

Buying tickets online in domestic traffic

Once you've signed in, you can start buying your online train ticket online.

The main screen of this application is the ***Itineraries + Buy***. Here are the main dates for setting the route. The departure, arrival and departure dates fields are mandatory fields.

Departure Station / Arrival Station - If at least 3 characters are filled in, a list of stations starting with the entered characters from which you can select / select the departure station will be displayed.

The field ***departure date*** you must select the date of the embarkation (travel data)

The screenshot shows the 'Itineraries + buy' interface. The search form includes:

- Departure station: București Nord
- Arrival station: Constanța
- Departure date: 15/05/2019
- Buttons: 'The previous day', 'The next day', 'Show the advanced fields', and 'Search'

The 'Info' section on the right contains:

- Itineraries + buy**: If you want to find the trains from a station to another, you're on the right page. Type the stations, select the travel date and press "Search".
- My train**: If you travel on a specific train and you want to find the stopping times in stations or the real-time data (delays), go to this page.
- Departures/arrivals**: Do you want to find out all the trains coming and going from a specific station? Go to this page.

Optionally, if you press the ***Show the advanced fields*** button, you can fill in the ***Intermediate station*** field, you can set the time period (departure after / arrive after/ departure before / arrive before), the departure train number, arrival train number or number of changes (only direct trains / few train connections / many train connections).

The 'Show the advanced fields' section includes:

- Time interval: Depart after (00:00)
- Intermediate station
- Search on map
- Departure train number
- Arrival train number
- Radio buttons: Only direct trains, Few train connections, Many train connections
- Ordering by the departure time
- Search button

The 'Time interval' dropdown menu is open, showing the following options:

- Depart after (selected)
- Depart before
- Arrive after
- Arrive before

After entering the required data, click the **Search** button. The system displays a new window showing the trains corresponding to the selections made. At this stage, select the train / trains that make up the route by clicking on the **Buy** button.

The screenshot shows the CFR Calatori website interface. At the top, there is a navigation bar with the logo, 'DOMESTIC TRAFFIC', a search bar with 'Plan your journey', and a 'Support' link. On the right, there is a 'MY ACCOUNT' section with 'Log in' and a language selector set to 'RO' and 'EN'. Below the navigation bar, the main heading is 'Itineraries + buy'. To the right of this heading, there is contact information: '+40731990129 (M 5 8 20)', 'bileteonline@cfrcalatori.ro', and a note 'You can buy at least 6 hours before departure'. The main content area features a search result for the route 'From București Nord to Constanța, with departure in 15/05/2019, after 00:00.' Below this, there is a search summary: 'The search has few train connections and ordering by the departure time.' There are three buttons: 'Back', 'Share this page', and 'Save as PDF'. A horizontal arrow indicates the route from 'București Nord' to 'Constanța'. Below the arrow, there is a list of six train options, each with a 'Details/Price' button and a 'Buy' button. The train options are as follows:

Departure at	Train	Duration	Arrival at
07:10	IR 1581 Direct train	2 hours 17 min	09:27
09:30	IR 1681 Direct train	1 hour 58 min	11:28
14:00	IR 1583 Direct train	2 hours 18 min	16:18
16:00	IR 1683 Direct train	1 hour 58 min	17:58
17:00	IR 1585 Direct train	2 hours 22 min	19:22
20:10	IR 1587 Direct train	2 hours 21 min	22:31

Below the train list, there is a 'Change the search:' section with three buttons: 'With many train connections', 'For the next day', and 'Return itineraries'. At the bottom, there is a 'Meaning of the train symbols' section with a 'Disclaimer' and a copyright notice.

If you want a complex itinerary made up of several trains, click on "**With many train connections**".

To find out information about a train available for that route, click on **Details/Price** for this train. The system displays additional information about: the train's itinerary (including stops on route, if clicking on **Stops**), **departure/arrival time**, **services available on the train**, **mileage**.

You can also get information about a train from the main menu, **Info – My train** section. More details on the **Train Information** page.

If you have decided on the train, to continue buying an online ticket, click on **Buy** and a new window opens, corresponding to the **Buy tickets** stage.

Step 2. Classes and offers

At this stage, you can choose: **the class/type of coaches** for which the reservation is desired (the types of coaches are active depending on the train composition) and the **commercial offer**.

Depending on the travel date, the number of passengers and the type of coach selected, you can choose one of the available online offers, namely:

- standard tickets / offers
- Minigroup offer 2-5 persons
- round-trip ticket

Details of these commercial offers can be found in the box for each offer.

CFR Calatori DOMESTIC TRAFFIC Plan your journey Orders Support Hello andrei RO EN

Buy tickets +4073 1990 129 (M 5 8 20) @bileteonline@ctrcalatori.ro You can buy at least 6 hours before departure

Steps

1. Itineraries
- 2. Classes and offers**
3. Type of passengers
4. Prices
5. Account
6. Confirmation
7. Passengers data
8. Paying

The current selection is from București Nord to Constanța, for 15/05/2019, with departure at 07:10 and arrival at 09:27.

Classes/type of coaches

At what class do you want to travel in IR 1581?
15/05/2019, București Nord 07:10 - Constanța 09:27

Class wagon Couchette wagon Sleeping wagon

1 **2** C4 C6 D1 D2 D3

Commercial offers

- Standard tickets/offers**
In this section you can buy tickets for adults, children, scholars, in the base of TrenPlus card, as well as tickets for dogs or bicycles.
- The Minigroup 2-5 offer**
It is recommended for small groups, of 2 – 5 adults, if you will travel early than in the next 21 days. It's also recommended for groups of up to 10 youths aged maximum 18 years old (for which the school pass is no longer required). Find more [details](#).
- The Round-trip offer**
It is offering 10% discount for adult tickets. Find more [details](#).

Available places

Check the selected trains

← Back Next →

At this stage, you can also find information on the number of seats available for the selected class / type of coach - **Check the selected trains.**

Available places ×

The info is from 09/05/2019 14:46:29.

IR 1581, 14/05/2019

București Nord 07:10 - Constanța 09:27

- 50 available places at 1st class
- 143 available places at 2nd class

Available places ×

The info is from 08/05/2019 14:42:46.

IR 1581, 15/05/2019

București Nord 07:10 - Constanța 09:27

- At this time, the train has no more places left or it's temporarily unavailable for buying.

or

After selecting the class / type of coach and commercial offer, click on **Next**.

Step 3. Number and type of passengers

At this stage, depending on the selected offer, a window opens, setting the **number and type of passengers** for whom the online ticket is purchased.

The maximum number of places that can be booked in one online transaction varies, depending on the type of car, as follows:

- **12 places** at class car - (1-st class, 2-nd class), except for the Minigroup offer, limited to the number of seats within a ticket offer,
- **6 places** at berth cars with 6 beds in the cabin
- **4 places** at berth car with 4 beds in the cabin;
- **2 places** at sleeping cars with 2 beds in the cabin and at "Single" sleeping cars (alone in the cabin).
- **3 places** at sleeping cars with 3 beds in the cabin.

Depending on the type of selected offer, the windows that are opened in step 3 differ, respectively:

a. For standard tickets / offer:

Tickets can be purchased for: adults, adults with TrenPlus card, children, pupils, dogs.

CFR Călători DOMESTIC TRAFFIC Plan your journey Orders Support Hello, andrei RO EN

+40731990129 (M-S 8-20)
@bileteonline@cfrcalatori.ro
You can buy at least 6 hours before departure

Buy tickets

Steps

1. Itineraries
2. Classes and offers
3. Type of passengers
4. Prices
5. Account
6. Confirmation
7. Passengers data
8. Paying

The current selection is from București Nord to Constanța, for 15/05/2019, with departure at 07:10 and arrival at 09:27.

Choose the passengers

Adults	-	0	+
Adults with TrenPlus card	-	0	+
Children	-	0	+
Scholars	-	0	+
Dogs	-	0	+

Journey options

Default Custom

IR 1581, 15/05/2019
București Nord 07:10 - Constanța 09:27

Number of the desired coach Details

You need to select at least one passenger.

Back Next

If tickets are purchased through multiple online orders (multiple transactions), at trains with reservation systems (interregio - IR, intercity - IC, regio express - RE), seats can be booked in the same coach (depending on seats available at the time of request), using the program option to select seats in the desired car. In this case, select **Journey Options - Customized** and declared in the " **Number of the desired coach** " field, the coach number obtained on the first transaction.

If the train has a bicycle service available, a number of bicycle tickets can be purchased equal to the number of passengers for which the ticket is purchased online. In this situation, click on **Bike tickets for all passengers**.

Choose the passengers

Adults	-	0	+
Adults with TrenPlus card	-	0	+
Children	-	0	+
Scholars	-	0	+
Dogs	-	0	+

Bike tickets for all passengers

You need to select at least one passenger.

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For sleeping car reservations (**Sleeping car 2 beds - D2** or **Sleeping car 3 beds - D3**), when the number of passengers is smaller than the number of seats in the cabin, except for single reservation in the cabin (**Sleeping car Single - D1**), you must declare the gender of the passenger occupying the seat in the cabin, respectively the selection of female / male gender.

We mention that if the maximum number of seats is requested in a 2/3 cabin, even if the female / male type is declared, if a full cabin is no longer available, the demand is solved negatively. In this case, you need to request again for a smaller number of seats.

Choose the passengers

Adults	-	1	+
Adults with TrenPlus card	-	0	+
Children	-	0	+
Scholars	-	0	+

Important

Gender (for plasing in sleeping coaches)

Select the gender ▼

- Select the gender
- Female
- Indifferent (we are 2 passengers)
- Male

You need to select the gender for the sleeping coach.

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In case of a reservation at a sleeping car or berth car, **only for standard tickets/offers**, for children up to 10 years old, it is allowed:

- to pay the tariff of one bed supplement for 2 children sharing a single bed,

- not to pay the bed supplement if no separate bed is required for a child (only one child is allowed with attendant per bed).

In this case, it is necessary to fill in the number of **children in bed with someone else**.

The screenshot shows the 'Choose the passengers' section of a web form. It includes four rows of passenger selection: 'Adults' (1), 'Adults with TrenPlus card' (0), 'Children' (1), and 'Scholars' (0). Below this is an 'Important' section with a dropdown menu for 'Gender (for plating in sleeping coaches)' set to 'Indifferent (we are 2 passenger)'. A light blue box contains a note about children sleeping in beds with others and a 'Children in bed with someone else' counter set to 0. The 'Journey options' section has 'Default' and 'Custom' tabs. At the bottom are 'Back' and 'Next' buttons.

After setting the number of passengers, click on **Next – Price** and the system will display the tariff for the selections made.

a. For Minigroup Offer 2-5

The offer can be purchased for the journey by a single train, on Mondays to Thursdays and Saturdays, only for 2-nd class cars, for small groups from 2 to up to 5 people considered to be "adults". For non-compliant selections, the offer is not active.

Young people under the age of 18, unfulfilled on the date of the trip, benefit from a 50% discount compared to the "adult" fee if they are in even number. From tariff point of view, 2 "young people" are considered to be 1 "adult" and receive a 50% discount from the reduced adult fee, corresponding to that Minigroup (depending on the number of people in the Minigroup). If the number of "young people": from a "Minigroup" is not even, then 1 "youth" is considered (in terms of tariff) an "adult".

The discounts granted for the Minigroup 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.

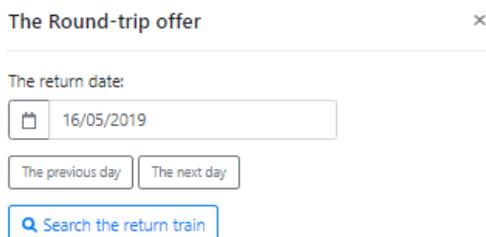
The screenshot shows the 'Buy tickets' page on the CFR website. The navigation bar includes 'CFR Călători', 'DOMESTIC TRAFFIC', 'Plan your journey', 'Orders', 'Support', and a user profile 'Heli andrei'. The 'Steps' section shows '3. Type of passengers' as the current step. A message states: 'The current selection is from București Nord to Constanța, for 15/05/2019, with departure at 07:10 and arrival at 09:27.' Below this is the 'Choose the passengers' section with 'Adults' and 'Youths' counters both set to 0. The 'Journey options' section has 'Default' and 'Custom' tabs. A light blue box contains the text: 'Check the conditions for The Minigroup 2-5 offer.' Below this is a red message: 'The current selection of passengers does not comply with the terms of the Minigroup 2-5 offer.' At the bottom are 'Back' and 'Next' buttons.

After establishing the number of adults/youths passengers, click on **Next – Price** and the system will display the tariff for the selections made.

b. For the round-trip ticket

Regarding the "round-trip" offer, it is necessary to accurately determine the date, train, commercial class and type of car by which both the one-way and the return journey are to be made. For the return journey, the passenger may request any date from the sale in advance period, beginning on the same day as the one-way journey but not earlier than 60 minutes from the time of arrival at the destination station of one-way train.

If the round-trip ticket is selected, the system opens a new **Round-trip Ticket** window, where you have to choose the return date from the calendar and click on **Search the return train**.



The Round-trip offer

The return date:

16/05/2019

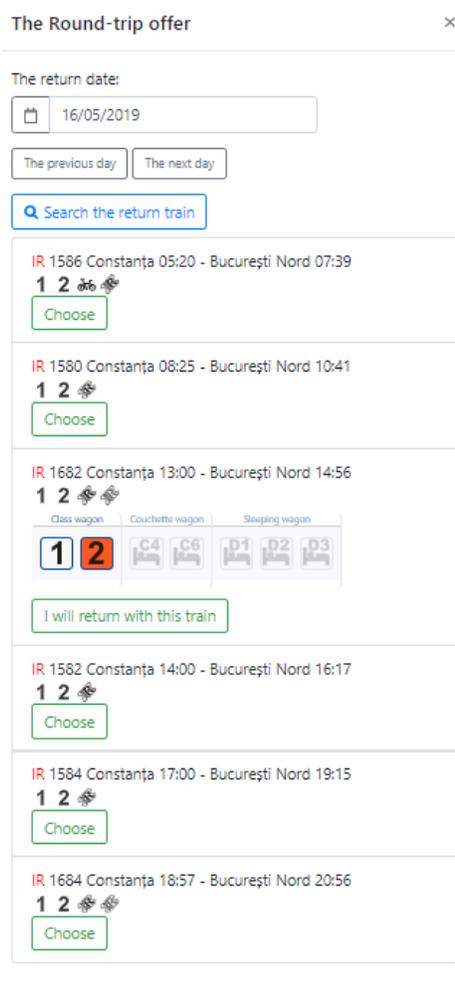
The previous day The next day

Search the return train

The system displays all available trains on this Travel date. Select the train by clicking on **Choose**.

Select the train class you want, then click on **I will return with this train**.

The system displays a confirmation message regarding the selection made. If the data match, click on **Continue**.



The Round-trip offer

The return date:

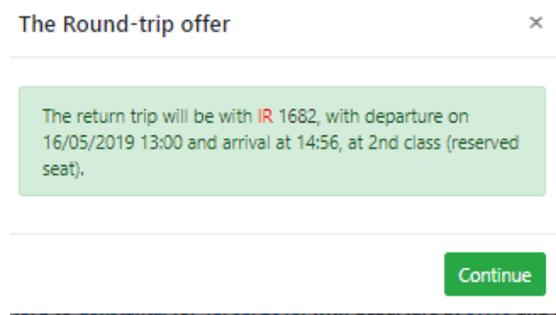
16/05/2019

The previous day The next day

Search the return train

IR 1586 Constanța 05:20 - București Nord 07:39	1 2	Choose						
IR 1580 Constanța 08:25 - București Nord 10:41	1 2	Choose						
IR 1682 Constanța 13:00 - București Nord 14:56	1 2	<table border="1"><thead><tr><th>Class wagon</th><th>Couchette wagon</th><th>Sleeping wagon</th></tr></thead><tbody><tr><td>1 2</td><td>C4 C6</td><td>D1 D2 D3</td></tr></tbody></table>	Class wagon	Couchette wagon	Sleeping wagon	1 2	C4 C6	D1 D2 D3
Class wagon	Couchette wagon	Sleeping wagon						
1 2	C4 C6	D1 D2 D3						
IR 1582 Constanța 14:00 - București Nord 16:17	1 2	Choose						
IR 1584 Constanța 17:00 - București Nord 19:15	1 2	Choose						
IR 1684 Constanța 18:57 - București Nord 20:56	1 2	Choose						

I will return with this train



The Round-trip offer

The return trip will be with IR 1682, with departure on 16/05/2019 13:00 and arrival at 14:56, at 2nd class (reserved seat).

Continue

Clicking on **Continue** results in the return to the offer page where the details of the selections are displayed.

Buy tickets

+40731990129 (M 5 8-20)

@bileteonline@cfrcalatori.ro

🕒 You can buy at least 6 hours before departure

Steps

1. Itineraries
2. Classes and offers
3. Type of passengers
4. Prices
5. Account
6. Confirmation
7. Passengers data
8. Paying

The current selection is from București Nord to Constanța, for 15/05/2019, with departure at 07:10 and arrival at 09:27. The return will be on 16/05/2019, with departure at 13:00 and arrival at 14:56.

Classes/type of coaches

At what class do you want to travel in IR 1581?

15/05/2019, București Nord 07:10 - Constanța 09:27

Class wagon	Couchette wagon	Sleeping wagon
<input checked="" type="radio"/> 1 <input checked="" type="radio"/> 2	<input type="radio"/> C4 <input type="radio"/> C6	<input type="radio"/> D1 <input type="radio"/> D2 <input type="radio"/> D3

Commercial offers

Standard tickets/offers

In this section you can buy tickets for adults, children, scholars, in the base of TrenPlus card, as well as tickets for dogs or bicycles.

The Minigroup 2-5 offer

It is recommended for small groups, of 2 – 5 adults, if you will travel early than in the next 21 days. It's also recommended for groups of up to 10 youths aged maximum 18 years old (for which the school pass is no longer required). Find more [details](#).

The Round-trip offer

[Change the return journey](#)

It is offering 10% discount for adult tickets. Find more [details](#).

The return trip will be with IR 1682, with departure on 16/05/2019 13:00 and arrival at 14:56, at 2nd class (reserved seat).

Available places

[← Back](#)[Next →](#)

The "round-trip" ticket through the online sale application may also be issued for "pupil" or "child" passengers, but in this case, only the discount offered by that quality is granted based on the normative acts (corresponding to: "child" or „pupil”) without any further discount.

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

To continue purchasing the ticket, click the **Next** button to set the number and type of passengers.

Buy tickets

+40731990129 (M 5 8 20)
@bileteonline@cfrcalatori.ro
🕒 You can buy at least 6 hours before departure

Steps

- 1. Itineraries
- 2. Classes and offers
- 3. Type of passengers**
- 4. Prices
- 5. Account
- 6. Confirmation
- 7. Passengers data
- 8. Paying

The current selection is from București Nord to Constanța, for 15/05/2019, with departure at 07:10 and arrival at 09:27. The return will be on 16/05/2019, with departure at 13:00 and arrival at 14:56.

Choose the passengers

Adults	-	0	+
Children	-	0	+
Scholars	-	0	+

Journey options

Default Custom

Check the conditions for [The Round-trip offer](#).

You need to select at least one passenger.

← Back Next →

After establishing the number of passengers, click on **Next -Price**, the system displays the tariff for the selected selections.

Step 4. Price:

Buy tickets

+40731990129 (M-S 8-20)
@bileteonline@cfrcalatori.ro
🕒 You can buy at least 6 hours before departure

Steps

- 1. Itineraries
- 2. Classes and offers
- 3. Type of passengers
- 4. Prices**
- 5. Account
- 6. Confirmation
- 7. Passengers data
- 8. Paying

The current selection is from București Nord to Constanța, for 15/05/2019, with departure at 07:10 and arrival at 09:27.

You have to pay 51.35 Lei

Total at the ticket office: 54.05 Lei (already includes 5.55 Lei other commercial offers)
Online buying discount 5%: -2.70 Lei

← Back Next →

The fare is calculated depending on the number of declared passengers. If you agree with the displayed fares and you want to continue buying online tickets, click on **Next**.

Step 5. Your account:

At this stage, the system displays a confirmation message on sending the ticket to the email address associated with your account.

The screenshot shows the 'Buy tickets' page on the CFR website. The header includes the CFR logo, 'DOMESTIC TRAFFIC', a search bar with 'Plan your journey', and an 'Orders' menu. The user is logged in as 'andrei'. The page title is 'Buy tickets'. A progress bar shows 8 steps: 1. Itineraries, 2. Classes and offers, 3. Type of passengers, 4. Prices, 5. Account (highlighted), 6. Confirmation, 7. Passengers data, 8. Paying. Below the progress bar, it states: 'The current selection is from București Nord to Constanța, for 15/05/2019, with departure at 07:10 and arrival at 09:27.' Contact information is provided: +40731990129 (M-S 8-20), @bileteonline@cfrcalatori.ro, and a note: 'You can buy at least 6 hours before departure'. At the bottom, it says 'You're logged in as ...@cfrcalatori.ro' and 'You will receive the ticket on the email associated with your account.' Navigation buttons for 'Back' and 'Next' are visible.

To finish, click on **Next**.

Step 6. Confirmation:

The screenshot shows the 'Buy tickets' page on the CFR website, now at Step 6: Confirmation. The header and user information are the same as in Step 5. The progress bar highlights '6. Confirmation'. The current selection remains: 'The current selection is from București Nord to Constanța, for 15/05/2019, with departure at 07:10 and arrival at 09:27.' Below the progress bar, there is a section titled 'Your selection' with the following details: 'Commercial offer' (Standard tickets/offers), 'The type of passengers' (1 adult), 'Trains' (#1, 15/05/2019, IR 1581, București Nord 07:10 - Constanța 09:27, 2nd class (reserved seat)), and 'Total to pay' (51.35 Lei). A green 'Confirm tickets' button is prominently displayed, along with 'Back' and 'Next' navigation buttons.

The system opens a new window to confirm your selections. Please check carefully if the data regarding: type of passengers, date of travel, train and reservation class correspond.

If the data do not match, please click on **Back** to restore the request. If the data match, click on **Confirm tickets** to make the reservations.

After confirming the tickets and booking seats, there is a limited time of 15 minutes to go to the next stage. Staying over 15 minutes on this page results in the loss of reservations made and requires a new ticket confirmation. In this situation, you will receive an information message in this regard.

The time reserved for filling the passengers data has expired. Please come back to the 5th step and try again.



If you cannot make reservations on this train (no available seat, train is closed for sale etc.), please retry later on the same train, contact us or request for another train.

The system displays an information message and the **Next** button is inactive.

The screenshot shows the CFRCalatori website interface. At the top, there is a navigation bar with the logo, 'DOMESTIC TRAFFIC', a search bar, and links for 'Plan your journey' and 'Orders'. On the right, there is a 'Support' link and a user profile 'Hello andrei' with language options 'RO' and 'EN'. Below the navigation bar, the page title is 'Buy tickets'. On the right side, there is contact information: a phone number '+40731990129 (M-S 8-20)', an email 'biletonline@cfrcalatori.ro', and a note 'You can buy at least 6 hours before departure'. A progress bar shows 8 steps: 1. Itineraries, 2. Classes and offers, 3. Type of passengers, 4. Prices, 5. Account, 6. Confirmation (highlighted), 7. Passengers data, and 8. Paying. Below the progress bar, a message states: 'The current selection is from București Nord to Constanța, for 15/05/2019, with departure at 07:10 and arrival at 09:27.' Underneath, there are sections for 'Your selection', 'Commercial offer' (Standard tickets/offers), 'The type of passengers' (1 adult), 'Trains' (#1, 15/05/2019, IR 1581, București Nord 07:10 - Constanța 09:27, 2nd class (reserved seat)), and 'Total to pay' (51.35 Lei). A pink message box at the bottom says: 'At this time, the train is locked and it's not possible to buy online tickets for this train. If you need assistance, please contact us.' At the very bottom, there are 'Back' and 'Next' buttons, with 'Next' being inactive.

After confirmation, the **Next** button becomes active and you can go to the next step.

Step 7. Passengers' data:

At this stage, the first name and last name for the adult/child/youth ticket, ID card and Social Security Number for the TrenPlus card holder must be declared, respectively: the first name and last name and Social Security Number for pupil.

The screenshot shows the CFRCalatori website interface at step 7, 'Passengers data'. The navigation bar and contact information are the same as in the previous screenshot. The progress bar now highlights step 7, 'Passengers data'. The message below the progress bar states: 'The current selection is from București Nord to Constanța, for 14/05/2019, with departure at 07:10 and arrival at 09:27. For filling the passengers data form, the remaining time is 13 min 7 sec.' Below this, there is a section titled 'The information will be verified in the train'. Underneath, there is a dropdown menu for '#1 Adult ticket' with the option 'Get from preferences' selected. Below the dropdown, there are two input fields for 'First name' and 'Last name'. At the bottom of this section, there is a checkbox labeled 'Save data to preferences' which is currently unchecked. At the very bottom, there are 'Back' and 'Next' buttons, with 'Next' now being active.

If you want to save the data regarding the name, plus train card number click on **Save data to preferences**.

If the passenger data are saved in preferences, click on **Get from preferences**.

Get from preferences ×

Adults

andrei eliza	Select
andrei Lia	Select

After filling in the data on the passengers, which are printed on the ticket and help identify the passengers on the train, click on **Next**. To complete your online ticket purchase, the system redirects you to the payment page of the accredited BCR provider.

CFR Calatori

BCR

29:45

Card number (?)

Name on the card: (?)

Expiry date:: (?)

Month Year

CVV2/CVC2: (?)

Order number: 2922605

Order description: [IR 1581] Bucuresti Nord -- Constanta

Accept terms and conditions (?)

Total **56.62 LEI** Pay online

Transaction processed by EuPlatesc.ro on behalf of https://cfrcalatori.ro. This transaction will appear on your bank statement as: BILETEONLINE.CFRCALATORI
Service provided by EuroPayment Services c 2019 - ANSPDCP 5804/2007 - v6
By continuing this transaction, using secure.euplatesc.ro, you agree with personal data processing by SC EuroPayment Services s.r.l., as ANSPDCP 5804/2007.

MasterPass VISA VISA VISA MasterCard Maestro Verified by VISA MasterCard SecureCode

PCI DSS COMPLIANT

CFR online tickets can be paid by a Visa, Mastercard, Maestro or Electron Visa card, issued by any bank, including from abroad and regardless of the currency of the payment account, through e-Commerce transactions provided by providers accredited for this purpose (to carry out banking transactions), according to the legislation in force in Romania.

Staying more than 15 minutes on this page results in canceling the transaction and closing the CFR Buy Online Ticket application.

Immediately after the purchase of the CFR online ticket (which is sent electronically via e-mail but is also available from the user account under the "Orders" section, submenu "My Tickets"), the customer is required to verify that the data entered on it corresponds to the required data. **If the data does not match, you can request cancellation of the wrong ticket within one hour from the purchase, without any additional fee. After the expiry of this period, the requests are solved according to the provisions of item 12 of the terms and conditions.**