

Ticket withdrawal

Travel withdrawal with reimbursement of tariffs for this type of tickets can only be made on the basis of a reimbursement request, subject to the following conditions:

- the reimbursement request must be filled in directly on the Internet by the registered user, on his/her own profile, by accessing the "**Orders**" section (from the top blue bar of the home page), the "**Operations on a ticket**" submenu – **Travel withdrawal** function for a ticket which is : *Paid* or *Paid after change*) and will be taken into consideration only if it is recorded **with at least 6 hours before** the date and time of departure of the first train on the route (passenger's boarding date and time).
- the request is made for a ticket as a whole, meaning for all passengers on that ticket and for all trains that make up the route (a reimbursement request only for a part of the passengers written on the ticket or only for a part of the trains on the route is NOT allowed);
- in case of round-trip tickets, you can also request partial reimbursement only for the return journey, but only after performing the one-way journey and if the request is made no later than 6 hours before the return journey begins. **In this case, the transport fare for the unused route is reimbursed with 20% fee of the value of the transport fare paid on the return journey;**
- **the amounts to be refunded are calculated with a corresponding processing fees**, according to the regulations in force, accessible on the official website, at <https://www.cfrcalatori.ro/en/renounce-to-travel/>
- **the amounts will be transferred directly to the account associated with the payment card (the related amount shall not be refunded, under no circumstances, at CFR Călători ticket counters).**

The screenshot shows the 'My orders' section of the CFR Călători website. The top navigation bar is blue and contains the logo, 'DOMESTIC TRAFFIC', a search bar with 'Plan your journey', an 'Orders' menu, 'Support', a user profile 'Hello, eliza', and language toggles for 'RO' and 'EN'. Below the navigation bar, the 'My orders' title is followed by contact information: '+40731990129 (M-S 8-20)', 'bileteonline@cfrcalatori.ro', and a note 'You can buy at least 6 hours before departure'. Under the heading 'Tickets and financial', there are three main cards: 1. 'Buy a new ticket' with a description and an 'Itineraries + buy' button. 2. 'Operations on a ticket' with a description, a 'Ticket Id' input field, and a 'Continue' button. 3. 'My tickets' with a description and a 'Tickets list' button.

At this stage, if the ticket ID is known, please enter the ticket number for which the refund is requested in the box corresponding to the **Ticket Operations** submenu and click on **Continue**.

If the ticket ID to be refunded is not known, click on **Ticket List** in the box corresponding to **My Tickets** submenu.

Tickets list

From:

Until (including):

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

The search period From/To (including) is set and click on **Search**. The system displays the list of orders within the selected period, with information about the order status (paid, paid after change, canceled by modification, etc.), the date of purchase/journey and the itinerary.

Tickets list

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

From:

09/04/2019

Until (including):

09/05/2019

Search

If you want to view a ticket as Pdf, modify a ticket, request a travel withdrawal or view the status of an existing one, request an invoice or view the status of an existing one, press on the ticket Id.
If you want to buy a new ticket, please go to [Itineraries + buy](#).

Ticket Id 16372 Paid	Bought on 09/05/2019	Journey on 15/05/2019	From București Nord	To Sinaia
Ticket Id 16361 After modifying, paid	Bought on 08/05/2019	Journey on 09/05/2019	From București Nord	To Chitila
Ticket Id 16360 Canceled after modifying	Bought on 08/05/2019	Journey on 09/05/2019	From București Nord	To Chitila
Ticket Id 16359 Paid	Bought on 08/05/2019	Journey on 09/05/2019	From București Nord	To Sinaia
Ticket Id 16318 Paid	Bought on 07/05/2019	Journey on 09/05/2019	From București Nord	To Oradea
Ticket Id 16309 Paid	Bought on 07/05/2019	Journey on 08/05/2019	From București Nord	To Constanța
Ticket Id 16308 Paid	Bought on 07/05/2019	Journey on 08/05/2019	From București Nord	To Constanța

Choose the ticket to be refunded, like: *Paid* or *Paid after change*.

In both cases, the system opens a new **Ticket View** window, with information on ticket data, where the **Travel Withdrawal** function is selected.

View ticket

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

Operations for the ticket: 16399

Type: The Round-trip offer
Bought on 10/05/2019
From București Nord
State: Paid
Journey on 10/05/2019
To Constanța

- View as PDF
- Modify the ticket
- Invoice
- Travel withdrawal
- Back at [Itineraries + buy](#)

The system opens a new **Travel Withdrawal** window with information on the conditions for refunding CFR online tickets and all user data. At this stage, you can optionally enter the reason for requesting a refund.

request.

Travel withdrawal

+40731990129 (M-S 8-20)

@bileteonline@cfrcalatori.ro

You can buy at least 6 hours before departure

Attention! Reimbursement of tariffs for these types of tickets can only be made based on refund request filled online, subject to the following conditions:

- The request is done for a ticket as a whole, meaning for all passengers on the respective ticket (it is NOT allowed the refund request only for a part of the registered passengers on the ticket) and for all trains that compose the route.
- The request for refund must be completed directly on the Internet by the registered user (from their own profile) and will be taken into consideration only if they register with at least 6 hours before the departure time and date of the first train on route (the date of passengers' embarkation). After this time expires (6 hours prior to departure) the "CFR online tickets" will not be refunded anymore. Exceptions are the special cases described at point 14.
- For round-trip tickets, it can be restored partially (only for the return journey), while the application is submitted with at least 6 hours prior to the beginning of the return travel. In this case, the amount due to be reimbursed, in addition to processing fee, will be retained from the outward journey (already performed) and the discount granted for the round-trip offer.
- "CFR online tickets" allow the reimbursement of tariffs (for commercial offers that do not allow reimbursement, the customer is informed on this fact before buying them).
- Related amounts to be refunded, are calculated by retaining the processing fees (according to regulations in force, available on the official website of the CFR Călători and will be paid directly in the account associated to the card with which the payment was made (in no circumstance the amounts will not be returned on held in cash at CFR Călători selling points).
- Overall acceptance of the terms and conditions, accessible [here](#).

Attention! The request is irreversible. After confirming it (by pressing the "Confirm" button), the ticket it's no longer valid.

I am connected as eliza eliza, having the phone number 0723235220 and the email address eliza.andrei@cfrcalatori.ro, and I request to withdraw from the travel with the ticket Id 16399. The ticket is from Bucuresti Nord to Constanta on 10/05/2019. The reason of the request (optional):

← Back

Confirm

To finish the operation and register the request, click on **Confirm**. The system displays an information message about the registration of the refund request.

Travel withdrawal successfully received

+40731990129 (M-S 8-20)

@bileteonline@cfrcalatori.ro

You can buy at least 6 hours before departure

We have registered your request for the travel withdrawal. We'll communicate the answer in maximum 24 hours. For the ticket with the Id 16399, the travel withdrawal Id is 671.

If you want to buy a new ticket, please go to [itineraries + buy](#).

After processing your refund request, you will receive a message on the email address associated with your account. Depending on the resolution received, the ticket goes to the *Canceled by travel withdrawal* if the refund request was accepted or remains as *Paid* if the refund request was denied.