

Useful information for passengers regarding the refund of tickets and reservations in international traffic

1. Overview

- **Refund** is the operation by which the Integrated Reservation Ticket, issued on the route, is returned by the passenger, no later than 1 month following the expiry date. In this case, the refund is made with the retention of a commission and the ticket must have on the reverse side the total or partial non-use mention. The total or partial non-use mention shall be applied, at the passenger's request, by the railway staff (only during the period of validity of the ticket), as follows:
 - Total non-use visa must be applied in the departure station or in the station where the issuing unit is located.
 - Partial non-use visa must be applied in the station where the passenger cancelled his journey plans.
- The refund is made at the passenger's request, based on a „Refund request”, filled in in writing. The refund request is a standard form (can be found also on the CFR Călători website) and can be submitted to any issuing unit (station or agency).
- Depending on the ticket type, the refund request will be submitted at the latest:
 - in a month after the expiry of the validity date – for the tickets issued on routes, without integrated reservation;
 - within 1 year after the last day of validity – for Interrail Pass, with the non-use mention applied before or on the first day of the Pass validity
 - before the departure day and hour of the train – for integrated reservation tickets (ticket and reservation on the same form), for individual passengers and according to the commercial provisions for group trips.
 - before the departure day/hour of the train – for the reservations issued to class cars in trains with supplements or sleeping cars or berth cars;
- The refund request shall be addressed and handled only by the railway undertaking issuing the ticket. If the passenger does not address directly to the issuing railway undertaking, he/she will be able to obtain the railway undertaking address from any issuing office in international traffic, on the CFR Călători network.
- The refund request must have the original ticket and reservation, including its own cover for Interrail Passes or tickets issued manually.
- If tickets or reservations are damaged or their indications are not legible or are changed, the carrier may refuse the request for the refund of tickets and reservations.
Tickets/reservations submitted for refund, must be endorsed in advance with non-use mentions by the railway staff. In all cases, it is the passenger who has to request the railway staff to apply the non-use visa.
- The passenger must fill in the refund request in a correct, legible and complete way (name and surname, address, Social Security Number, personal current account, etc.).
- In case of individuals residing abroad, the refund request must compulsory have the passenger's bank details (name and surname of the account holder, Social Security Number, IBAN code, bank, branch, city, country), because in this case, the money can not be sent by postal order.

Caution! If the applicant does not have the data requested above, he/she will have to appoint a contact person residing in Romania, so that the refunded amount can be sent to that person.

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

Caution! The refund request sent to the specialized central office within SNTFC « CFR Călători » SA, will be solved within 1-3 months, after receiving the file with all the supporting documents submitted by the passenger.

- The specialized central office within SNTFC « CFR Călători » SA will make the refund in the following cases:
 - Non-integrated reservation tickets, issued on routes, partially used and for which the refund is requested for the missed route. The ticket shall have the non-use visa applied and the request must be submitted by the passenger no later than one month after the expiry of the ticket's validity period.
 - Non-integrated reservation tickets issued on routes, which have not been used but for which the request is submitted after the expiry of the ticket's validity period.
 - Interrail tickets to which the request is submitted after the beginning of the validity period, but the non-use visa was applied before the beginning of the pass validity.
 - Tickets have NOT been paid IN CASH (they are paid with other bank instruments, with the mention „BC”).
 - Tickets that have NOT been paid IN CASH and for which invoices have been issued, and the request is submitted at another unit than the issuing one;
 - Tickets issued manually (filled in manually by the ticket counter operator on related standard forms), in a month other than in which the refund is requested or the refund request is filled in another unit than the issuing one;
 - In cases where refunds can NOT be made through the electronic issuing system at electronic issuance units (with a warning message within the specific application or for technical reasons).
 - The refund request is accompanied only by the ticket/tickets without the reservation (in case of using compulsory reservation trains).
 - In case of bed supplements, in the East-West traffic, refunded due to special situations (after consulting the sleeping car owner);
 - If the refund (of tickets/reservation) can not be covered by the SCIC-EWT provisions (after consulting the interested carriers, in case of partial refund, etc)
 - In special cases where the refund cannot be made because of the insufficient currency under the entire unit management and only based on the approval given by the SESEI dispatchers.

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

- Exceptionally, when the ticket issued on the route, without integrated reservation, does not have the mention total or partial non-use, additional necessary justifications documents (medical certificate, new tickets purchased instead of the unused ones, etc.) must be attached, to justify the total or partial performance of the journey.
- The refund of a group ticket, issued on the route, without an integrated reservation must be requested no later than 3 days before the date on which the travel should have commenced.
- The total refund and partial refund of tickets issued under the multilateral agreement are allowed.
- The total refund of tickets issued under the City-Star and Muenchen tariff offers is allowed. Partial refund is excluded. Exceptionally, if the passenger has interrupted his/her trip on the CFR network or at one of Romania's border stations, only the tariff for the unused foreign route will be refunded to the passenger. The round trip on the CFR network written on the ticket is not refunded.
- Total refund of tickets issued under the CFR - MAV/GySEV (Romania – Hungary traffic) and CFR-OBB agreement (Romania – Austria traffic), for the simple trip is allowed. Partial refund is only allowed for a simple trip. The partial refund for the round trip is excluded. Exceptionally, if the passenger has interrupted his/her trip on the CFR network or at one of Romania's border stations, only the tariff for the unused foreign route will be refunded to the passenger. The round trip on the CFR network written on the ticket is not refunded.

- The total refund tickets issued on the basis of the Trip Tickets offer is allowed if the refund request is made before the ticket validity start. Starting with the first day of validity of the ticket, the total refund is excluded. Partial refund is excluded.
- The total refund and partial refund of tickets issued in EAST-WEST traffic (traffic with railway undertakings in the former Soviet Union countries) are allowed, subject to the provisions in force, applicable to this type of traffic. In special situations (i.e. 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 of 10%, minimum 3 EUR/passenger.

3. Particular rules on the refund of Interrail Passes

- The non-use visa must be applied on the Interrail Pass before or on the first day of validity of the ticket.
- The refund request must be submitted within one year of 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 for trips to a lower class are not accepted.
- The refund of partially used Interrail tickets is excluded.
- The commission retained for the refund of Interrail Pass is of 15%.

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

- The total refund of tickets with integrated reservation, for global price trains (ticket and reservation) is made according to the specific features of each train with global price. The refund is made by retaining a commission, the value of which is given by the electronic issuing/reservation system.
- Partial refund of tickets with integrated reservation (partial cancellation of the route) issued on trains with global price is excluded.
- The partial refund of tickets issued based on the Fortuna Ticket offer is excluded.
- If some passengers cancel the trip, a refund can be made according to the specific provisions of the trains with global price.
- If the non-use visa is required to be used on the tickets with integrated reservation, issued by a foreign railway undertaking, this shall be done in accordance with the specific features of each train with global price and upon receipt of a written arrangement confirming the availability of seats in the electronic reservation system.

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

- Refund of the reservation fee at the class car is excluded.
- Request for a refund of the reservation fee at class cars of trains with supplements and of bed supplements at sleeping and berth cars shall be made before the day of the train departure or no later than the day of its departure (however before the train departure hour written on the reservation), as follows:
 - The reservation fee at class cars of trains with supplement is refunded by retaining a fee, when the seat is canceled no later than the day of the train departure (before the departure time written on the ticket).
 - Bed / berth supplements are refunded as follows:
 - ❖ with a 20% commission per seat and night, minimum 3 EUR/passenger when the seat is canceled no later than the day before the train departure;

- ❖ with a 50% commission per seat and night, minimum 3 EUR/passenger when the seat is canceled no later than 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.

Caution! The refund of bed supplements at sleeping cars and berth cars issued in EAST-WEST traffic (traffic with railway undertakings from the former Soviet Union countries), in special situations i.e. extreme weather conditions, floods, etc.) is handled by the specialized office of SNTFC "CFR Călători.

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

Caution! The refund of reservations/bed or berth car supplements is only possible after the cancellation of the seat reservation, made in the electronic reservation system.

- If a reservation at class cars in trains with supplement, or bed supplement in sleeping cars/berth cars was issued electronically to multiple passengers, refunds are possible if some of them cancel the trip.
- The non-use visa on the reservations at class cars on trains with supplement or on bed supplements at sleeping cars/berth cars, issued by foreign railway undertakings, is applied according to the regulations in force and mandatory based on the written arrangement, confirming the availability of the relevant seats in the electronic reservation system.

6. Further specifications

- When the journey becomes impossible because of the railway undertaking (strikes, train cancellations, lost connections, etc.), the tickets tariff for unused trip and unused reservation will be refunded without any commission, except for Passes (Interrail), which will be handled in accordance with their specific provisions;
- For further information, please refer to the terms and conditions on "Particular Transport Conditions specific to CFR Calatori for the refund of tickets and reservations in international traffic", available to customers in all stations and agencies on the CFR Călători network, open to international traffic.