more tickets/travel documents at the same time and through the same distribution channel according to the carrier's timetable proposal, leading to one single payment.

It does not constitute a single commercial transaction if, despite respecting the single payment obligation:

- a customer for an intended entire journey autonomously splits this entire journey into separate journey segments and/or
- does not respect the connection time between the individual journey segments proposed in the timetable offer.

6.1.1 Conditions of use

Tickets/travel documents that contain information about the date and time of departure and arrival of a passenger are valid for the period of running of the train or car, which should bring the passenger to the destination.

The validity of tickets/travel documents that do not contain the above information is 4 days in case of tickets/travel documents issued in a country within the scope of CIV or 15 days in case of tickets issued within the scope of SMPS¹, including their first day of validity.

The SCCT may lay down a different period of validity for certain fare offers, certain services or certain sales channels (e.g. Home printed tickets/travel documents – HPT).

The journey must take place within the period of validity of the ticket/travel document. In the case of force majeure or if the passenger is unable to begin or end the journey as a result of the cancellation of or delay to a train or of missing the connecting train, the period of validity shall be extended where necessary.

The SCCT determine whether the passenger must validate his ticket/travel document himself at the station or immediately before boarding the means of transport.

Tickets/travel documents that don't contain information about the date and time of departure and arrival of a passenger also permit carriage in a lower category of train or in a lower class.

Generally, tickets/travel documents do not permit the use of public transport between the stations of a city.

¹ In case of LG, LDZ, EVR and TCDD tickets are valid 15 days.

6.1.2 Invalidity of tickets/travel documents

A ticket/travel document is invalid, if

- it does not include the necessary details, entries and, where appropriate, the signature;
- it has been damaged or its content has been altered or defaced;
- the identity document or entitlement card that is required according to the SCCT - with photograph if applicable, cannot be presented or has expired;
- the validity has not yet commenced or if it has expired;
- the possible validation requirement that is also laid down in the SCCT and for which the ticket/travel document bears a reminder has not been complied with or the passenger has not performed the tasks incumbent on him. The SCCT may however lay down a procedure for dealing with the validation subsequently.

6.1.3 Routes / Changes of route

For tickets/travel documents indicating details of the date and time of departure and arrival of a passenger, the route of the specified train is deemed to be the permitted route.

For any other tickets/travel documents, the routing can be changed to another route against payment of any difference in fare. For such cases, the SCCT may lay down that

- originally granted reductions are no longer considered,
- a fee is raised for issuing the change of route, even though the new route is shorter,
- changes of route are prohibited for certain fare offers.

If the new route is shorter there is no right to a refund.

6.1.4 Change to a different class of travel or to a different category of train or coach

6.1.4.1 Change to a higher or lower category of train or coach or class of travel is governed by the SCCT.

6.1.4.2 For fare offers that are tied to specific trains or reservations, such changes are excluded. This provision does not apply in cases when the carrier cannot fulfill his obligations (for any reason the carrier cannot submit a train or a car en route, cancellation, delay of trains) under the contract of carriage, as well as the occurrence of force majeure circumstances.

6.1.5 Break of journey

The SCCT specify whether the journey may be broken.

6.1.6 Change of carrier

In principle, every carrier only accepts tickets/travel documents that commit him in accordance with the conditions of carriage.

If several carriers offer carriage services on the same route - possibly with different conditions of use and fares –, any change from one carrier to a different carrier takes place in accordance with an agreement between them, which is incorporated in the SCCT.

6.1.7 Reservations

The SCCT lay down the conditions under which the reservation of seating, couchette and sleeping car accommodation is possible or obligatory.

6.1.8 Supplementary services

The SCCT lay down the conditions under which supplementary services are offered

6.2 Tariffs

The right to carriage requires payment of the fare specified by the carrier(s) in the SCCT by the passenger. The fare must usually be paid prior to commencement of the journey.

The tariff offer may consist of different fare levels. Every fare may contain one or several services and be subject to different conditions.

These conditions may consist in particular of:

- conditions that depend on the sale (time of issue, order or use, sales channel, method of payment, etc.),
- conditions that depend on the route or the chosen service, e.g. use of a particular train or a train with compulsory reservation,
- conditions for limiting the number of available places for each special fare offer,
- conditions for time restrictions for particular special fare offers or for particular means of transport,
- conditions of admission (boarding),
- conditions of validity,
- exchange and refund conditions.

As a rule, the above-mentioned conditions for individual passengers are different for groups. The conditions for groups may in particular specify special rules for reservations, admission (boarding), payment and cancellations.

Special conditions may be specified for the purchase of tickets/travel document on trains, surcharges in particular. The procedures foreseen for such cases are included in the SCCT.

The changes introduced in the SCCT will enter into force with the procedures applicable and periods of notice required in the individual countries.

6.3 Return, exchange and refund of tickets

6.3.1 General

Return means that a ticket/travel document that has already been issued is returned before commencement of its period of validity. The rules for the ticket/travel document price reimbursement are set by CIV and SMPS carriers within the respective norms applied.

Exchange means that a ticket/travel document that has already been issued is exchanged for a different ticket/travel document with or without additional payment.

Refund means that the price of a ticket/travel document, if it has not been used or has only been partially used for a journey, after commencement of the period of validity, will in principle be totally or partially refunded, and subject to the deduction of a fee.

The request for return, exchange or refund of the ticket/travel document may be accepted when providing the original ticket/travel document by the bearer of the ticket/travel document without name indication or the holder of the nominal ticket/travel document (whose name is indicated in the document), taking into account the norms of the national legislation.

The return, exchange or refund may be refused if the tickets/travel documents are damaged or defaced or altered, or if non-use cannot be proven or the refund time limit has been exceeded.

For tickets/travel documents that were paid for other than by cash, the refund shall only take place via the original method of payment.

The carriers may offer vouchers for returns, payment of the lower amount for exchanges and refunds, and specify special conditions for the purpose.

The return, exchange and refund of tickets/travel documents that consist of electronic data records, are subject to special provisions.

6.3.2 Return (only SMPS carriers)

Return may only be made in the country of purchase and within the period laid down by the carrier. The SCCT may lay down special conditions for returns.

The refund of the amount paid for a duplicate of a ticket/travel document issued to replace a lost or damaged ticket/travel document in accordance with subitem 6.3.5 of the Special Conditions shall be made in accordance with the national legislation of the state of the contractual carrier that reissued the ticket/travel document.

6.3.3 Exchange

Exchange may only be made within the period laid down by the SCCT. The lower amount will be refunded or the passenger must pay the additional amount, as appropriate. The SCCT may lay down special conditions for exchanges.

6.3.4 Refund

Applications for refund for unused or partially used tickets/travel documents must be submitted to the location where the passenger totally or partially abandons his journey, in the case of CIV railways within one month, period laid down by the SCCT may be extended up to three months, (the time limit mentioned above may be extended if the national law of the carrier allows such extension) and in the case of SMPS railways within nine months after expiry of the period of validity. They can be sent either to the point of issue or to another carrier that was a participant in the carriage, as appropriate. In this case, the passenger must obtain a corresponding confirmation from the station where he completely or partially abandoned his journey, before expiry of the period of validity of his ticket/travel document. If he is unable to produce this evidence, then he must otherwise prove actual non-use of his ticket.

If the passenger turns to another carrier, the latter shall advise him the address of the carrier to which the application must be sent, if necessary.

The rules for the ticket/travel document price reimbursement are set by CIV and SMPS carriers within the respective norms applied.

The SCCT may exclude the refund of the carriage charge or lay down special provisions.

The carriers shall make refunds within three months at the latest (in the case of CIV carriers) and one hundred and eighty days at the latest (in the case of SMPS carriers) after receipt of the application and the supporting documents to be submitted by the passenger.

6.3.5 Loss, theft and misuse of tickets

The carrier assumes no liability for the loss, theft or misuse of the ticket/travel document. Subject to other provisions, such tickets will not be refunded.

Carriers within the scope of the SMPS may issue ticket/travel document (a duplicate) to the passenger instead of a lost or damaged ticket/travel document in accordance with Article 7 of the SMPS.

In the event of damage to the data of tickets/travel documents that consist of electronic data records, any replacement procedures shall be governed by special provisions.

6.4 Children

Children under four years of age accompanied by an adult are generally carried free-of-charge.

The SCCT may lay down child fares for the carriage of children over four years of age. The SCCT contains the conditions, the applicable age limits and, where appropriate, the fares for each carrier.

Additional reductions for children (e.g. for family travel) are regulated in the SCCT through the respective tariff provisions and apply to carriers participating in such offers.

Carriage within the scope of SMPS transportation of unaccompanied children under the age of twelve is not allowed.

The special norms of age limits for children's reductions applied by the carriers are set out in the point 31.2.

6.5 Carriage of animals

Small, living, non-dangerous pets can be taken in containers as hand luggage, insofar as none of the carriers participating in the contract of carriage excludes the carriage of animals in their SCCT.

The containers must be so constructed that they cannot cause injury or damage to people or property.

In general, passengers may take dogs which are not in containers provided that they are on a lead and fitted with a suitable muzzle.

The SCCT lay down the fares that are applicable for animals.

Special conditions may apply for assistance dogs.

The passenger must supervise accompanying animals.

Dangerous/or sick pets, including dogs, may not be carried.

Animals, with the exception of assistance dogs, are not permitted in train restaurants or bistro cars, nor in coaches in which meals are served at seats

The SCCT may apply special provisions for small pets and dogs.

6.6 Hand luggage

6.6.1 Hand luggage allowance

The passenger is only authorised to carry personal objects, which serve the purpose of the journey. Valuable objects or products which are trade goods or are intended to be traded, may not be carried.

For carriers within the scope of CIV dangerous goods may only be carried as hand luggage in accordance with the provisions of the Regulations Concerning the International Carriage of Dangerous Goods (RID - Appendix C to COTIF), for carriers within the scope of SMPS the carriage of dangerous goods as hand luggage is prohibited. Passengers may only carry substances and articles that are retail-friendly packaged and are for personal or domestic use or are intended for leisure and sport.

Weapons and ammunition may not be carried as hand luggage, unless the SCCT permit them and simultaneously lay down the conditions of carriage.

Objects and products that annoy other passengers are not permitted.

Each passenger may take no more than three easy-to-handle items as hand luggage, which fit in the storage areas provided in the train. The SCCT specify to what extent more and larger pieces of luggage and bulky items (skis, surfboards, bicycles) are permitted. Bulky

items must be dismantled, folded or packaged, as appropriate. In such cases, the passenger must inform himself in advance regarding the special conditions for acceptance.

Only pieces of hand luggage are permitted, whose condition, locks, volume and mass allow them to be easily carried and stowed and which can cause no damage. The pieces of luggage may under no circumstances obstruct passage in the coach.

6.6.2 Passenger's obligations

Hand luggage is carried under the sole responsibility of the passenger. He must supervise his hand luggage.

The Customs and administrative authorities must be able to examine the luggage at any time during the journey.

The passenger must be present during formalities prescribed by the Customs or other administrative authorities.

It is the passenger's responsibility to ensure that he complies with the regulations of the Customs and administrative authorities of the countries that he touches in the course of his journey.

6.6.3 Forgotten and lost hand luggage

Every piece of luggage found on a train must be reported to the carrier's personnel.

6.7 Failure to adhere to the timetable

These regulations apply to late running or failures the cause or occurrence of which lies within the scope of application of the CIV Uniform Rules and/or PRR. This remains subject to derogations accorded by the EU-Member States.

6.7.1 Cancellation, late running or failure of the last service of the day

In the event of cancellation, late running or a missed connection in an international journey, the carrier shall refund appropriate costs for notification, taxi and overnight accommodation, if

- the passenger is unable to continue his journey on the same day or
- he cannot reasonably be expected to continue his journey under the given circumstances.

6.7.2 Cancellation, late running or failure during the day

If the late running or the cancellation of an international train leads to a delay of 60 or 120 minutes or more on the passengers desired destination compared to timetable, the ticket/travel document issuing undertakings, who are subject to the PRR, shall pay a compensation to the passenger of 25% or 50% of the single fare that would be payable for the PRR section, if

- the beginning and the end of the journey lies within the European Union Community, Norway or Switzerland.
- the delay or cancellation has occurred within the geographical area of the EU.

The basis for calculating compensation is the fare indicated on the ticket/travel document or the cumulative amount indicated on tickets/travel document representing one single contract of carriage (through-ticket, see point 6.1).

The fare taken into account for paying refunds and compensation will include ancillary charges (reservations, supplements, etc.) but exclude any service fees.

Amounts of compensation below 4 Euro shall not be paid.

Compensation takes the form of a voucher or equivalent payment. At the passenger's request, the carrier shall provide the compensation in the manner specified by him in money, for example by means of bank transfer, credit note or cash payment.

The passenger shall submit his claim to a participating carrier within three months after

conclusion of the journey, together with the original of the valid and validated ticket/travel document and the reservation. If the carrier provides for it, a confirmation of delay form may be used instead of a reservation. The time limit mentioned above may be extended if the national law of the carrier allows such extension.

6.7.3 Exceptions

Special trains are excluded from compensation in accordance with point 6.7.2. Passes (e.g. Interrail) are handled according to the SCIC-RPT.

6.7.4 Other claims

Instead of the aforementioned claims, the passenger may (for all carriers participating in the Special Conditions)

- forego the rest of the journey and ask for reimbursement of the ticket price for the section of route not used or
- forego the rest of the journey, return free of charge to the starting station with the next suitable train operated by a participating carrier and request a full refund of the carriage charge or
- continue his journey with a train operated by the participating carriers, with which he reaches his destination with the shortest possible delay.

As regards continuation or return to the starting point of the journey, it is up to the carrier to offer alternative transport. If the carrier has though agreed so beforehand, passengers are allowed to organise by themselves their re-routing, in which case the carrier shall reimburse the passengers for the costs that they incur.

Furthermore, if the carrier does not communicate available re-routing options to the passengers within 100 minutes from the scheduled departure time of the delayed or cancelled service or the missed connection, the passengers are allowed to organise by themselves, their re-routing, nevertheless only by using providers of public transport services by rail, coach or bus. The carrier shall then reimburse the passengers for the necessary, appropriate and reasonable costs that they incur.

Other passenger rights in the EU are reserved in accordance with the PRR.

6.7.5 Grounds for exclusion

Passenger claims listed in Points 6.7.1 and 6.7.2 are void, if non-adherence to the timetable is due to

- a. circumstances not connected with the operation of the railway which the carrier, in spite of having taken the care required in the particular circumstances of the case, could not avoid and the consequences of which he was unable to prevent;
- b. fault on the part of the passenger;
- c. the behaviour of a third party which the carrier, in spite of having taken the care required in the particular circumstances of the case, could not avoid and the consequences of which he was unable to prevent; the infrastructure manager and other railway undertakings using the same railway infrastructure are not to be considered as third parties.

Strikes by the personnel of the carriers, acts or omissions by another undertaking using the same railway infrastructure and acts or omissions of the infrastructure and station managers are not covered by the exemption referred to in point (c) of the first subparagraph.

In addition, carriers are relieved of liability for delay sustained (point 6.7.2 above), if passengers were informed of possible delays before buying their tickets, or if when continuing their journeys by an alternative service or route, the delay on arrival at the destination points defined in their contracts

of carriage is less than 60 minutes.

6.8 Behaviour of passengers in stations and on trains

6.8.1 General

Carriers, station management organisations and infrastructure managers may impose conditions for access to station areas and trains. The passenger is obligated to comply with their instructions and those of their staff.

Insofar as certain carriers provide an access control for access to their trains, passengers must comply with this obligation.

Passengers holding tickets/travel documents for named individuals or reduction cards are obligated to prove their identity with an official document, bearing a photograph of the holder, during ticket checks, if asked to do so.

Every passenger must take appropriate care that other passengers are not disturbed.

Each passenger may only occupy one seat. In trains which have toddler compartments or seats or compartments for passengers with restricted mobility, other passengers must release these places if required.

Smoking is prohibited in non-smoking areas, even with the consent of the other passengers.

The passenger may operate the alarm and emergency devices only in case of danger to his safety or the safety of other passengers, other persons or the train. In the event of misuse, without prejudice to any other claims, the passenger must pay the fine laid down in the SCCT or in the carrier's provisions.

6.8.2 Exclusion from carriage

According to SCCT the carrier may refuse to transport passengers, even after the beginning of the journey, if

- the passenger doesn't follow the travel rules defined by SCIC-EWT,
- the passenger's actions create significant interference or threat to other passengers, damage their health or property,
- the actions of the passenger threaten traffic safety,
- the actions of the passenger cause damage to the property of the carrier,
- carrying out the transportation is hindered by circumstances that the carrier cannot prevent, and which do not depend on him, including non-compliance by the passenger with border, customs and other administrative regulations.

Such persons are not entitled to refund of the carriage charge or supplements.

6.9 Claims

Claims for reasons other than refunds, must be submitted to the carriers' claims and refunds points that are listed in Appendix V to the Special Conditions.

Part III

Special Conditions of Carriage and of the Tariff (SCCT)

7 Carriage charges

- 7.1** Carriers shall publicise carriage charges in accordance with the national provisions applicable to the carriers.
- 7.2** Eligibility for reductions on the carriage charge ceases after commencement of the journey.

8 Ticket/travel document types

- 8.1** Tickets/travel documents are issued for:
- Individual passengers
 - Dogs,
 - Groups in trains or ships engaged in regular traffic or on certain bus services,
 - Special passenger trains and special coaches
- 8.2** The special appendices concerning particular offers or other publications may provide for the issue of other types of tickets/travel documents.

9. Sale on board trains

Sales on board trains comply with the national provisions of the carrier.

10. Sales via the internet; online sales

If carriers sell tickets/travel documents on-line, the conditions below are to apply.

- 10.1** On-line sales are made via the internet and as appropriate via the carriers' or travel agencies' sales points.
- 10.2** Tickets/travel documents sold on-line which are issued on paper are to contain a security certificate.
- 10.3** E-tickets which only consist of an electronic record may be
- electronic data held on chips or other electronic data media held by the passenger or
 - held as a passenger name record (PNR) on paper or electronically (manifest on list).
- 10.4** Payment is to be made on-line for bookings which passengers make via the internet.
- 10.5** The conditions of the issuing point in question apply to on-line issue by the carriers' sales points or authorised travel agencies.
- 10.6** Online paper and e-tickets are issued as personal tickets/travel documents.
- This is achieved by linking the personal data in the record with the data on the card entitling the passenger to a reduction, the charge card, credit card or an official identity document with a photograph, as appropriate.
- 10.7** As a minimum the passenger must supply the issuing undertaking of the ticket/travel document with the following customer data:
- Family name, first name
 - e-mail address
 - payment data (for example, type of card, account number, sort code, IBAN, BIC, etc.)

- 10.8** The conditions of use and details of the offers available on-line are given in the special conditions of carriage of the carriers participating in them.
- 10.9** Online paper tickets/travel documents and e-tickets are not transferable. They are only valid in conjunction with an identification medium (a payment card displaying a photograph of the passenger used as identification when booking or an official identity document with a photograph). The passenger named on the ticket/travel document and the holder of the recorded identification medium on the ticket must be the same.
- 10.10** Payment must be made in accordance with the procedures permitted by the issuing undertaking.
- 10.11** On-line paper and e-tickets are issued to children travelling alone in accordance with the conditions which the carrier notified to the issuing undertaking.
- 10.12** Return, exchange and refund (supplements point 46)
- Exchange, return and refund of online paper tickets/travel documents and e-tickets may only be made via the portal or as appropriate via the carrier who issued the tickets. Otherwise, these carriers' special conditions of carriage apply to the exchange, return and re-fund of on-line paper tickets/travel documents and e-tickets.

SECTION A

INDIVIDUAL PASSENGERS

CONDITIONS OF CARRIAGE

11 Tickets/travel documents

International tickets/travel documents and domestic tickets/travel documents in foreign sales are issued.

For ticket or several tickets/travel documents issued for journeys within the territory of the European Union and sold in a single commercial transaction GCC-EWT (as per 6.1) applies.

International tickets/travel documents are issued from a departure point in the issuing country or from a border point up to which the passenger already holds one or several tickets

- 11.1** International single and return tickets/travel documents may also be issued, within the scope of one and the same tariff system, from a departure point in another country to a destination point of the issuing carrier, if this is not precluded by this carrier's national currency exchange regulations.
- 11.2** International tickets/travel documents may also be issued from or to places outside the issuing country.
- 11.3** Domestic tickets/travel documents in foreign sales are issued from and to places (excluding routes as per 11) in a single country. This does not apply to routes between places in the country of the issuing undertaking.
- 11.4** Return tickets/travel documents are issued when:
- Outward and return journeys are via the same route,
 - Outward and return journeys are via different routes,
 - The return journey starts from a point different from the destination point of the outward journey,
 - The return journey is to a point different from the departure point of the outward journey.
- 11.5** A ticket/travel document (international ticket or domestic ticket in foreign sales) may only be issued for a continuous routing.
- 11.6** In principle, a separate ticket/travel document is issued for each individual passenger. If several passengers travel together in accordance with the provisions of the special appendices to special offers or other publications, the number of passengers is to be given on the ticket/travel document.

12 Purchasing of tickets/travel documents

Tickets are issued by the issuing points designated by the carriers. Minimum time limits for advance purchase may apply to special offers and/or certain routes.

13 Issuing of tickets

Tickets/travel documents are not issued more than three months before their first day of validity at the earliest. This limit may be extended up to twelve months.

In exceptional cases, the advance purchase period may be reduced (for example, change of timetable or for special offers).

Tickets/travel documents for the opposite direction may also be issued to passengers before the journey commences, if this does not contradict the legislation of the country of issue.

14 Validity of tickets/travel documents

- 14.1** Tickets/travel documents that contain information on the date and time of departure or arrival of passenger are valid for the time the passenger is travelling on train or wagon to his destination point.
- 14.2** Tickets/travel documents that do not contain the above-mentioned information are valid within 4 days in case of tickets issued in a country within the scope of CIV¹ or within 15 days in case of tickets issued in a country within the scope of SMPS.

The carriers may however agree a shorter or longer period of validity through bilateral or multilateral agreements.

- 14.3** Validity begins on the day that is specified by the passenger and shown on the ticket/travel document by the issuing point.
The ticket's/travel document's first day of validity counts as a full day. Passengers may start their journeys on any day on which their ticket/travel document is valid at their discretion but passengers must finish their journeys on a train which is timetabled to arrive at their destination point by 24.00 hours on the last day of validity. On special services, the special appendices to special offers or other publications may provide for derogations.
- 14.4** The period of validity may be extended without charge if the ticket/travel document cannot be used within its period of validity for unavoidable reasons (illness, serious accident, etc.). For this purpose, the conditions of the carrier to whom application is made apply.

15 Use of tickets/travel documents

- 15.1** Special charges/supplements may apply to the use of certain trains or coaches (sleeping cars, couchette coaches, seated coaches, etc.).
- 15.2** On routes on which the higher class of travel is unavailable, tickets/travel documents are only valid in the lower class of travel, on which basis the fare is also calculated.
- 15.3** Where there is a choice of route, the journey must be made by one of the routes shown. Changing from one route to another route shown in the routing field is not permitted.
- 15.4** Handwritten international and domestic tickets/travel documents in foreign sales are only valid if they are stapled into a cover.
- 15.5** Outbound halves of return tickets/travel documents become invalid after the inbound journey has started.
- 15.6** Tickets/travel documents issued by SNCF in France and by Trenitalia in Italy must be validated before the start of the journey. After having been date-stamped, these tickets/travel documents are valid on those carriers' transport services for a maximum of 4 hours if issued by Trenitalia and for a maximum of 24 hours if issued by SNCF.

Tickets/travel documents issued by SNCB in Belgium and by NS in the Netherlands are valid on their own transport services on the day of departure only.

- 15.7** The charges for transport between two stations inside a city (for example in Paris, London, Vienna, Kyiv or Moscow) are in principle not included in the given fares.
- 15.8** Passengers must carry with them all tickets/travel documents (seat reservations/reservation tickets, upgrades, supplementary/surcharge tickets etc.) and any documents required for supporting an entitlement to reductions (national reduction cards, disability certificates etc.) until the end of the journey.

If necessary, the carrier can withdraw the ticket and must then issue a replacement ticket/travel document.

- 15.9** In Germany, on sections of the journey, where the consumption of alcoholic beverages is prohibited, passengers must comply with this rule.

¹ In case of LG, LDZ, EVR and TCDD tickets are valid 15 days.

16 Change of route

- 16.1** In order to change the route for international or domestic tickets/travel documents in foreign sales, a CIV travel supplement or SMPS excess fare receipt must be issued, if the issuing point has the required tariff information. Otherwise the domestic provisions of the individual countries apply. Exceptions may be provided in SCCT for in the special appendices to special offers or in other publications.
- 16.2** If necessary, the difference between the single fare for the new route and the single fare for the original route will be charged for the change of route.
Any eligible fare reduction will be taken into account in determining these rates, with the exception of the reduction that is granted for return tickets/travel documents on some carriers' services. This routing price difference will be calculated from the tariff point at which the two routes separate (or the tariff point that is immediately ahead of it) up to the tariff point at which the routes meet again (or the tariff point that immediately precedes it).
For children, the reductions that were originally applied must be taken account of in accordance with the child age limit (point 31).

17 Change of carrier

Where a route is used by several carriers, changing between them is possible if this has been agreed between them.
If this is not the case, the passenger must purchase a new ticket/travel document in accordance with the conditions of the carrier he has chosen.
This carrier may also specify that only a supplement to the existing ticket must be purchased for the change of carrier.

18 Change to a higher class of travel or to a higher class of train

- 18.1** A CIV travel supplement or SMPS excess fare receipt is issued for a change to a higher class of travel or to a higher class of train for international or domestic tickets/travel documents in foreign sales, if the issuing point has the necessary documents. Otherwise the domestic provisions of the individual countries apply. Exceptions may be provided for in the special appendices to special offers or in other publications.
A travel supplement will only be issued for a single journey, either for the entire journey shown on the ticket/travel document or for part of the route.
- 18.2** The difference between the fares for a single journey for the class of travel or class of train to be used and that shown on the original ticket/travel document will be charged. Any eligible fare reduction will be considered when determining these rates, with the exception of the reduction that is granted for return tickets/travel documents on some carriers' routes.
For children, the reductions that were originally applied must be taken account of in accordance with the child age limit (point 31).

19 – 20 (reserved)

21 Interruption of journey

Within the period of validity of the tickets/travel documents, that don't contain information about the date and time of departure and arrival of a passenger, passengers may in principle interrupt their journeys as often as they please without formality.

Exceptions may be provided for in the special appendices to special offers or in other publications.

The period of validity is not extended to take account of interruption of journey.

Passengers may only resume their journeys at the point their journeys were interrupted or at a point further along the route they have not yet travelled.

Where the journey is interrupted on BC, CFM, EVR, KZH, RZD and UZ routes, the passenger must present his ticket/travel document at the ticket counter for annotation up to three hours after the train arrives, at the latest.

After interruption a journey, or when changing trains, to continue the journey in a sleeping car the passenger must hold a valid sleeping car reservation.

22 – 30 (reserved)

31. Reductions for children

31.1. For the purposes of this provision, the criterion for the age of a child is its age on the day the journey has begun. The ticket held by the accompanying person is valid for the carriage of children free-of-charge.

Children under the age mentioned in column 2 of point 31.2 accompanied by an adult are carried free-of-charge, however if a seat reservation is wished or needed, this has to be paid.

Children under the age indicated in column 3 of point 31.2, pay the standard fare of an adult with the carrier's reduction shown in column 6.

In some countries special conditions may apply to children travelling alone.

The child fare is to be paid for children if separate berth accommodation is required for them. See also point 50.5. Discounts for children from the reservations are not provided.

The special appendices to special offers or in other publications and the tariff provisions for global prices, as well as rules and tariffs for travel in domestic transportation may provide for derogations.

For children traveling alone, the most restrictive rule is applied when travelling with an international ticket.

31.2. Carriers apply the following age limits for children's discounts:

Carrier	Age limit				Reduction in % on NRT/EWT standard fare, (class)	Comment	Comment on free travel with reservation
	Free travel under	Child discount under	Travelling alone over	Child attendant over			
1	2	3	4	5	6	7	8
BDZ	6 years	12 years	10 years		50%		
BC	4 years	12 years	12 years	18 years			n/a (child ticket will be necessary)
CD	6 years	18 years	6 years	10 years	50%	Age must be proven from the age of 15 by valid ID.	Maximum of 2 children
CFL	6 years	12 years	6 years		50%	only in 1st class, 2nd class for free	
CFM	4 years	12 years	18 years	18 years	50%		
CFR CALATORI	6 years	15 years	18 years	18 years	50%	for 1st and 2nd class	Free ticket will be necessary Maximum of 2 children

Carrier	Free travel under	Child discount under	Travelling alone over	Child attendant over	Reduction in % on NRT/EWT standard fare, (class)	Comment	Comment on free travel with reservation
1	2	3	4	5	6	7	8
CP	4 years	13 years	No specific age limit		50%	Age must be confirmed by ID	
DB	6 years	15 years	6 years		50%		
DSB	6 years	16 years	6 years		50%		Maximum of 2 children
EVR							
HZPP	6 years	12 years	6 years		50%		
KZH							
LDZ/PV	4 years	12 years	No specific age limit	18 years			
LTG Link	6 years	16 years	6 years		50%		
MÁV-START/ GYSEV	6 years	15 years	10 years under 18 years children may travel alone with a written authorization by the parent/legal guardian	18 years	50%		n/a (In night trains child ticket will be necessary)
NS	4 years	12 years	12 years	18 years	50%		
ÖBB	6 years	15 years	6 years	No minimum age for NRT	50%	Including the private carriers represented by ÖBB	
PKP	6 years	16 years		18 years	50%	"PKP Intercity" and Polish carriers accepting international tickets (see SCIC-PKP)	n/a (child ticket will be necessary)
RENFE	4 years	12 years	4 years				
RZD / FPC	4 years	12 years	12 years	18 years			n/a (child ticket will be necessary)
SBB	6 years	16 years	6 years		50%	Including the private carriers represented by SBB.	

Carrier	Free travel under	Child discount under	Travelling alone over	Child attendant over	Reduction in % on NRT/EWT standard fare, (class)	Comment	Comment on free travel with reservation
1	2	3	4	5	6	7	8
SNCB	12 years	12 years	18 years	12 years under 18 years children may travel alone with a written authorization by the parent/legal guardian	40%, minimum €2,50 (2. cl) and minimum €3,30 (1 cl)	Age must be proven by valid ID	Max. 4 children under 12 years accompanied by an adult of at least 18 years travel for free. A free ticket for the accompanied child is necessary. As of the 5th child, 40% discount apply
SNCF	4 years	12 years	4 years		50%		
SV	6 years	14 years	14 years	16 years	50%		free travel for maximum 1 child
SZ	4 years	12 years	4 years		50%		
TCDD	4 years	12 years	4 years		50%		
Hellenic Train	4 years	12 years	12 years				
Trenitalia	4 years	12 years	n.a.		50%		
UZ	4 years	12 years	14 years	18 years	50%		n/a (child ticket will be necessary)
VR	6 years	17 years	6 years				
ZFBH	4 years	12 years	4 years		50%		
VY Gruppen	6 years	18 years	6 years		50%	Unaccompanied children only have a reduction in 2 nd class. and Norwegian carriers accepting international tickets	

Carrier	Free travel under	Child discount under	Travelling alone over	Child attendant over	Reduction in % on NRT/EWT standard fare, (class)	Comment	Comment on free travel with reservation
1	2	3	4	5	6	7	8
ZPCG	6 years	14 years	6 years		50%		
ZRS	4 years	12 years	4 years				
ZRSM (MZ)	4 years	12 years	4 years	16 years	50%		
ZSSK	6 years	16 years	6 years	16 years	50%		

32 Special reductions

Special reductions for certain passengers are listed in the special appendices to special offers or in other publications together with the levels of reduction and the conditions of use for such reductions.

33 – 35 (reserved)

36 Calculation of carriage charges

36.1 Fares are calculated on the basis of the tariff valid on the day of issue of the ticket.

The special appendices to special offers or in other publications provide information on where and in what form the fares for adults are published. Ticket prices are calculated in accordance with points 36.2 and 36.3 below for each carrier and route, according to distance and class.

36.2 International tickets:

36.2.1 The fare set by the carrier will be charged for single journeys.

36.2.2 For return journeys via the same route, twice the fare for the single journey will be charged, or if appropriate, a special fare set by the carrier for the complete return journey.

36.2.3 For return journeys via different routes:

- If the same carrier is used for the out- and inbound journey, the sum of the fares for the single journeys out- and inbound will be charged, provided there is no special fare for the complete return journey.
- If different carriers are used for the out- and inbound journey, the fare for each leg will be set by the carrier in question.

36.2.4 For return journeys where the inbound journey starts from a point different from the destination of the outbound journey or an inbound journey to a destination other than the departure point of the outbound journey, the sum of the single fares for each leg will be charged.

Individual carriers may apply special provisions for calculating fares for domestic tickets in foreign sales; these provisions are shown in the special conditions of carriage.

36.3 Domestic tickets/travel documents in foreign sales:

If individual carriers apply special provisions for calculating fares for domestic tickets/travel documents in foreign sales, these will be included in the special appendices to special offers or in other publications of the carriers concerned; otherwise the provisions of point 36.2 apply.

36.4 Children

Children, as defined in point 31, pay the standard NRT/EWT fare of an adult with the carrier's reduction shown in column 6 of 31.2. However, special fares may apply to maritime routes, bus routes or certain fare offers.

36.5 Dogs

For carriers within the scope of CIV for dogs, a ticket is issued. The standard NRT/EWT fare for adults with the carrier's reduction mentioned in column 2 of the table in point 41 is applied. A special supplement is not charged. For carriers within the scope of SMPS for dogs, a charge can be paid in accordance with the applied tariffs. Special provisions may apply for globally priced trains.

36.6 Fees

Additional fees are added to the standard fares (local supplements, port taxes, etc.), which are included in the special appendices to special offers or in other publications.

Reductions allowed from standard fares (including reductions for children) do not apply to additional fees and charges, unless otherwise specified.

37 Exclusive use of complete compartments

The exclusive use of complete compartments is permitted.

However, carriers have the right to restrict or refuse such use, or to make it subject to special conditions.

Only the actual passengers may take advantage of the reductions they may be entitled to.

The standard fare is to be paid for all the other accommodation in the compartment.

38 – 40 (reserved)

41 Taking dogs and small pets

Dogs and small pets may be taken into sleeping, couchette and seated accommodation if they are placed in suitable containers that prevent injuries or soiling of the car and hand luggage. The containers must be kept on the lap or accommodated as hand luggage. Such animals are carried up free of charge within the hand luggage norms, provided that they stay in the container for the whole journey.

Dogs which are not placed in suitable containers shall only be carried up on lead and muzzled if a respective charge (if any) has been paid or a ticket/travel document has been purchased for them in accordance with the tariffs applied and may be taken into:

- sleeping, couchette and seated accommodation if tickets and sleeper or couchette supplements or seat reservations have been purchased for the owner and any accompanying persons for all the available places in the compartment”;
- seated coaches if they are placed on the floor or on passenger's lap.

An accompanying dog must be supervised by its owner. He is liable for any damage caused by the dog.

Guide dogs can be carried up without a muzzle and on short lead with no need to buy out all places in the compartment.

In FPC trains it is allowed to transport not more than one big dog, or two small domestic animals, including small dogs, in a compartment.

In all UZ's seated type coaches small dogs and pets in containers are carried up within the hand luggage norms, while the carriage of big dogs and domestic animals is not allowed.

For some specific trains different conditions may apply.

A fare for dogs carried without a container is calculated from the standard NRT/EWT-fare for adults with the carrier's reduction mentioned in the table below (column 2):

Carrier	Reduction in % on NRT/EWT standard fare ¹	Special conditions of animals' carriage
1	2	3
BC		
BDZ	50%	
CD	50%	Dogs and small pets are not permitted in first class or in sleeping cars
CFL	50%	
CFM	100%	For transportation of up to 2 large dogs in a separate compartment, no special ticket is required, provided that all seats in the compartment are purchased. Small pets, including small dogs, are carried at the hand baggage weight limit, provided they are in portable boxes.

Carrier	Reduction in % on NRT/EWT standard fare¹	Special conditions of animals' carriage
1	2	3
CFR Calatori	50%	
DB	50%	Reduction applies on class of passenger's ticket
DSB	50%	No carriage in first class cars allowed, except assistance dogs or dogs accompanying blind passengers. Each fare-paying passenger may take only one dog
EVR		
Hellenic Train	50%	
HZPP	50%	
KZH		
LDZ/PV		
LTG Link	50%	
MAV-Start/ GYSEV	50%	In first class cars and in sleeping and couchette cars serviced by Hungarian operator, dogs are not allowed. Guide dogs are excepted of this rule.
NS	50%	
ÖBB	90%, minimum €2	
PKP	80%	
SBB	50%	
RZD/FPC		
SNCB	75%, minimum €3	
SNCF	50%	
SJ	100%	In Sweden, each fare paying passenger may take a maximum of two dogs or other small pets without charge in specially marked second class compartments (not in sleeping cars, couchette cars or restaurant cars).
SV	50%	
SZ	50%	
TCDD	50%	
Trenitalia		
UZ	50%	If the carriage is to CIV country a ticket is needed when carrying up 1 big dog or 2 small domestic animals including dogs on condition that all places in the compartment are bought out.
	100%	If the carriage is to SMPS+CIV country (Poland) no special ticket is needed when carrying up 1 big dog or 2 small domestic animals including dogs on condition that all places in the compartment are bought out.
VR		

Carrier	Reduction in % on NRT/EWT standard fare ¹	Special conditions of animals' carriage
1	2	3
VY Gruppen	50%	Animals (with the exception of guide dogs) are not permitted on journeys to and from Norway. Pets/dogs over 40 cm (shoulder height), below travel free
ZFBH	50%	
ŽPCG	50%	
ŽRSM (MZ)		
ZSSK	50%	Dogs and small pets are not permitted in first class or in sleeping cars

¹Reduction applies to NRT/EWT standard fare of the 2nd class unless otherwise is stated

42 Hand luggage

As a rule, every passenger may carry personal items or objects that serve the purpose of the trip as hand luggage.

Every passenger may carry easy-to-handle items (hand luggage) free of charge, provided that they do not contravene Customs or other administrative regulations.

The total weight of the hand luggage that may be carried in the coach may not exceed

- 36 kg for adults or per ticket and
- 15 kg for children up to 12 years of age

Each individual piece of hand luggage may not have total dimensions that exceed 200 cm (e.g. 100 x 40 x 60 cm).

Items carried as hand luggage must be supervised by the passenger himself. The passenger is liable for damage that arises from hand luggage he carries, insofar as he cannot prove that the damage is not the fault of the participating railways or shipping companies.

The following items may not be carried:

- a) items that damage or contaminate the coaches, other passengers or their belongings,
- b) combustible, highly flammable, spontaneously inflammable, explosive, corrosive, radioactive and toxic substances,
- c) loaded firearms,
- d) infectious or foul-smelling items,
- e) items the carriage of which is prohibited by Customs and other regulations,
- f) animals, with the exception of dogs and small pets (see point 41).

The passenger is liable for any breach of the provisions and is obliged to compensate any damage caused to the railway company.

43 Bicycles

The passenger can carry a bicycle which is stripped down and packaged as hand luggage, insofar as it can be accommodated in storage spaces provided for hand luggage.

The carrier's special conditions of carriage apply to accompanied bicycles.

When transporting bicycles in CD - PKP IC connection, the international bicycle ticket with a mandatory bicycle reservation must be paid.

In BC connection, bicycles are transported on a contractual basis.

Within the territory of the European Union, pursuant to art. 6 PRR(2021):

- Passengers shall be entitled to take bicycles on board the train, where appropriate for a reasonable fee, subject to the limitations for safety or operational reasons, in particular as a result of capacity limits applicable during peak hours, or where rolling stock does not permit it or if the carrier decides to restrict the carriage of bicycles based on the weights and dimensions of the bicycles concerned.
- Where designated places for bicycles are available on board the train, passengers shall stow their bicycles in such places. Whether such places are available or not, passengers shall keep their bicycles under supervision, and shall make all reasonable efforts to ensure that their bicycles cause no harm or damage to other passengers, mobility equipment, luggage or rail operations. The special conditions of carriage apply furthermore to accompanied-bicycles.

Other passenger rights in respect of transportation of bicycles in the EU are reserved in accordance with the PRR.

The bicycle fare is calculated from the standard NRT/EWT-fare of an adult with the carrier's reduction mentioned in the table below (column 2)

Carrier	Reduction in % on NRT/EWT standard fare¹	Special conditions of bicycle carriage
1	2	3
BC		
BDZ		
CD	90%	Tandems and multi seat bikes are excluded types
CFL	100%	
CFM	100%	Within the carry-on baggage weight limit, a passenger may carry a bicycle unassembled and packed if it can be placed in the space provided for carry-on baggage.
CFR Calatori		fixed fare for reserving a bicycle seat, regulated by bilateral agreement.
DB	90%, minimum €7,50	S-Pedelecs, cargo bicycles, trailer for children if unfolded are excluded types. Reservations for long distance trains are compulsory
DSB	90%	Trailer for children if unfolded is an excluded type
EVR		
Hellenic Train		
HZPP	90%	
KZH		
LDZ		
LTG Link	45%	Bicycles with internal combustion engine, bicycle trailers, cargo bicycles, tandems are excluded types
MAV-Start/ GYSEV	80%	Recumbent bicycle, cargo bicycle and trailer, petrol powered bicycles are excluded types

Carrier	Reduction in % on NRT/EWT standard fare¹	Special conditions of bicycle carriage
1	2	3
NS	National 75% International 75%, minimum €7,50	Bicycles with internal combustion engine, bicycle trailers, cargo bicycles are excluded types
ÖBB	90%, minimum €2,00	Measures of bicycle: length: 185 cm height: 110 cm width: 60 cm Wheel diameter: 28 inch (74 cm) Tire width: 4.2 cm Weight: max. 30 k Tandems are excluded types.
PKP	90%	Tandem, S-Pedelecs (PKP-DB) are excluded types
SBB	80%	International tickets are also valid on all the Swiss private railways associated with the NRT
RNFE		
RZD/FPC		
SNCB	75%, minimum €7,50	Regional and domestic trains only accept bicycles when there is space.
SNCF		
SJ		
SV		
SZ	90%	
TCDD		
Trenitalia		
UZ	100%	Bicycles are carried free of charge as long as they are stripped down and packaged as hand luggage and can be accommodated in storage spaces provided for hand luggage. Each individual piece of hand luggage may not have total dimensions that exceed 200 cm (e.g. 100x40x60)
VR		
VY Gruppen		
ZFBH		
ŽPCG		
ŽRS		
ŽRSM (MZ)		
ZSSK	90%	

¹Reduction applies to NRT/EWT standard fare of the 2nd class unless otherwise is stated

44 Reservation and occupation of accommodation

Timetables will indicate whether and under what conditions accommodation may be reserved in specific trains.

For the allocation of accommodation, the provisions of the individual carrier will apply.

Passengers may indicate that an empty seat is occupied.

If passengers leave seats without a clear indication of occupation, they shall lose claim to them.

45 Refunds

45.1 The fare for a ticket/travel document will be completely or partially refunded if the ticket/travel document is not used at all or is only partially used.

The special appendices to special offers or in other publications may however exclude the refund of fares or supplements for sleeping or couchette accommodation or make them subject to special conditions.

45.2 In the case of global/IRT prices, the refund of partially unused tickets/travel documents is precluded, except cases when a passenger interrupts the trip due to illness or accident.

45.3 Applications for ticket/travel document refunds will be processed by the carrier that has issued the ticket/travel document or for which the ticket/travel document was issued. Every carrier will provide customers with the addresses of the other carriers to which applications for refund are to be submitted, if required, in Appendix V to the Special Conditions, or forwards such applications to the issuing carrier.

45.4 Applications for refund must be accompanied by the original ticket/travel document(s) as evidence, together with the cover if applicable. To the request for refunds in accordance with paragraph 45.2 tickets/travel documents with a note about the reason for interruption of the trip, an act of any form drawn up by the carrier, and a certificate from medical institution should be attached.

45.5 Refunds may be refused if the tickets/travel documents have been damaged, defaced or altered.

45.6 Non-use or partial non-use must be confirmed on the ticket/travel document and on the seat reservations/reservation tickets by the carrier concerned. If the tickets and seat reservations/reservation tickets ~~coupons~~ bear no confirmation of non-use or partial use, appropriate evidence is to be submitted with the application for refund (new ticket/travel document bought instead of the unused ticket, etc.).

45.7 A refund fee will be deducted from the amount to be refunded. This amount will be set by the carrier making the refund.

46 Exchange and return of tickets/travel documents

The special appendices to special offers or in other publications may provide for special provisions for the exchange and return of tickets/travel documents, especially those with global/IRT pricing.

47 – 49 (reserved)

50 Use of sleeping cars, couchette cars and seated accommodation in night trains

Carriers may specify that seated accommodation in night trains may also only be used with a special supplement. Furthermore, they may specify whether sleeping, couchette and seated cars are freely accessible during the daytime sections of night trains.

50.1 Use of accommodation

Trains that include sleeping, couchette and seated cars, which are only accessible under certain conditions, are specially indicated in the carriers' timetables and timetable media.

In addition, supplements or upgrades (bed, couchette and seat supplements/upgrades) must be charged for the use of these sleeping and couchette berths and seated cars. Passengers not holding such supplements or upgrades may not travel in these cars – including the corridors and the vestibules.

Sleeping and couchette berth and seat reservations/reservation tickets are valid only in connection with a ticket and only on the date and train and in the coach shown.

For some services conveying sleeping, couchette and seated cars, globally priced/IRT tickets/travel documents are issued, which include the reservation and the supplements or

upgrades.

Boarding and alighting may be restricted.

50.2 Sale of sleeping and couchette berth and seat reservations/reservation tickets

The booking horizon for reservations depends on the provisions of the carrier at the point of departure.

50.3 Classes of travel and tickets

Depending on availability, seat reservations/reservation tickets for sleeping and couchette berths and seats are issued for 1st and 2nd class.

For every reservation in a night train, a ticket (normal fare, special offer) is required for the corresponding type of train and class of travel for the distance to be travelled in a sleeping, couchette or seated car, as per the following table:

Coach class	No. of places per compartment	Compartment class	Ticket
<u>Sleeping car</u>			
Quadruple	4	Quadruple 2/4	2nd class
Triple	3	Triple 2/3	2nd class
Double	2	Double 1/2	1st class ¹⁾
Single	1	Single 1/1	1st class
Business	2	Double 1/2	1st class
Business	1	Single 1/1	1st class
<u>Couchette car</u>			
2nd class	6	CC 6	2nd class
2nd class	4	CC 4	2nd class
<u>Open plan couchette car</u>			
2nd class ²⁾	4(6)	2/0	2nd class
<u>Seated car</u>			
1st class		1/S, A	1st class
2nd class		2/S, B	2nd class

1) on BDZ, CFR Călători, CD, HZPP, MAV-START, MZ, VY, ÖBB, PKP, SBB, SJ, SV, SZ, UZ, ZPCG, ZSSK, TCDD lines, can be used with a 2nd class ticket;

2) only available in the distribution of selected carriers.

Travelling in double-, triple- or quadruple-berth compartments the passenger may buy one first-class ticket and one seat "SINGLE" (category 1/1). When two passengers are travelling in triple- or quadruple-berth compartments, they can pay the price for two first-class tickets and two seats "DOUBLE" (category 1/2).

50.4 Starting a journey at a location that is not included in the tariff

If the passenger completes a journey at a location that is not included in the tariff, the supplement will be calculated to the next location listed in the tariff.

If the passenger commences a journey at a location that is not included in the tariff, the supplement will be calculated to the previous location listed in the tariff.

50.5 Use of sleeping cars, couchette cars and seated accommodation by children

A berth may be shared by a maximum of 2 persons, of whom at least one must be under ten years of age. For the use of accommodation by children, the following must be purchased:

Number	Age	Use of sleeping or couchette berth	Seat reservation/ Reservation ticket	Ticket
1	under four years of age (or under six years of age as per point 31)	with no separate berth	free	free
		one sole berth	1 x full price	1 x child price
1	four or six years old or over (as per point 31) under 10 years of age	with no separate berth*	free	1 x child price
		one sole berth	1 x full price	1 x child price
1	from ten years of age or over but under twelve years of age	always a separate berth	1 x full price	1 x child price
2	two children under four or six years of age	one shared berth	1 x full price	1 x child price
		separate berth	2 x full price	2 x child price
2	a child under four or six years of age and a child under twelve years of age	one shared berth	1 x full price	1 x child price
		separate berth	2 x full price	2 x child price

*not applicable for UZ and PKPIntercity

A seat reservation/reservation ticket must be purchased for the use of an individual seat by a child. A purchase of ticket is needed on PKP Intercity sections (including for a child under 6 years).

A seat could simultaneously be occupied by an adult and a child on condition that this child's age is under 4 or 6 (according to point 31)

50.6 Exchange of sleeping and couchette berth and seat reservations/reservation tickets

50.6.1 Exchange regulations in the case of CIV carriers

A free-of-charge exchange of sleeper berth, couchette berth or seat reservation ticket is not possible. An exchange counts as a refund. The regulations in point 50.7 apply.

50.6.2 Exchange regulations in the case of SMPS carriers

An unused sleeper or couchette seat reservation with allocated accommodation details can be exchanged once free of charge for a different one that is valid for the same section of route without changing the carrier and category, if

- the exchange is requested at the latest 6 (six) hours prior to the departure time shown on the original seat reservation and
- the new date of departure is only within the validity of the ticket, in accordance with the tariffs applied, while the passenger must arrive in the destination place within the last day of validity of the ticket.

The receipt that was issued together with the seat reservation/reservation ticket to be exchanged must also be returned. The exchange must be noted on both the original and the new seat reservation/reservation ticket.

If the supplement has changed in the intervening period, the tariff level on the day of exchange shall apply.

Seat reservations/reservation tickets for occupying seats are not exchanged.

50.7 Refund of sleeping and couchette berth and seat reservation/reservation tickets

50.7.1 Refund regulations in the case of CIV carriers

The following will be refunded against the return of the unused sleeper, couchette or seat reservation/reservation ticket:

- the full price, if the accommodation was unused for reasons attributable to the carrier and this has been certified by the carrier;
- the price with a deduction defined by the carrier per berth or seat, if it was cancelled prior to departure;
- if the seat reservations/reservation tickets are returned later, no refund will be made.

50.7.2. Refund regulations in the case of SMPS carriers

The following will be refunded against the return of the unused sleeper, couchette or seat reservation:

- the full price, if the accommodation was unused for reasons attributable to the carrier and this has been certified by the carrier;
- the price except a fee which is defined by a carrier, if the conditions of carriage changed because of the respectful reason of a passenger (death, disease or casualty), while a passenger has to provide the proof for that reason;
- the price minus a deduction of a fee, which is determined by the carrier, if the reservation was cancelled 6 (six) hours at the latest prior to departure of the train indicated in the seat reservation/reservation ticket.

If the seat reservations/reservation tickets are returned later than 6 (six) hours prior to the departure, no refund will be made.

51 Allocation of a different berth or seat

If a different berth or seat is allocated in a higher category or in coaches owned by a different carrier, for reasons attributable to the original carrier, no additional payment will be requested from the passenger.

If the passenger is allocated a berth or seat in a lower category, this will be certified on the reservation coupon by the train attendants or on the receipt for the reservation coupon. The difference will be refunded.

52 – 60 (reserved)

SECTION B

GROUPS

61 General

Carriage is subject to the Special Conditions in Section A, unless otherwise provided for below.

Groups can only be accepted for travel if the carrier is able to accommodate the group in timetabled trains, ships or buses.

A reduction for a group will be allowed if the reduced fare is paid for at least 6 persons.

A group leader must be nominated, who is responsible for observing the instructions given him by the participating carriers and for the behaviour of members of the group.

The passengers forming the group must travel together in the same train, ship or bus for the whole journey for which the reservation was made.

Carriers reserve the right to withdraw the provisions of this section for specific periods of time or for certain trains, ships and buses

62 Reductions

The reductions for groups are given in Appendix III. The special appendices to special offers or in other publications may provide for other reductions.

63 Child reductions

Children forming part of a group pay a group fare with the carrier's reduction indicated in Appendix III (Reductions for groups) and the reduction for children shown in column 6 of point 31.2.

Special prices may apply to globally priced/IRT offers and certain maritime sections.

The age limits for children shown in point 31 apply to the application of child reductions.

If charges are included in adult fares (in particular local supplements, or port taxes), other fares for children than shown in column 6 of point 31.2 may be laid down in the special appendices to special offers or in other publications.

64 Reservation

The organiser may notify the journey to the carrier at the departure point at least 30 days in advance. Later notifications will be considered if the carriers are still able to ensure carriage.

The group registration must include the following details:

- the name of the group;
- the complete route with the dates and departure times of the trains or ships to be used;
- the exact number of participants;
- the category of accommodation to be used;
- any catering which may be required;
- if possible, the name of the group leader;
- the address and signature of the applicant,
- list of names of the group's participants, for carriers issuing travel tickets with names (in case of SMPS railways)

65 Booking the tickets/travel documents

Group tickets/travel documents can be ordered and paid until the train departure provided the issuing undertaking has no special regulations. For the purchase of a group ticket the following information must be provided:

- the name of the group;
- the complete route, the date of departure;
- the total number of participants and
 - the number of adults,
 - the number and age of any children;
- the name of the group leader;
- the address and signature of the applicant.

The applicant is responsible for the accuracy of the information given in the booking.

66 Tickets

Group tickets/travel documents are issued for the group, either for the whole route or for each carrier (single journey, outward and return journey or round trip). The special appendices to special offers or in other publications may provide for other procedures.

The group journey can be paid until the train departure, provided the issuing carrier has no special regulations.

67 Calculation of carriage charges

The distance for individual passengers is the basis for the calculation of the carriage charge, even if it affects a choice of route.

Fares for adults are either

- calculated as per point 36 and applying the rates of reduction in Appendix III, or
- determined on the basis of the different rates of reduction in the special appendices to special offers or in other publications.

Global/IRT prices apply to some services. In such cases the group must use the train, for which the reservation was issued.

If special measures are required because of the size of the group, they will be notified by the participating carriers

68 Exclusive use of a compartment

If the group requires the exclusive use of one or more compartments, the group ticket must be made out and calculated for the total number of seats in the compartment(s)

69 Exchange and refund of group tickets/travel documents

The exchange, refund and partial refund of group tickets/travel documents are permitted:

- in the case of CIV carriers up to three days prior to departure;
- in the case of SMPS carriers, 5 (five) days at the latest prior to the departure, with an appropriate annotation and against payment of a charge, the amount of which is set by a carrier.

Different provisions apply to globally/IRT priced offers.

70 Use of sleeping cars, couchette cars and seated cars in night trains

70.1 Sleeping and couchette berth and seat reservations/reservation tickets

A sleeping berth, couchette berth or seat reservation/reservation ticket is issued for every group, insofar as all participants are accommodated in the same coach and the same
If the passengers are travelling in more than one coach or in different types of accommodation, they are issued a sleeping berth, couchette berth or seat reservation coupon for each coach.

If more than one sleeping berth, couchette berth or seat reservation/reservation ticket has been issued, then each seat reservation/reservation ticket will bear the number(s) of the other seat reservation/reservation ticket (s).

70.2 Exchange and refund of reservations for sleepers and couchette

The provisions of the carrier concerned apply to the refund/exchange of sleeper or couchette reservations:

- for CIV carriers, the SCIC-NT Night Trains apply.
- for SMPS carriers, the SMPS Agreement applies.

71 – 74 (reserved)

SECTION C

SPECIAL TRAINS AND SPECIAL COACHES

75 Requests for conditions and registrations and orders for special trains and special coaches must be addressed directly to the departments of the individual carriers listed in Appendix IV to the Special Conditions.

76 – 80 (reserved)

SECTION D

LIABILITY PROVISIONS

81 Liability of carrier in case of damage caused to the life and health of passenger as well as in case of lost, missing, damage of hand luggage

The liability of carrier in case of damage caused to the life or health of passenger as well as in case of lost, missing or damage of hand luggage is based on national legislation of the state on whose territory the damage was inflicted. In cases in which the damage was inflicted in a Contracting State to COTIF, the liability provisions of the CIV Uniform Rules apply.

82 Place of jurisdiction

The courts where the carrier who has provided the service on which the accident occurred has his registered office have sole responsibility.

83 – 115 (reserved)

List of addresses of participating carriers
Список участвующих перевозчиков

Carrier/перевозчик/ Carrier Code/ код перевозчика/ Law on Carriage/ Транспортное право/		Details of Commercial Departments Данные о коммерческих службах	
Abbreviation Сокращение	Name Обозначение	Postal address Почтовый адрес	a) Telephone b) E-Mail c) Fax
BDZ БДЖ 1152 CIV	Bulgarian Railways	BDZ Passengers 3, Ivan Wazov BG-1080 SOFIA	a) +359 885 931 775 b) pmindeva@bdz.bg
BC БЧ 0021 SMPS	Belorussian Railways	Belorussian Railways Head Office Ul. Lenina 17 BY-220030 MINSK	a) +375-172-25-48-60 b) ns@rw.by c) +375-172-27-56-48
CD ЧД 1154 CIV	Czech Railways JSC	Czech Railways JSC Head Office Passenger Transport Sales Department Nábřeží Ludvíka Svobody, 1222/12 CZ – 110 15 PRAGUE 1	a) +420-972-232- 235 b) fol@gr.cd.cz c) +420-972- 233-306
CFL ЦФЛ 1182 CIV	Luxembourg Railways	Luxembourg Railways Service Activité Voyageurs Trains Place de la Gare, 9 L - 1616 LUXEMBOURG	a) +352-4990-4810/ +352-4990-4811 b) marc.loewen@cfl.l u c) +352-4990- 4469
CFR CALATORI ЧФР 1153 CIV	Romanian Railways	SNTEC "CFR CALATORI" S.A International Traffic Regulations Department Bd. Dinicu Golescu 38, Sector 1 RO-010873 BUCHAREST / Romania	a) +40-21-310 63 68 b) lili.coanda@cfrcalatori.ro b) elena.visoiu@cfrcalatori.ro c) +40-21-310 63 68
CFM ЧФМ 0023 SMPS	Moldavian Railways	Ministry of Economy and Infrastructure Министерство экономики и инфраструктуры State Enterprise Railway of Moldova ГП «Железная дорога Молдовы» Str. Vlaicu Pircalab 48 MD-2012 CHISINAU	a) +373-22 832040 b) cfm@railway.md
DB ДБ 1080 CIV	Deutsche Bahn AG	For long distance trains DB Fernverkehr AG International Pricing Management, P.FMR Europa-Allee 78-84 D - 60486 FRANKFURT AM MAIN For regional trains DB Regio AG Preismanagement und -kooperationen R.RME 1 Europa-Allee 70-76 D - 60486 FRANKFURT AM MAIN	a) b) christian.walking@deutschebahn .com a) +49-69-265-28760, b) roland.schmidt@ deutschebahn.com c) +49-69-265-7615
DSB ДСБ 1186 CIV	Danish State Railways	DSB Salg Markedsanalyse- og samarbejde International Sølvgade 40 DK - 1349 COPENHAGEN K	a) +45-33-54 25 45 b) shl@dsb.dk c) +45-33-54 45 69
EVR ЭВР 0026 SMPS	Estonian Railways	Eesti Raudtee Pikk Street 36 EE-15073 TALLINN	a) +372-615-86-10 b) raudtee@post.evr c) +372-615-87-10

Carrier/перевозчик/ Carrier Code/ код перевозчика/ Law on Carriage/ Транспортное право/		Details of Commercial Departments Данные о коммерческих службах	
Abbreviation Сокращение	Name Обозначение	Postal address Почтовый адрес	a) Telephone b) E-Mail c) Fax
FPC ФПК 1120 SMPS	Federal Passenger Company AG	FPC Mashi Porivaevoy-Str. 34 RU-107078 MOSCOW Russian Federation	a) +7-495-988-10-00 direct line 3-07-41# (German) a2) +7-495-988-10-00 direct line 3-66-15# (English) b) EKapitonov@fpc.ru; b) Klonochkina@fpc.ru c) +7-499-262-33-49 direct line 3- 33-32
FS Trenitalia ФС 0083 CIV	Italian Railways	Trenitalia S.p.A. Divisione Passeggeri LH Commerciale Mercato - Vendita Internazionale e Charter Divisione Passeggeri Regionale Commerciale Regionale Piazza della Croce Rossa 1 00161 ROME	b)international.sales@trenitalia.it b)segreteria.regionale@trenitalia. it
GYSEV 0043 CIV	GYSEV Zrt./ Raaberbahn AG	Győr-Sopron-Ebenfurti Vasút Zrt Raab-Ödenburg-Ebenfurter Eisenbahn AG Mátyás király u.19 H-9400 Sopron	a)+36-99-577-365 b) adtakacs@gysev.hu c)+36-99-577-384
HML 3061 CIV	Hellenic Mediterranean Lines Shipping Company	Hellenic Mediteranean Lines Co. Ltd. 4, Loudovikou Sq. P.O.Box 80057 GR - 18510 PIRAEUS	a) +30-210-4225341 b) +hml@otenet.gr c) +30-210-4223018 or +30-210-4225317
HZ PP X3 1178 CIV	Croatian Railways	HZ – Putnicki prijevoz, d.o.o. Prodaja i marketing Strojarska cesta 11 HR - 10000 ZAGREB	a) +385-1-378-2560 b) Miroslav.Fumic@hzpp.hr c) +385-1-4577-604
KZH K3X 0027 SMPS	Kazakh Railways	JC National Company "Kazakhstan Temir Zholy" Prospekt Pobedy 98 KZ – 010000 ASTANA	a) 007-3172-93-44-15 or 007-3172-93-45-80 b) temirzhol@railways.kz c) 007-3172-93-95-90 or 007-3172-93-59-29
LDZ/PV ЛДЗ 0025 CIV	Latvian Railways	VAS Latvijas Dzelzceļš Gogola iela 3 LV – 1547 RIGA	a) +371-67234940 b) info@ldz.lv c) +371-67234327
LTG Link 1124 CIV	Lithuanian Railways	UAB „LTG Link“ Geležinkelio g. 16, Vilnius LT-02100 VILNIUS	a) +370 5 700 55 111 b) info@ltglink.lt, valentina.potapoviene@ltglink.lt
MAV-START/ МАВ-ШТАРТ 1155 CIV	MAV-START Rail Passenger Transport Co.	MAV – START Rail Passenger Transport Co. Sales Department Üllői út 131. H - 1091 BUDAPEST	a) +36 30 606 5981 b) haragos.pal@mav-start.hu c)
NS HC 1184 CIV	Dutch Railways	NS Internationaal BV Postbus 767 NL – 1000 AT Amsterdam	a) +31 6 22720197 b) ilona.gaasendam@ns.nl

Carrier/перевозчик/ Carrier Code/ код перевозчика/ Law on Carriage/ Транспортное право/		Details of Commercial Departments Данные о коммерческих службах	
Abbreviation Сокращение	Name Обозначение	Postal address Почтовый адрес	a) Telephone b) E-Mail c) Fax
ÖBB ОББ 1181 CIV	Austrian Federal Railways	ÖBB-Personenverkehr AG Long Distance Traffic Am Hauptbahnhof 2 A - 1100 VIENNA	a) +4366488695267 b) bianca.padinger@pv.oebb.at
PKP 44 28ПКП 1251 CIV	Polish State Railways	PKP INTERCITY S.A. Biuro Rozwoju Biznesu Aleje Jerozolimskie 142 A PL-02-305 Warszawa POLREGIO sp. z o.o. Biuro Handlowe ul. Kolejowa 1 PL-01-217 Warszawa	a) +48 789 121 939 b) anna.trojanowska@intercity.pl a) +48 601 361 057 b) daria.dymowska@intercity.pl a) +48 517 010 214 b) dariusz.szczepanski@polregio.pl c) marcin.domagala@polregio.pl
RENFE РЕНФЕ 1171 CIV	Spanish Railways	RENFE- Alta Velocidad-Larga Distancia Distribucion y Servicios Comerciales Jefatura de Internacional, 1 Planta Avda.Ciudad de Barcelona 6 ES - 28007 MADRID	a) +34-91-774 9621 b) jscarrascal@renfe.es c) +34-91-774 9653
RZD РЖД 0020 SMPS	Railways of the Russian Federation	Joint Stock Company "Russian Railways" Management of International Relations Novo-Bassmannaja Str.2 RU-107174 MOSCOW	a) +7-499-262-1628 b) rzd@rzd.ru c) +7-499-262-2880
SBB/CFF СББ/ЦФФ 1185 CIV	Swiss Federal Railways	Swiss Federal Railways Passenger Traffic Long Distance / International Gardistrasse 2 CH 3000 Bern 65	a) +41-51-220 24 84 b) lukas.stauffacher@sbb.ch c) +41-51-220 28 91
SJ СЖ 1174 CIV	Swedish Railways	SJ AB Sales Division Vasagatan 10, 10th Floor S - 105 50 STOCKHOLM	a) +46 75156000 b) thomas.mann@sj.se malin.boshuis@sj.se c) +46-10-75 15 373
SL 3052 CIV	Silja Line AB	Silja Line AB PL / PB / B.P. 880 FIN - 00101 HELSINKI	a) +358-9-18041 c) +358-9-1804279
SNCB/NMBS СНЦБ 1088 CIV	Belgian Railways	Marketing and Sales Atrium building 10.14 B-MS 301 Pricing and Value Management - International Avenue de la porte de Hal, 40 B - 1060 BRUSSELS	a) +32-2-528-82 53 b) natascha.hooft@b-rail.be c) +32-2-528-25 69
SNCF СНЦФ 1187 CIV	French Railways	SNCF – Voyages Développement Direction Ventes Internationales 2, place de La Défense F – 92053 PARIS La Defense	a) +33-1-74 54 05 40 b) philippe.sterlingot@snCF.fr c) +33-1-74
SSL 0008 CIV	Sealink Stena Line	Sealink Stena Line Charter House - Park Street GB - ASHFORD – TN 2 4 8 E KENT	a) +44-2336-47022
SV СВ 1172 CIV	Serbian Railways	„Srbijavoz“ JSC Sector for Traffic and Commercial affairs, Nemanjina 6 SRB - 11000 BEOGRAD	a) +381-11-361 6962 b) milutin.radovanovic@srbvoz.rs ognjenka.andric@srbvoz.rs mikica.jovanovic@srbvoz.rs predrag.andjelkovic@srbvoz.rs c) +381-11-361 6775

Carrier/перевозчик/ Carrier Code/ код перевозчика/ Law on Carriage/ Транспортное право/		Details of Commercial Departments Данные о коммерческих службах	
Abbreviation Сокращение	Name Обозначение	Postal address Почтовый адрес	a) Telephone b) E-Mail c) Fax
SZ C3 1179 CIV	Slovenian Railways	Slovenske Železnice Poslovna Enota potniški promet Kolodvorska 11 SL - 1506 LJUBLJANA	a) +386-1-29-14326 b) mednarodni.promet@slo-zeleznice.si c) +386-1-29 14818
TCDD ТЦДД 0075 CIV	Turkish State Railways	TCDD – İşletmesi Genel Müdürlüğü Ticaret Dairesi Başkanlığı 06330 Gar TR - ANKARA	a) +90-312-3112106 b) yusufcagatay@tcdd.gov.tr c) +90-312-3109507
Hellenic Train 1073 CIV	Hellenic Railways AG	Hellenic Railways AG Direction Voyageurs Section des tarifs (nationaux/ internationaux) 1 – 3 Rue Karolou GR - 10437 ATHEN	a) +30-2130121723 +30-2130121721 i.papaioannou@trainose.gr
UZ Y3 0022 SMPS	JSC „Ukrainian Railways“	Joint Stock Company “Ukrainian railways” (JSC “Ukrainian Railways”) Jerzy Giedroyc Str., 5, UA-03150 Kyiv 150	a) +380-44-465 72 35 b) uztarif@lotus.uz.gov.ua c)
VL 3029 CIV	Viking Line Shipping Company	Viking Line Ab PB 35 FIN - 22101 MARIEHAMN	a) +358-18-26 011 c) +358-18-15 811
VR BP 0010 CIV	Finnish Railways	VR Group Ltd Matkustajaliikenne Markkinointi PL 488 (Vihonkatu 13) FIN - 00101 HELSINKI	a) +358-307-10 b) c) +358-307-22290
VY 1076 CIV	Norwegian Railways	Vygruppen Schweigaards gate 23, 0191 Oslo Post address: Vygruppen AS, Postboks 1800 Sentrum, NO-0048 Oslo	www.vy.no
ZFBH 0050 CIV	Railways of the Bosnia-Herzegovina Federation	ZFBH GENERALNA Direkcija Musala 2 BA – 71000 SARAJEVO	a) +387-33-663 344 b) ZBH@BIH.NET.BA c) +387-33-652 396
ZRS 0044 CIV	Railways of the Republika Srpska	ZRS – Railways of the Republika Srpska Revenue Management Svetog Save 71 BA – 74000 DOBOJ	b) international@zrs-rs.com c) +387-53-224 743
ZRSM (MZ) 1065 CIV	Macedonian Railways Transport AG-Skopje	Macedonian Railways Transport AG-Skopje Head Office Tariff Department Ul. treta makedonska brigada bb 1000 SKOPJE, Macedonia	a) +389-2-2449 771 b) c) +389-2-3248 719
ZPCG 34 1062 CIV	Crne Gore Railway	ŽPCG – Željeznički prevoz Crne Gore Sektor za prevoz putnika Golootočkih žrtava 13 ME-81000 PODGORICA	a)+381-81-441-370 b) rajka.marinovic@zpcg.me b) c)+381-81-441-370
ZSSK ЖССК 1156 CIV	Slovakian Railways AG	ZSSK-Železničná spoločnosť Slovensko, a.s. Sekcia marketingu Pri bitúnku 2 SK-040 01 Košice	+421-55-229- 5077 b) Dolezalova.alena@slovaktrail.sk c)

Special Appendices concerning special offers and global price trains
Специальные приложения к определенным предложениям и поездам по
глобальным ценам

List of Special Appendices concerning special offers Список специальных приложений к определенным предложениям Liste der Besonderen Anhänge zu bestimmten Angeboten Liste des Annexes spéciales concernant des offres déterminées	Managing Carrier (official abbreviation) Управляющий перевозчик (Офиц. сокращение)
Special Appendix "Special conditions of carriage for FPC global price trains in international traffic" Особое приложение «Особые условия перевозок в поездах международного сообщения формирования ОАО «ФПК» по глобальным ценам»	АО FPC
Special Appendix "Global price FPC trains in Russian domestic traffic, at the points of sale of foreign railways" Особое приложение «Условия оформления проездных документов на поезда формирования АО «ФПК» курсирующие во внутригосударственном сообщении, в пунктах продажи иностранных железных дорог»	АО FPC
Conditions for issuing global price tickets for high-speed trains "Allegro" operated by RZD JSC and VR-Group Ltd in the traffic Saint Petersburg – Helsinki – Saint Petersburg Условия оформления по глобальным ценам проездных документов в скоростные поезда «Аллегро» формирования ОАО «РЖД» и VR-Group Ltd, курсирующие в сообщении Санкт-Петербург – Хельсинки – Санкт-Петербург	RZD/VR
Conditions for issuing global price tickets for high-speed trains "Sapsan" operated by RZD JSC in Russian domestic traffic. Условия оформления по глобальным ценам проездных документов в скоростные поезда «Сапсан» формирования ОАО «РЖД», курсирующие во внутригосударственном сообщении.	RZD

Reductions for groups on trains, scheduled shipping services and bus services Скидки для групп пассажиров в регулярных поездах, на судах регулярного сообщения или на автобусах определенных маршрутов			
Carrier Перевозчик	Groups in timetabled trains, ships or buses Группы пассажиров в регулярных поездах, на судах регулярного сообщения или на автобусах		
	Number of adult participants Количество взрослых	Reductions in % Скидки в %	
		Single journey Поездка туда	Outward and return journey Поездка туда и обратно
BC	6 und mehr 6 et plus 6 и больше 6 and over	20	20
BDZ	6 und mehr 6 et plus 6 и больше 6 and over	35	35
CD	6 und mehr 6 et plus 6 и больше 6 and over	30	30
CFL	6 und mehr 6 et plus 6 и больше 6 and over	30	30
CFM	6 und mehr 6 et plus 6 и больше 6 and over	30	30
CFR	6 und mehr 6 et plus 6 и больше 6 and over	35	35
DB	6 und mehr 6 et plus 6 и больше 6 and over	10	10
DSB	6 und mehr 6 et plus 6 и больше 6 and over	20	20
EVR	6 und mehr 6 et plus 6 и больше 6 and over	20	20
FS - Trenitalia	10 und mehr 10 et plus 10 и больше 10 and over	10	10
HZPP	6 und mehr 6 et plus	40	40

Carrier Перевозчик	Groups in timetabled trains, ships or buses Группы пассажиров в регулярных поездах, на судах регулярного сообщения или на автобусах		
	Number of adult participants Количество взрослых	Reductions in % Скидки в %	
		Single journey Поездка туда	Outward and return journey Поездка туда и обратно
	6 и больше 6 and over		
KZH	6 und mehr 6 et plus 6 и больше 6 and over	35	35
LDZ/PV	6 und mehr 6 et plus 6 и больше 6 and over	20	20
LTG Link	6 und mehr 6 et plus 6 и больше 6 and over	25	25
MAV-START/GYSEV	6 und mehr 6 et plus 6 и больше 6 and over	30	30
NS	10 und mehr 10 et plus 10 и больше 10 and over	10	10
ÖBB	6 und mehr 6 et plus 6 и больше 6 and over	30	30
PKP IC POLREGIO	6 und mehr 6 et plus 6 и больше 6 and over	20	20
RENFE	6 und mehr 6 et plus 6 и больше 6 and over	IRT-Preis Prix IRT IRT fare	IRT-Preis Prix IRT IRT fare
RZD	6 und mehr 6 et plus 6 и больше 6 and over	35	35
SBB/CFF ⁽¹⁾	6 und mehr 6 et plus 6 и больше 6 and over	30	30

Carrier Перевозчик	Groups in timetabled trains, ships or buses Группы пассажиров в регулярных поездах, на судах регулярного сообщения или на автобусах		
	Number of adult participants Количество взрослых	Reductions in % Скидки в %	
		Single journey Поездка туда	Outward and return journey Поездка туда и обратно
SJ	6 und mehr 6 et plus 6 и больше 6 and over	IRT-Preis Prix IRT IRT fare	IRT-Preis Prix IRT IRT fare
SNCB	10 und mehr 10 et plus 10 и больше 10 and over	10	10
SNCF	10 und mehr 10 et plus 10 и больше 10 and over	30 ⁽²⁾	30 ⁽²⁾
SV	6 und mehr 6 et plus 6 и больше 6 and over	30	30
SZ	6 und mehr 6 et plus 6 и больше 6 and over	30	30
TCDD	6 und mehr 6 et plus 6 и больше 6 and over	30	30
Hellenic Train	6 und mehr 6 et plus 6 и больше 6 and over	25	25
UZ	6 und mehr 6 et plus 6 и больше 6 and over	20	20
VR	6 und mehr 6 et plus 6 и больше 6 and over	20	20
VY	10 und mehr 10 et plus 10 и больше 10 and over	10	10
ZFBH	6 und mehr 6 et plus 6 и больше 6 and over	30	30

ZPCG	6 und mehr 6 et plus 6 и больше 6 and over	35	35
ZRSM (MZ)	6 und mehr 6 et plus 6 и больше 6 and over	30	30
ZSSK	6 und mehr 6 et plus 6 и больше 6 and over	35	35

(1) Including private carriers represented by SBB/ в том числе частные перевозчики, представленные СББ/
Einschließlich der von der SBB vertretenen privaten Beförderer./Y compris les transporteurs privés représentés par les
CFF

(2) Reductions do not apply to certain TGV trains and on certain days, which are listed in SNCF timetable documents./
Скидки не применяются к определенным поездам и определенным дням, приведенным в расписаниях
CHЦФ/Ermäßigungen gelten nicht in bestimmten TGV-Zügen und an bestimmten Tagen, die in den Fahrplanunterlagen
der SNCF aufgeführt sind./ Réductions non applicable dans certains trains et à certaines dates repris à la liste de
réservation SNCF.

Addresses of participating carriers for calculating prices for special trains and special coaches

Carrier Перевозчик	a) Addres/ Адрес b) Contact/ Контакт	a) Telephone b) Fax c) E-Mail
BC БЧ	a) Belorussian Railways Head Office ul. Lenina 17 BY-220030 Minsk	a) +375 17 225 48 60 b) +375 17 227 56 48 c) ns@rw.by
BDZ БДЖ	a) BDZ Passengers 3, Ivan Wazov Str. BG - 1080 Sofia b) Petya Mindeva	a) +359 885 931 775 b) c) bdz_passengers@bdz.bg
CD ЧД	a) Czech Railways AG Head Office Passenger Transport Sales Department Nábřeží Ludvíka Svobody, 1222/12 CZ - 110 15 Prague 1 b) Jan Bystřický	a) +420 972 232 088 b) +420 972 233 306 c) Bystricky@gr.cd.cz
SBB/CFF СББ/ ЦФФ	CH - 8048 Zurich b) Marlen Bolliger	a) +41-512-22 84 46 b) +41-512-22 84 60 c) marlen.bolliger@sbb.ch
CFL ЦФЛ	a) CFL – Service Activité Voyageurs Trains 9, place de la gare L - 1616 Luxembourg b) Anne Pickard	a) +352 4990 4866 b) +352 4990 4879 c) anne.pickard@cfl.lu
CFM ЧФМ	Ministry of Economy and Infrastructure Министерство экономики и инфраструктуры State Enterprise Railway of Moldova ГП «Железная дорога Молдовы» Str. Vlaicu Pirca lab 48 MD-2012 CHISINAU	a) +373-22 832040 b) +37322 834204 c) cfm@railway.md
CFR CALATORI ЧФР	a) SNTFC "CFR-Calatori" S.A International Traffic Regulations Department Bd Dinicu Golescu 38, Sector 1 RO – 010873 Bucharest b) Cristina Nita	a) +40-210-310 63 68 b) +40-210-310 63 68 c) c) cristina.nita@cfrcalatori.ro
DB ДБ	a) DB Fernverkehr AG b) DB Group and Eventours Europa-Allee 78-84 D - 60486 Frankfurt am Main c) Judith Klein	a) +49-69-265-6575 b) c) gruppencharter@ deutschebahn.com
DSB ДСБ	a) DSB Specialrejser Sølvgade 40 DK – 1349 Copenhagen K b) Britt Vagner	a) +45-33 54 25 85 b) +45-33 54 25 68 c) brittvp@dsb.dk
EVR ЭВР	Eesti Raudtee Pikk Street 6 EE-15073 TALLINN	
FS Trenitalia ФС	a) FS – Trenitalia S.p.A Passenger Division N/I Programmazione e Gestione Offerta Charter Via Giolitti 2 I – 00185 Roma	a) +39-06-47111681 b) +39-06-47111930 c) programm.gest.offerta.charter@trenitalia.it
HZPP ХЗ	HZ – Putnicki prijevoz d.o.o. Prodaja i marketing Strojarska cesta 11 HR - 10000 Zagreb	a) +385-1-4573 208 b) +385-1-4577 751 c) ana.gaspares@hzpp.hr
KZH K3X		
LDZ/PV ЛДЗ	a) VAS „Latvijas dzelzceļš“ Gogola iela 3 LV-1547 Riga b) Olga Ulme	a) +371 67233360 b) +371 67234635 c) olga.ulme@ldz.lv
LTG Link	UAB „LTG Link“ Geležinkelio g. 16, Vilnius LT-02100 VILNIUS	c) dangis.rupeika@ltglink.lt, b) valentina.potapoviene@ltglink.lt
MAV-START МАВ-ШТАРТ	a) MAV – START Bahnpersonenverkehrs AG Sales department Üllői út 131. H – 1091 BUDAPEST b) Vajas Viktória, Kocsis Csaba	a) +36 30 952 0705 +36 30 870 3530 b) c) charter@mav-start.hu
NS НС	a) NS Internationaal BV Postbus 767 NL - 1000 AT Amsterdam b) Marie Christine Wormser	a) +31 6 19268739 c) MC.Wormser@ns.nl

Carrier Перевозчик	a) Address/ Адрес b) Contact/ Контакт	a) Telephone b) Fax c) E-Mail
Hellenic Train	a) CH- Hellenic Railways Commercial department Karolou 1 – 3 GR - 104 37 Athens b) Maria Milioni	a) +30-10-524 0996 b) +30-10-524 0996 c) m.milioni@osenet.gr
PKP ПКП	"PKP Intercity" S.A. Biuro Dyspozytury i Realizacji Przewozów ul. Aleje Jerozolimskie 142 A PL – 02-305 Warszawa "Przewozy Regionalne" sp. z o.o. Biuro Handlowe ul. Kolejowa 1 PL-01-217 Warszawa	a) + 48 697 044 744 c) leszek.sokulski@intercity.pl a) + 48 505 791 637 c) Pawel.Milewski@intercity.pl a) +48-695 310 046 c) marcin.domagala@p-r.com.pl
RZD РЖД	Joint Stock Company "Russian Railways" Novo-Bassmannaja Str.2 RU-107174 MOSKVA	a) +7-499-262-1628 b) +7-499-262-2880 c) rzd@rzd.ru
SJ СЖ	SJ Event Centralplan 23 POB 604 SE-101 32 Stockholm	a) +46-8-762 30 20 b) +46-8-762 39 61 c) rentatrain@sj.se
SNCB/NMBS ЧНЦБ	a)SNCB Direction Générale Voyageurs Bureau B-VI 212 section 13/7 Avenue de la Porte de Hal, 40 B- 1060 Brussels b)Jacques Bernier	a) +32-2-528 2561 b) +32-2-528 2589 c) patrick.mossoux@b-rail.be
SNCF ЧНЦФ	All enquiries for special trains or coaches: a) Rail Europe Italia Via Vitruvio 1 I – 20124 Milan b) Patrice Ubaldi	a) +39 02 2954 4924 b) +39 02 7428 1287 c) pubaldi@raileurope.com
SV CB	a) „Srbijavoz“ a.d. Sektor za saobraćajno-komercijalne poslove, Nemanjina 6 SRB – 11000 BEOGRAD b) Marko Djukić	a) +381-11-361 6962 b) +381-11-361 6775 c) milutin.radovanovic@srbvoz.rs ognjenka.andric@srbvoz.rs mikica.jovanovic@srbvoz.rs predrag.andjelkovic@srbvoz.rs
SZ C3	a) SZ – Slovenske železnice Poslovna enota potniski promet Sluzba za mednarodni potniski promet Kolodvorska 11 SL - 1506 Ljubljana	a) +386-1-29 14 326 b) +386-1-29 14 818 c) mednarodni.promet@slo-zeleznice.si
TCDD ТЦДД		
UZ УЗ	a) Joint Stock Company "Ukrainian Railways" (JSC "Ukrainian Railways") Jerzy Giedroyc Str.,5,UA-03150 Kyiv 150 b) Branch „Passenger Company“ of JSC „Ukrainian railways“	a)+380-44-465 72 35 +380-44-465 02 17 c) uztarif@lotus.uz.gov.ua cli2@lotus.uz.gov.ua
VR BP		
ZFBH		
ZRSM (MZ) 1065 CIV	Macedonian Railways Transport AG-Skopje Head Office Tariff Department Ul. treta makedonska brigada bb 1000 SKOPJE, Macedonia	a) +389-2-2449 771 b) mz65dir5@t-home.mk c) +389-2-3248 719
ZRS	ZRS – Railways of Republika Srpska Revenue Management Svetog Save 71 BA – 74000 DOBOJ	b) international@zrs-rs.com

Carrier Перевозчик	a) Address/ Адрес b) Contact/ Контакт	a) Telephone b) Fax c) E-Mail
ZPCG	ZPCG - Željeznički prevoz Crne Gore Sektor za prevoz putnika Golootočkih žrtava 13 ME-81000 PODGORICA	a)+381-81-441-370 b)+381-81-441-370 c) rajka.marinovic@zpcg.me
VY	VY - Vygruppen Schweigaards gate 23, 0191 Oslo Post address: Vygruppen AS, Postboks 1800 Sentrum, NO-0048 Oslo	www.vy.no
ZSSK 3CCK	a) ZSSK-Železničná spoločnosť Slovensko, a.s. Commercial Department Pri bitúnku 2 SK – 040 01 Košice b) PHDr.Janka Gregušová	a) +421- 55-229-5010 c) Gregusova.janka@slovakrail.sk

V. Addresses of claim and refund points
V. Адреса рекламационных пунктов

Carrier Перевозчик	Postal address Почтовый адрес	a) Telephone b) E-Mail c) Fax
1	2	3
BC БЧ	Republican Enterprise «Chief settlement informational center», st. Brest-Litovskaya, 9 220039 Minsk	a) +375 17 225 91 29 b) irck@mnsk.rw.by dkcl@mnsk.rw.by c) + 375 17 225 60 08
BDZ БДЖ	BDZ Passengers 3, Ivan Vazov, Str. BG-1233 SOFIA	a) +359 885 931 775 b) pmindeva@bdz.bg
CD ЧД	Ceské dráhy a.s. Odúčtovna přepravních tržeb - OPT Videnska 15 CZ-77211 OLOMOUC	a) +420 972 749 340 c) +420 972 749 394 b) osobnipreprava@opt.cd.cz
CFL ЦФЛ	Société Nationale des Chemins de fer Luxembourgeois Service Activité Voyageurs Trains Place de la Gare, 9 L-1616 LUXEMBOURG	b) TCV.AV@CFL.LU
CFM ЧФМ	Ministry of Economy and Infrastructure Министерство экономики и инфраструктуры State Enterprise Railway of Moldova ГП «Железная дорога Молдовы» Str. Vlaicu Pircalab 48 MD-2012 CHISINAU	a) +373-22 832040 b) cfm@railway.md
CFR ЧФР	Les Chemins de fer Roumains „CFR CALATORI” SA International Traffic Regulations Department Bd.Dinicu Golescu 38, Sector 1 RO-010873 BUCHAREST	b) RelPublic.Calatori@cfrcalatori.ro
DB ДБ	For claims concerning EU passenger rights regulation (VO EU 2021/782): Servicecenter Fahrgastrechte, 60647 Frankfurt am Main. For all other questions and requests: DB Fernverkehr AG Kundendialog Postfach 10 06 13 96058 Bamberg	
DSB ДСБ	DSB Kundecenter Kundeservice Udland Postboks 340 DK-0900 COPENHAGEN C	a) +45 33533035 oder +45 33533025 b) kundesint@dsb.dk c)
EVR ЭВР	Eesti Raudtee Pikk Street 6 EE-15073 TALLINN	
FS TRENITALIA ФС	FS-Ferrovie Italiane dello Stato S.p.A. Passenger Division Amministrazione e Finanza Viale S.Lavagnini 58 I-50129 FLORENCE	

Carrier Перевозчик	Postal address Почтовый адрес	a) Telephone b) E-Mail c) Fax
1	2	3
HZPP X3	HZ Putnicki prijevoz PJ Prodaja – referent za reklamacije Livadarski put 17 HR-10000 ZAGREB	a)+385 1 2336932 b) reklamacije@hzpp.hr
KZH K3X	JC National Company "Kazakhstan Temir Zholy" Prospekt Pobedy 98 KZ – 010000 ASTANA	
LDZ ЛДЗ	VAS „Latvijas dzelzceļš“ Gogola iela 3 LV-1547 Riga	a) +371-67234929 b) Natalija.Jaroha@ldz.lv c) +371-67233416
LTG Link	UAB „LTG Link“ Geležinkelio g. 16, Vilnius LT-02100 VILNIUS	a) +370 5 700 55 111 b) nuomone@ltglink.lt
MAV-START МАВ-ШТАРТ	MAV – START Railway Passenger Transport AG Ügyfélszolgálat (Customer Services) Kerepesi út 1-3 H - 1087 BUDAPEST	a) Call Center:+36-1-444-44-99 b) eszrevetel@mav-start.hu c)
NS HC	NS International Servicecenter backoffice Postbus 2552 3500 GN UTRECHT THE NETHERLANDS	b) NSI-Servicecenter- Backoffice@NS.NL
ÖBB ОББ	ÖBB – Customer Services PO Box 222 A-1020 VIENNA	a) +43-5-1717 b) c) www.oebb.at
Hellenic Train	Hellenic Railways SA Department for International Cooperation 1-3 Rue Karolou GR-10437 Athens	
PKP ПКП	"PKP Intercity" S.A. Aleje Jerozolimskie 142 A PL – 02-305 Warszawa	reklamacje@intercity.pl
RENFE РЕНФЕ	RENFE Alta Velocidad – Larga Distancia Jefatura de G.Atención a Clientes Avda. Ciudad de Barcelona 6 Estación de Chamartin Andén 1. Edificio Nº 21 E-28007 MADRID	b) avldposventa@renfe.es
RZD РЖД	Joint Stock Company "Russian Railways" Management of International Relations Novo-Bassmannaja Str.2 RU-107174 MOSCOW	
SBB CFF СББ	Swiss Federal Railways Passenger Transport Division Customer Relations & Service Kundendialog, Postfach CH-3000 BERN 65	b)customer.service.international@sbb.ch

Carrier Перевозчик	Postal address Почтовый адрес	a) Telephone b) E-Mail c) Fax
1	2	3
SJ СЖ	SJ AB Kundtjänst Stationsgatan 4 SE – 775 50 Krylbo	b) www.sj.se
SNCF NMBS CHЦБ	SNCF Europe – Customer Relations Avenue de la porte de Hal, 40 B - 1060 BRUSSELS	b) customer.relations.fr@b-rail.be
SNCF	SNCF – Régularité 14, place de la Gare F-14030 Caen Cedex	For delay compensation requests only/Nur für Anträge auf Entschädigung wegen Verspätung/Pour les demandes de compensations retard uniquement
SNCF CHЦФ	SNCF- Société nationale des chemins de fer français Service Relations Clients SNCF F-62973 Arras Cedex 9	For other questions/Für andere Fragen/Pour tout autre motif
SV CB	SV – „Srbijavoz“ a.d. Sektor za kontrolu prihoda, Nemanjina 6 SRB-11 000 BELGRADE	a) +381 11 2645230 b) zoran.mancevic@srbvoz.rs branka.jonic@srbvoz.rs milisav.stankovic@srbijavoz.rs c)
SZ C3	SZ - Slovenske Železnice PE Potniski promet Sluzba za prodajo in tarife Kolodvorska, 11 SL-1506 LJUBLJANA	a) +386-1-2914 161 b) milos.rovsnik@slo-zeleznice.si c) +386-1-2914 818
TCDD ТЦДД	TCDD – İşletmesi Geneli Müdürlüğü Ticaret Dairesi Başkanlığı 06330 Gar ANKARA	a) +90-312-3112106 b) yusufcagatay@tcdd.gov.tr c) +90-312-3109507
UZ УЗ	Joint Stock Company "Ukrainian Railways" Branch «Shared Billing Center of Railway Transportations» Umanskaja Str.5 UA-03049 Kyiv	a) +380-44-465-10-20 b) erc@lotus.uz.gov.ua, ercl@lotus.uz.gov.ua c) +380-44-248-04-33
VR BP	VR Ltd Yhteyskeskus VR Contact Center Eteläinen Asemakatu 2 A P.O.Box 488 (Vilhonkatu 13) FIN-11130 Riihimäki	b) palaute@vr.fi
VY	VY - Vygruppen Schweigaards gate 23, 0191 Oslo Post address: Vygruppen AS, Postboks 1800 Sentrum, NO-0048 Oslo	www.vy.no
ZPCG	ZPCG - Željeznički prevoz Crne Gore Sector za prevoz putnika Golootockih zrtava 13 MN-81000 Podgorica	a) +381-81-441-370 b) rajka.marinovic@zpcg.me c) +381-81-441-370
ZFBH	ZFBH Generalna Direkcija Musala 2 BA-71000 Sarajevo	a) +387-33-663 344 b) ZBH@BIH.NET.BA c) +387-33-652 396
ZRS	ZRS – Eisenbahn der Republika Srpska Einnahmekontrolle Svetog Save 71 BA-74000 Doboj	b) international@zrs-rs.com

Appendix/Приложение V

Carrier Перевозчик	Postal address Почтовый адрес	a) Telephone b) E-Mail c) Fax
ZRSM (MZ)	Macedonian Railways Transport AG-Skopje Head Office Tariff Department Ul. treta makedonska brigada bb 1000 SKOPJE, Macedonia	a) +389-2-2449 771 b) mz65dir5@t-home.mk c) +389-2-3248 719
ZSSK 3CCK	Železničná spoločnosť Slovensko, a.s. Úsek obchodu Oddelenie zákazníckych podaní Žabotová 12 SK – 832 72 BRATISLAVA	a) +421-2-2029-3212 b) matolekova.jana@slovakrail.sk