

## **TERMS AND CONDITIONS IMPOSED on the use of the service „Buy CFR Online tickets”**

When using the service “Buy CFR Online tickets”, it is no longer necessary to go to the CFR Calatori ticket counters, **the necessary travel data will be sent by email and will be accessible anytime from the user’s profile.**

**Attention! When declaring your contact data.** By the email address and telephone number initially declared at registration, shall be sent:

- by the email address: the initial password generated by the system upon registration, the tickets bought and all the correspondence related to the online transactions performed by accessing this service;
- by SMS on the phone: data on the transactions performed (ticket ID and amount)

**Please note that the incorrect registration of the email address leads to the impossibility of using the CFR online tickets purchase service and registering an incorrect phone number will make impossible the SMS notification.**

If, after registration, you need to change the email address or the phone number, this change is made from the user’s profile under the section “*Modify user data*” (on the top blue bar on the home page) and then the submenu “*Change user data*”. After the data is changed, it is necessary to reconnect.

**A service user “Buy CFR Online tickets” must know, respect and agree with the following aspects related to the use of “CFR online tickets”:**

**1. “The CFR online tickets” can be purchased with a maximum advance of up to 30 days (representing the maximum period of advance sale in domestic traffic), but no later than 12 hours from the departure hour of the first train on route (compared to the boarding hour).** Basically, the “CFR online tickets” can be purchased with a maximum advance of sale in domestic traffic, except for the trains running within 12 hours, from the time the application is placed in the system. CFR Călători reserves the right to change the maximum time limits for the advance sale of tickets (30 days), at any time, if the operating conditions require this. The change can be performed for all passenger trains or punctually, only for certain trains, with prior notice to the travelling public, usually at least 2 calendar days before the change is implemented. In unforeseen circumstances, the maximum advance sale period can be changed without notice, informing the passengers on the CFR Călători official website.

**2. “CFR online tickets” are NOMINAL tickets and allow the persons nominated in the request to travel only by the train/trains for which the request was made. CFR online tickets DO NOT allow the journey interruption.**

**3. Passengers will be identified on board, by the „ticket ID”, their name and an identity document.** Passengers are recommended to print and have the “CFR online ticket” onboard, in

the standard form for this type of ticket. Persons over 14 years old will be identified based on an official identity document (identity document, identity card, passport, driving license).

4. According to the normative acts in force on the railway journey, the categories of passengers for which tickets can be bought through the service « Buy CFR Online tickets» are defined as follows:

„*adult*” – any person (regardless of age) paying the full transport fare or with the discounts granted from the full fare related to different commercial offers, specific to this type of customer;

“*child*” – means children up to the age of 10 at the journey day, including those up to 5 years old for which a separate seat is requested. These passengers will pay the discounted “child” fare. Please note that children up to the age of 5 can travel free of charge (it is not necessary to purchase a ticket), unless a separate seat is requested. On the train, the staff in charge of checking and controlling the tickets has the right to request proof of age of the children, by submitting a copy of the birth certificate;

„*pupil*” – means young people attending a compulsory education in Romania, secondary school or high school and have a full-time student card (according to the GD no. 309/1996 on granting a 50% discount of fees for local public, surface and underground transport, as well as for rail, road and naval domestic transport received by pupils and students from public and private accredited education, as amended and supplemented);

„*student*” – means the students who have a daily transport discount card, issued by the Romanian schools. Students who have discount coupons and wish to benefit from these facilities, must go directly to the CFR Călători sales units (according to the GD no. 309/1996 on granting a 50% discount of fees for local public, surface and underground transport, as well as for rail, road and naval domestic transport received by pupils and students from public and private accredited education, as amended and supplemented);

„*youth*” – means people under the age of 18 at the time of travel within the “minigroup” offer;

„*passenger with TrenPlus card*” – any person of any age who holds a Tren Plus nominal card, valid on the ticket purchase day. Please note that tickets can be bought only based on a Tren Plus card. Tren Plus card can only be bought from the CFR sales units and is valid for 1 year.

5. CFR tickets can be bought by using “Buy CFR Online tickets”, only:

5.1. for categories of customers defined as:

- „*adult*”, „*child*”, „*pupil*” or „*student*” in case of tickets for one-way trip or round-trip;
- „*adult*” or „*youth*” in case of minigrup offer;
- „*passenger with TrenPlus*” in case of tickets for one-way trip,

5.2. **for the transport of undetachable bicycles – Bicycle ticket if a number of bicycles equal to the number of passengers for which reservation is requested, for one-way ticket on single train routes and only if that train provides such services.“**

5.3. for trains running in domestic traffic with reservation (interregio - IR, intercity - IC, regio express – RE) and some trains without seat reservation (R – Regio, RU- Regio Urban), only on the routes offered by the CFR online ticket sales application for which you can click on “**Buy**”;

5.4. for commercial classes (types of cars) to which CFR Călători provides such services;

5.5. for a maximum number of passengers on transaction, depending on the type of car, according to the provisions of section 9 below;

5.6. if the same type of car (commercial class) is requested at each train on the selected route, for all the passengers in the transaction.

**5.7. if a separate seat is requested for each passenger, at reservation trains (interregio - IR, intercity - IC, regio express – RE), except for sleeping car and berth car, for children under 10 years old, only for one-way trip. This exception does not apply to round-trip offer.**

**5.8. at sleeping car and berth car, for one-way trip, for children under 10 years old, it is allowed:**

- to pay the fee for one bed supplement for 2 children sharing a single bed
- not to pay a bed supplement if a separate bed for a child is not requested (one child with an attendant on a bed is allowed)

6. CFR Călători will notify by email any change related to the trip of the customers who bought „CFR online tickets”, if they are known (arranged) more than 24 hours before the departure date and hour of the first train on the route. A registered user of the service “Buy CFR Online tickets” is required and remains directly responsible for checking the emails sent, in order to get aware of any changes occurred during his journey. CFR Călători takes no responsibility of it has notified the user on the changes, but the user did not become aware of this information. That information will also be available through the train staff.

7. CFR Călători reserves the right to change, at any time, the number of trains, the type of cars and the tariff offers made available for the online sale, without any prior notice.

**8. Selecting the type of passenger and the correct registration of the other necessary data for the trip, respectively:**

- Name and surname of the passengers
- Card number (serial number) for pupils;
- Number of transport discount card for students
- Number of TrenPlus card (ID card) and CNP for TrenPlus cardholders

**is made on the sole responsibility of the service user. Please note that in cases where the identity of that person and/or the declared quality cannot be proved on the train, namely: child, youth, pupil or student, holder of TrenPlus card, they will be considered as not having a valid ticket and will be required to pay the increased fee on the train.**

**9. The maximum number of seats that can be requested in one online transaction differs, depending on the type of car, as follows:**

- 12 seats at class cars - seat (Ist class, IInd class), except for the minigroup offer that is limited to the number of seats in an offer ticket,
- 12 seats at berth cars with 6 beds in cabin and berth cars with 4 beds in cabin;
- 2 seats at sleeping cars with 2 beds in cabin and “Single” sleeping cars (alone in the cabin).

**10.** In order to purchase tickets for larger groups, the customer can either choose to make more orders within the "Buy CFR Online Tickets" service or to directly contact the CFR Călători sales offices. If large groups tickets are purchased through multiple online orders (multiple transactions), **seats at reservation trains (interregio - IR, intercity - IC, regio express - RE) can be booked in the same car**, using the program's option to select seats in the desired car (selecting a seat in a specific car, filling in the "car" field on the booking screen).

**11.** **Travel data** of an already purchased „CFR online ticket” can be changed (namely, changing the contract of carriage) under the following conditions:

- **The request is made at least 12 hours before the departure of the first train on route, from the original ticket**, for trains running within the range available to buy a “CFR online ticket”, respectively for trains with travel data of up to 30 days in advance, except for trains running within 12 hours from the submission hour of the request in the system;
- The change is made by using the "*Change Travel Data*" section, accessible through the online application (on the top blue bar on the home page), for a ticket as a whole, meaning for all passengers on the ticket and for all trains that make up the route. In the case of a round-trip offer, the change request is only made for both trips, both for the one-way and the return trip, and the request must be registered at least 12 hours before the departure of the train;
- A change in the travel date, train, type of car (reservation class) and/or route may be requested, as the departure and destination stations, the number of passengers, the type (category of passengers) and their names from the original ticket remain unchanged;
- If you wish to make a reservation in a sleeping car (in a 2-bed cabin or “single”), the number of passengers on the original ticket must comply with the maximum number of passengers provided for a single transaction (specified in item 9), namely if the original ticket is issued for up to 2 people;
- The request to change a purchased ticket can only be made once and the customer pays the related fees and possible tariff differences. The new "CFR Online Ticket" (issued as a result of a request to change travel data DOES NOT allow any further changes);
- Travel data to a lower class train or rank will be changed without refunding the tariff differences. In this case, to recover the due tariff differences, it is recommended to cancel the original ticket by requesting the refund of the original ticket (according to the provisions of item 12) and to buy another ticket in accordance with the new requirements.
- **The change for online tickets that are also issued for bicycles can be done with an additional 10% retention of the bicycle ticket value.**

**After performing the change, the original ticket is no longer valid, and the passenger receives a new pdf ticket, according to the new requirements.**

**If the name of the passengers has been incorrectly entered, the number of discount card (in the case of students), the card number (in the case of pupils), their correction is only possible if requested at least 24 hours prior to the departure of the first train on the route, by sending a request to change the incorrectly entered data, to the e-mail address: [bileteonline@cfrcalatori.ro](mailto:bileteonline@cfrcalatori.ro).**

**CFR online tickets DO NOT allow / entitle you to make the following changes:**

- passenger type (adult, pupil, student, child, etc.),
- selected type (in case of changed requested at sleeping car),
- number of passengers
- departure/arrival stations declared on the original ticket
- interrupting the journey
- changing a ticket that has been changed once (ticket issued following a previous change request),

In case of such changes, it is necessary that those «CFR online tickets», that do not match the new requirements, are refunded by application, according to the provisions of paragraph 12, buying other “CFR online tickets”, according to further requests.

**12.** «CFR online tickets» fees can be refunded, when cancelling your travel plans, only based on a refund request, complying with the following conditions:

- the refund request is necessary to be filled in online by the registered user (from its own user profile, at section “Cancelling the travel plans”, on the upper blue bar on the start page) and will be taken into account only if it is registered at least 12 hours before the departure hour and date of the first train on route (passenger boarding date).

**You can cancel your travel plans with the refund of fees** for this type of tickets only based on a refund request, subject to the following conditions:

- the refund request is required to be filled in online by the registered user (from its own user profile, at section “*Cancelling the travel plans*”, on the upper blue bar on the start page) and **will be taken into account only if it is registered at least 12 hours before the departure hour and date of the first train on route** (passenger boarding date). **After the expiration of this term (12 hours before travelling), “CFR online tickets” will NOT be refunded.** Exceptions are made in the special cases mentioned in section 14;
- the request is made for a ticket as a whole, meaning for all passengers on that ticket and for all the trains that make up that route (NO refund request is allowed for only some passengers mentioned on the ticket or only for some trains on the route);
- in case of round-trip tickets, the refund can also be requested partially only for the return trip, but only after performing the one-way trip and when the request is made at least 12 hours before the beginning of the return trip. In this case, the full price one-way trip will be withheld from the amount due to be refunded, in addition to the processing fee and the price of the unused reservation ticket (the 10% discount granted for the round-trip offer is no longer applicable for the trip already made);
- “CFR online ticket” is issued based on a commercial offer that allows the refund (in case of commercial offers that do not allow the refund, the customer is informed of this fact before purchasing them, according to the provisions of section 13);
- **the amounts to be refunded are calculated with the corresponding processing withheld fees**, according to the regulations in force, accessible on the official website, at <http://www.cfrcalatori.ro/2482>, of which we mention the following main rules:

- o **The amount of reservation tickets for class cars seats is NOT refunded** (the amount of reservation tickets for each train and reserved seat of the route is deducted from the amount paid)
- o **The amount of bed supplements for the seats reserved in sleeping cars or berth cars is refunded with a 10% commission** if the request is made no later than one day before the train departure from the formation station or **a 50% commission** if the request is registered on the departure day of the train from the formation station (but no later than 12 hours from the boarding hour to the first train on the route).
- o **The amount of the transport fees is refunded with a 10% commission**, if the request is registered in compliance with the 12 hours interval before the departure of the first train on the route.
- o **The amount of the bicycle ticket is refunded with a 10% commission from the bicycle ticket amount.**
- **the amounts will be transferred directly into the account associated with the payment card (in no event, the related amounts will NOT be immediately refunded in cash at the CFR Călători counters).**

**13.** In case of the service “Buy CFR Online tickets”, CFR Călători may enter certain commercial offers that **DO NOT ALLOW THE REFUND OF FEES**. In such situations, the customer is noticed by a warning message (before buying the ticket) regarding the restrictions on the refund. At the same time, this information will be mentioned on the „CFR online ticket”, as: Warning!! The tickets cannot be refunded. By choosing such a “CFR online ticket” (issued based on a commercial offer that does not allow the refund), the passenger agrees by default and accepts the restrictive conditions on refund.

**14.** In special cases, when the customer cannot make the departure journey or on route because of the railway undertaking according to the original data mentioned on the “CFR online ticket”, to continue the journey by another train or the return to the original departure station (if it is on route), it is necessary for the customer to contact directly the CFR Călători sales counters of the station where the incident/case occurred. In these special occasions, if the travel plans are cancelled, the refund request can be filled in directly at the CFR Călători sales counters in that station (on a standard form), or online (from the user profile), in which case, the request can be registered within 3 calendar days from the incident occurrence date. The registration of refund requests are accepted after the train departure only after obtaining a proof of travel plans cancellation from the CFR Călători sales counter, by requesting the non-use visa.

**15.** When travelling by train, customers have several commercial offers made available by CFR Călători and can choose for one of them, according to their preferences and specific requirements, benefiting from various trade discounts that usually do not cumulate as follows:

### **15.1 "Round-trip" offer**

The offer is valid for a one way travel using one single train on both the simple journey and the return one, for any train available online, any class and any route, according to the selections made, separately for the simple journey and the return journey, for which travel data are known. The condition is that the arrival station for the return journey is identical to the return journey

departure station and the return journey arrival station is identical to the departure station for the return journey.

**At the "round trip" offer for "adult" is granted a 10% reduction of the full fare for each train (the train for the simple journey and the train selected for the return journey). The reservation ticket rate at the class car or bed supplement on the sleeping car or berth car is fully paid.**

**The "round-trip" ticket at online sales may also be issued for "pupil", "student" or "child", but in this case only the reduction offered by that quality is granted on the basis of normative acts (corresponding to: 'pupil', "student" or "child") without any further reduction.**

On a "round trip" offer, it is necessary to accurately determine the date, train, commercial class and type of car that is intended to make the journey both one way and return. The passenger may request for the return journey any date from the anticipated sale period starting on the same day as the departure journey but not earlier than 60 minutes from the time of arrival at the destination station of the simple journey train.

**Discounts on the "round-trip" offer are NOT cumulated with other discounts (of the type: anticipation, fidelity, minigroup, etc.) except for those granted for the purchase of ID cards via the online distribution channel.**

### **15.2. "Minigroup" offer**

It is purchased only when travelling at 2-nd class, with a single train on Mondays to Thursdays and Saturdays, for small groups from 2 to a maximum of 5 people considered "adult" in terms of tariffs, giving discounts on the full transport rate starting from 10% (for 2 adults) and up to 25% (for 5 adults). The reservation ticket rate from the class car for each passenger is fully paid.

**Young people under the age of 18 are eligible for a 50% discount on an adult tariff, if they are in even number. From the tariff point of view, 2 "young people" are considered 1 "adult" and receive a 50% discount from the reduced adult rate corresponding to the minigroup (depending on the number of people in the minigroup). If the number of "young people: from a "minigroup" is not even then 1 "young" is considered (in terms of tariff) "adult".**

**The discounts on the minigrup offer are NOT cumulated with other discounts (of the type: anticipation, loyalty, round-trip, etc.) except for those granted for the purchase of the tickets through the "online" distribution channel.**

**15.3. The discounts for "pupil" (based on the pupil card indorsed) and for "student" (based on the reduced ticket for transport) are in accordance with the applicable legislation in force (in accordance with GD no. 309/1996 concerning the granting of 50% discounts for the local, surface and underground transport tariffs, as well as for the domestic transport of cars, railways and naval, benefiting pupils and students from state education and accredited private education, with the modifications and further additions). The conditions under which these reductions are**

granted are determined by the state institutions which manage the way in which state facilities are granted for transport.

**Discounts for "pupil" or "student" are NOT cumulated with other offers (anticipation, loyalty, minigroup, round-trip) except for those granted for the purchase of ID cards via the "online" distribution channel.**

#### **15.4. TrenPlus Card**

On the basis of the "TrenPlus" nominal card, CFR online tickets can be purchased on an unlimited number of occasions on any train and commercial class, with a 25% reduction in the value of the full fare. The seat reservation rate and the bed/berth fee are payable in full.

**The discount granted on this offer is NOT cumulated with other commercial offers (round-trip, minigroup, anticipation, fidelity, etc.) or facilities established on the basis of normative acts, except for the discounts granted for the online purchase of CFR tickets.**

On the train, the passenger is required to present the ticket and the TrenPlus card on the basis of which it was issued, as well as an identity card (ID/passport).

If the train card is not shown for a ticket with a Tren Plus card, the passenger is obliged to pay the difference in the toll tariff on the train, respectively the difference between the toll rate in the appropriate train rank, class, distance and actual amount paid for the ticket presented.

The TrenPlus card may be procured by paying, by any passengers, regardless of age, on the basis of a written request (a printed form) stating the date of commencement of validity, the name of the holder, the CNP, the address and, optionally, other contact details (e-mail, etc.) only from ticket offices of CFR travel stations and travel agencies that have an electronic ticket issuance system.

#### **15.5. Discounts for anticipated purchase of "CFR online tickets".**

Adult and children tickets (up to 10 years old) are subject to reductions (the reservation ticket is fully paid) depending on the anticipation period with which the tickets are purchased. **Discounts go from 10% to 6 days' anticipation and reach up to 25% if the purchase is made with 21 days anticipation.** Anticipation discounts do not apply to round-trip tickets, minigroup offers, or tickets issued to "pupil" or "student" or other commercial offers.

**The reduction applies only to the full fare for single-way travel only for one route and is only combined with discounts for loyalty and online ticket purchase.**

#### **15.6 "Loyalty" reduction**

When purchasing adult and child train tickets, for successive train journeys belonging to CFR Călători (simple travel), discounts of up to 20%, called "loyalty discounts", are granted as follows:

- 10% if for the journey between the railway station of departure and the railway station of destination are used two successive trains of CFR Călători;
- 15% if for the journey between the railway station of departure and the railway station of destination are used three successive trains of CFR Călători;



- 20% if for the journey between the railway station of departure and the railway station of destination are used four successive trains of CFR Călători.

"Successive train" means the train at which the departure station is identical to the arrival station from the previous train, and on the trains during the journey the departure time of the last connecting train chosen must be within 48 hours of departure from the passenger's embarkation station.

The time between the arrival and departure times of the next connecting train may not be less than 5 minutes nor more than 23 hours and 59 minutes.

**If the aforementioned conditions are met when purchasing a train ticket for both adult and child, the above mentioned fidelity reductions are automatically granted.**

**The fidelity discounts apply only to the full fare for simple adult and child travel and only cumulated with discounts for anticipation and online ticket purchases.** It does not cumulate with round-trip offer, minigroup or other commercial offers.

**16. Commercial offers specific to CFR Călători are made available to customers (passengers) only under the terms and conditions set for marketing.**

CFR Călători reserves the right to change the trading conditions or to stop at any time the application of one or more of its own commercial offers, with the endorsement of the traveling public at least 2 calendar days before the change has its effect. In the event of force majeure, the change may be made without prior notice at the official website of CFR Călători.

**17. The service is unavailable (suspended) between 1.30-2.30 due to system maintenance operations.**

**18.** Staying more than 5 minutes on a page within the "Buy CFR Online Tickets" service, without any action, generates automatic disconnection from the user's application. To continue, you need to log back into the application.

**19.** Checking and configuring the Internet browser used so that emails related to the "Buy CFR Online Ticket" application do not automatically go into "Spam" (due to specific settings of browsers or Internet providers, etc.), falls to the user responsibility.

**20.** Before using the "Buy CFR Online Tickets" service and whenever there are any doubts about how to fill in the fields, the registered user has to carefully read the HELP service manual. **Suggestions and questions can be mailed to [bileteonline@cfrcalatori.ro](mailto:bileteonline@cfrcalatori.ro).**

**21.** CFR Calatori does not take any responsibility if the user mistakenly fill in (inadvertently, etc) the fields requesting the purchase of "CFR online tickets".

**22.** Passengers who have "CFR online tickets" are obliged to fully inform and comply with the legal provisions in force regarding the journey by rail (including those related to the transport of luggage) as any ordinary passenger.

**23. For registered users belonging to "authorized distributors", the conditions of use of the service are stipulated in the specific contracts concluded with SNTFC CFR Călători SA.**

**24. The issue of the electronic invoice for "CFR online tickets" is made from the account of the user who bought the ticket, introducing on its own responsibility the billing data, namely:**

- for the individual: Name First Name, Series and Number of identity card, CNP, and Address
- for the legal entity: Company name, address, CUI, no. for registration at the Trade Registry, account no. and bank to which this account is open.

**The invoice can only be obtained if the completion and validation of the request with the billing data in your profile is within the legal deadline. Once the data is completed and validated, the invoice is sent by e-mail but can be printed or saved in Pdf format and user account.**

**25. E-Commerce banking transactions (through which the payment for CFR online tickets is paid) are secured by accredited providers in accordance with the legislation in force (whose logos are found on the login page). The types of cards currently accepted by our partners are: MAESTRO, MASTERCARD, VISA and VISA ELECTRON.**