

USEFUL INFORMATION FOR PASSENGERS ON THE REFUND OF TICKETS AND RESERVATION TITLES IN INTERNATIONAL TRAFFIC

1. General

- **Refund** is the operation in which the ticket without integrated reservation issued on route is brought back by the passenger, at the latest 1 month after the validity expiration. In this case, the refund is made with the retention of a commission and the ticket must have applied on the reverse the mention of total or partial non-use. The mention of total or partial non-use shall be applied, upon passenger request, by the railway staff (only during the ticket period of validity), as follows:
 - The total non-use visa must be applied at the departure station or at the station where the issuing unit is located.
 - The partial non-use visa must be applied at the station where the passenger renounced at the trip.
- Refunds are made upon passenger request, based on a "Refund request" filled in writing. The refund request is a standard form (can be found on CFR Călători site) and can be submitted to any issuing unit (station or agency).
- Depending on the type of ticket, the refund request will be submitted at the latest, as follows:
 - one month after the expiration date - for tickets issued without integrated reservation;
 - within 1 year after the last day of validity - for Interrail Pass, with the mention of non-use applied before or on the first day of validity of the pass
 - before the day and time of train departure - for tickets with integrated reservation (ticket and reservation on the same form), for individual passengers and according to specific commercial provisions for group passengers.
 - before the day/time of train departure - for reservation titles issued to class cars in trains with supplement or to sleeping and berth cars;
- The refund request is addressed and handled only by the issuing railway undertaking of the ticket. If the passenger does not directly address to the issuing railway undertaking, he will be able to obtain the address of the respective railway undertaking from any international traffic issuing office on CFR Călători network.
- The refund request must be accompanied by the ticket and reservation titles in original, including its own cover for Interrail tickets or manually issued tickets.
- If the tickets or reservation titles are damaged or the indications on them are not legible or are altered, the carrier may refuse the refund request of tickets and reservation titles.
- Tickets/reservation titles submitted for refund must be pre-stamped with non-use mention by railway staff. In all cases, it is the passenger who must require to railway staff to apply the non-use visa.
- The passenger must fill in the refund request correctly, legibly and completely (name and surname, address, CNP, phone, personal current account, etc.).
- In the case of individual persons with the domicile abroad, on the refund request will mandatory have to be written the bank's coordinates of passenger (name and surname of account holder, CNP, IBAN code, bank, branch, city, country), because in this situation, sending money is not possible by postal order.

Attention! If the applicant does not possess the data requested above, it will have to appoint a contact person with domicile in Romania so that the refunded amount can be sent to this person.

- The refund request can be solved on the spot if it is possible. The refund request, which cannot be settled on the spot, will be registered in the unit and the passenger will receive proof of registration of the application. The file will be sent to the specialized central office within SNTFC «CFR Călători» SA as soon as possible.

Attention! The settlement of the refund request sent to the specialized central office, within SNTFC "CFR Călători" SA, is done within 1-3 months after receiving the file with all the supporting documents provided by the passenger.

- The refund shall be made by the specialized central office within SNTFC "CFR Călători" SA, in the following cases:
 - The tickets issued without integrated reservation, partially used and for which is requesting the refund for not-performed route. Mandatory, on the ticket will be applied the non-use visa and the application must be submitted by the passenger at the latest one month after expiry validity of the respective ticket.
 - Tickets issued without integrated reservation, which have not been used but for which the application is submitted after the expiry of validity period of ticket.
 - Interrail tickets to which the application is submitted after the beginning of the validity period, but the non-use visa has been applied before the pass is valid.
 - Tickets were not paid in cash (subject to payment by other banking instruments, having labeled "CB")
 - Tickets which were paid in cash and for which invoices were issued and the application is filed at another unit than the issuer;
 - Tickets issued manually (manually filled by the counter operator on the standard forms attached) in a month other than that in which the refund is claimed or the refund application is submitted in an unit other than the one issuing it;
 - In situations where at electronic issuance units, refund operations cannot be executed through the electronic issuance system (with a warning message within the specific application or for technical reasons).
 - At the refund request is attached only the ticket/tickets without reservation titles (in the case of trains with mandatory reservation).
 - In the case of bed supplements, in East-West traffic, refunded due to special circumstances (after consulting the owner of the sleeping car);
 - If the refund (of tickets and/or reservation) cannot be covered by SCIC-EWT provisions (after the consultation with the interested carriers, in the case of partial refund etc.)
 - In special cases where the refund cannot be made because of insufficient money in the management of the whole unit and only on the basis of the approval given by SESEI dispatch.

2. Particular rules on the refund of tickets issued without integrated reservation

- Exceptionally, when the ticket issued without integrated reservation, does not have the mention of total or partial non-use, additional necessary supporting documents must be attached to the refund request (medical certificate, new tickets purchased in the place of the not-used ones, etc.) to justify the total or partial failure of the journey.
- Requesting the refund of a group ticket issued without an integrated reservation must be made no later than 3 days before the date on which the trip should have commenced.
- The total and partial refund of tickets issued under the Multilateral Agreement is permitted.
- The total refund of tickets issued under City-Star and Muenchen tariff offers is allowed. Partial refund is excluded. Exceptionally, if the passenger has interrupted his trip on CFR network or in one of Romania's border stations, the passenger will only be refunded for the unused foreign route. The round trip journey on CFR network written on the ticket is not refunded.
- The total refund of tickets issued under CFR-MAV/GySEV agreement (Romania-Hungary traffic) and CFR-OBB agreement (Romania-Austria) for the simple trip is permitted. Partial refund is allowed only for a simple trip. The partial refund for the round trip is excluded. Exceptionally, if the passenger has interrupted his trip on CFR network or at one of Romania's border stations, the partial refund is granted only for the unused foreign route. In this case, the round trip from CFR network written on the ticket is not refunded.
- The total refund of travel tickets issued on the basis of the Trip Ticket offer is allowed if the refund request is made before the ticket is valid. Starting with the first day of validity of the travel pass, the total refund is excluded. Partial refund is excluded.
- Total refund and partial refund of tickets issued in EAST-WEST traffic (traffic with railway undertakings in the countries of the former Soviet Union) are allowed, subject to the provisions in

force, applicable to this type of traffic. In special situations (egg: extreme weather conditions, floods, etc.) the refund files are handled by the specialized central office of SNTFC «CFR Călători» SA.

- The commission retained for the refund of tickets issued on routes without integrated reservation is 10%.

3. Special rules on the refund of Interrail Pass tickets

- The non-use visa must be applied to the Interrail Pass before or on the first day of validity of the travel pass.
- The request for refund is filed within maximum 1 year from the last day of validity of the pass but mandatory with the non-use visa applied before its first day of validity. After this period, no refund request is accepted.
- Refund requests are not accepted for traveling to a lower class.
- Refund of partially use of Interrail passes is excluded.
- The retained commission of Interrail Pass refund is of 15%.

4. Particular rules on the refund of integrated reservation tickets to global price trains (ticket + reservation on the same form)

- The total refund of integrated tickets for global price trains (ticket and reservation) is made according to the specificities of each global price train. The refund is made with the retention of a commission, the value of which is given by the electronic issuing / booking system.
- The partial refund of integrated tickets (partial abandonment of route) issued on global price trains is excluded.
- The partial refund of tickets issued on the Fortuna Ticket offer is excluded.
- If a part of the passengers are cancelling the trip, a refund can be made in compliance with the specific provisions for the trains at global price.
- If the non-use visa is required to be applied on an integrated travel reservation issued by a foreign railway undertaking, it shall be made in accordance with the specifics of each train with global price and upon receipt of a written order confirming the release of related seats within the online booking system.

5. Particular rules on the refund of reservation titles/bed and berth supplements

- The refund of the reservation fee at class car is excluded.
- The request for the refund of reservation fee at class cars in trains with supplement and bed supplements at sleeping and berth cars is made before the day of train departure or at the latest on the day of departure (however before the departure time of train written on the reservation title), as follows:
 - Refund of the reservation fee for class cars on trains with supplement is made with the retention of a commission when the seat is canceled at the latest on the day of train departure (before the departure time written on the ticket).
 - The refund of bed / berth supplements is as follows:
 - ❖ By retaining a 20% commission, on seat and night, minimum 3 Euros/passenger, when the seat is canceled at the latest one day before the train departure;
 - ❖ By retaining a 50% commission, on seat and night, minimum 3 Euros/passenger, when the seat is canceled at the latest on the day of train departure, but before the departure time written on the ticket).
 - ❖ No refund if the seat is canceled after the train departure.

Attention! The refund of bed supplements at sleeping/berth cars issued in EAST-WEST traffic (traffic with railway companies from former Soviet Union countries) in special situations (egg: extreme weather conditions, floods, etc.) is handled by the specialized office within SNTFC CFR Călători headquarter.

- No refund is granted if the seat booked in the class car on trains with supplement or in the sleeping/berth car is canceled later (on departure day of the train/after the departure time) or not at all.

Attention! The refund of reservation titles/bed/berth supplements is possible only after the cancellation of seat reservation made in the electronic booking system.

- If a reservation title for class cars on trains with supplement or bed supplement in sleeping/berth cars was issued electronically to multiple passengers, the refund is possible if a part of them renounce at the travel.
- The application of the non-use visa on reservation titles for class cars on trains with supplement or on bed supplements of sleeping/berth cars issued by foreign railway undertakings shall be done according to the regulations in force and mandatory on the basis of the written provision, confirming the release of the related seats within the electronic reservation system.

6. Further clarifications

- When the journey becomes impossible due to fault of the railway/railway undertaking (strikes, train cancellations, loss of connections, etc.) the tariff of tickets for the not-performed route and the unused reservation titles will be refunded without commission retention, except for pass type tickets (InterRail), which will be treated in accordance with their specific provisions;
- For further information, please consult the provisions on 'Specific transport conditions of CFR Calatori for tickets refund and reservation titles in international traffic', available to customers in all stations and agencies on CFR Calatori network, open to international traffic.