

INTERNATIONAL TRAFFIC

File receiving unit .....
Registration No. .... /Date .....

Table with 3 columns: Name and first name, Signature, Stamp of Head of Unit. Header: VERIFIED BY HEAD OF UNIT

CLAIM FOR REFUND

The undersigned/Society 1) .....
telephone number.....email.....
I request the refund of the tickets' value and/or refund of reservation tickets no.2)

(UNUSED ONE WAY TRIP) from station.....to station.....
(UNUSED RETURN TRIP) from station.....to station .....
for the following reasons 3)

In this regard, I attach the original travel tickets and/or reservation tickets.
For the refund of travel tickets without integrated reservation (not related to a fixed train or a required reservation), in the absence of a non-use visa, I attach the following relevant documents4)

In case of the payment by bank card the amount will be refund in the card account.

In case the payment has not been made with bank card the amount will be refund:
- to the postal address:
City.....Street.....No.....bl.....sc.....et.....
.....ap.....sector/country.....Postal code.....
Or
- in IBAN account no.....opened at the bank.....
branch.....city.....country.....
Name and the first name of the account holder.....
Personal Number Code.....

The personal data are collected and processed in order to refund travel tickets and/or reservations within SNTFC CFR Calatori conditions.
The legal basis: legitimate interest of SNTFC CFR Calatori according to EU Regulations 679/2016.

Date Signature

1 Name, surname of the applicant / company name (if it is a company)
2 It will be mentioned only the tickets or reservations which are the refunds' object
3 The reasons which determined the waiver of travel
4 New tickets bought in connection with the tickets for the refund or another supporting documents (medical certificates, death certificates, etc.)

## **Useful information for customers on the refund of tickets and reservation titles in international traffic**

- **Refund:**
  - when the travel ticket without integrated reservation (NRT), totally or partially unused, is submitted by the passenger for the price refund from the first day of validity;
  - when the travel ticket with integrated reservation (IRT), unused by the passenger, is submitted for the price refund before the day/time of train departure.
  - when the unused pass-type ticket (RPT) is submitted by the passenger for refund before the first day of validity.
  - when the reservation titles (seat reservation) are submitted by the passenger to refund before the day/time of train departure.

In these cases, the price is refunded by retaining a commission.

The refund is requested by the customer through a claim for refund addressed to the issuing railway company.

- The claim for refund must be submitted in writing by the passenger and filed:
  - no later than one month after the expiry of validity period, for tickets without integrated reservation (NRT),
  - before the day/time of train's departure, for tickets with integrated reservation (IRT) or reservation titles,
  - before the start of validity, for pass-type tickets (RPT) to any issuing unit (stations or agencies).
- The claim for refund is addressed and treated only by the issuing railway company. When the passenger does not address directly to the issuing railway company, he can get the address of that railway undertaking from any issuing office (the addresses of the railway undertakings are in SCIC NRT).
- The claim for refund must be mandatory accompanied by the original travel ticket/reservation titles, including its own cover, if any (i.e. tickets issued manually, pass-type offers).
- If the travel tickets/reservation titles are damaged or the information on them are not legible or are changed, the carrier may refuse the claim for refund of tickets/reservation titles.
- The travel tickets/reservation titles submitted for refund must be endorsed in advance with notice of non-use by the railway staff. In all cases, the passenger is the one who must request the railway staff to apply the non-use visa.
- The passenger must correctly, legibly and completely fill in the refund request (name and surname, address, PIN, telephone, e-mail, personal current account, etc.).
- For individuals living abroad, the claim for refund will mandatory have the passenger's bank details written (account holder name and surname, PIN, IBAN account, bank, branch, city, country), because in this case, sending money is not possible by post. Please note that if the applicant does not possess these data, he will need to appoint a contact person residing in Romania, so as the refunded amount can be sent to that person.

- The claims for refund can be solved immediately, if possible, or within a period of 1-3 months by the specialized central department (after the receipt of the file with all the supporting documents provided by the passenger).
- The claim for refund that cannot be immediately solved, will be recorded in the unit and the passenger will receive a registration number for that file. Then, the file will be sent to the specialized central department as soon as possible.
- The specialized central department performs refunds for:
  - partially used travel tickets without integrated reservation;
  - travel tickets that were not paid in cash (paid by other banking means, with the mention „CB-bank card”) or for which an invoice was issued;
  - travel tickets manually issued in a different month than the one in which the refund is claimed or the
  - travel tickets for group in which the refund is claimed with the latest 3 days before validity
  - Interrail passes for which the claim is filled after the period of validity
  - situations in which the refund operations cannot be performed through the electronic issuing system (with warning message in the specific application or for technical reasons).
- The special conditions of international carriage (SCIC) determine whether a travel ticket, with or without a reservation title may or may not be refunded and under what conditions. These can be found in ticket sales offices in international traffic.
- When the journey becomes impossible due to the railway undertaking’s fault (strike, train cancellations, lost connections, etc.), the refund will be without retaining any commission, except for pass-type tickets (InterRail) which will be treated according to their specific provisions.