

Purchase of tickets from S.N.T.F.C. "CFR Călători" S.A

For the journey by passenger trains belonging to CFR Calatori, the tickets can be obtained:

A. FROM THE TICKET COUNTERS OF RAILWAY STATIONS OR RAILWAY TRAVEL AGENCIES

a) by electronic issuance, for the journey in domestic traffic with an advance of up to 30 days, including for the return journey or with an anticipation of up to 60 days in case of groups organized by at least 30 people, and for the journey in international traffic with an anticipation of maximum 3 months. When establishing the term of anticipation, the current day and the day of train departure are taken into account;

b) by manual issuance (on standardized forms), in the case of railway stations that do not have electronic transmission system, **with an anticipation of maximum 10 days (including the day of train departure)**. For trains with reservation system, the advance sale will be made only between 07.30-18.30, with the seats obtained by telephone order from the Local Traffic Office;

B. ONLINE, THROUGH INTERNET, under the conditions presented on the website www.cfrcalatori.ro at "TRAIN TICKETS ONLINE" service;

C. FROM SALES MACHINES BELONGING TO CFR CALATORI, with an advance of up to 30 days, including for the return journey. The tickets obtained from these machines, hereinafter referred to as "CFR tickets - Kiosk", have the status of the tickets obtained from any counter of the railway stations;

At the ticket machines, a ticket is printed for each individual passenger. If all the paid tickets are not printed or there are other problems, passengers are asked to contact the commercial staff of the respective unit.

D. FROM THE TRAIN STAFF serving CFR Calatori trains, as follows:

1. at ticket counters - when passengers board the train from stopping points where there is no possibility to purchase tickets from their own staff or from the sale machines, provided that the ticket is requested immediately after boarding the train, otherwise the onboard tariff will be charged.

2. tariff charged onboard if, for whatever reason, the passenger did not purchase a ticket from the ticket counters.

The tariff on train is higher than the tariff from the ticket counters;

The train staff does NOT issue tickets within the travel offers of CFR Călători;

E. FROM THE ATTENDANT OF THE SLEEPING/BERTH CAR, after closing the sales of seats for sleeping/berth cars, with a maximum of 60 minutes before the train departure from the original station, with tariff at ticket counters - the same tariff as for the ticket counters, within the limits of the seats left free in the car diagram, only on the routes on which the sleeping/berth car is circulating;

F. FROM AUTHORIZED AGENTS OF CFR CALATORI

At the stopping points - railway stations, shunting halts, commercial halts - served by authorized agents, tickets are issued for the most requested routes - distances of **maximum 200 km**, but only for a single train (departing from the respective station), following that, in case of necessity, for the longer trips, the passenger will continue to purchase tickets from one of the railway stations on the route. In the case of direct trains, which serve routes greater than 200 km, for passengers who board from the stopping points served by authorized agents, the train staff will issue tickets at the house rate, according to the provisions of letter. D.1.

For passengers who benefit of free transport and board the train from stopping points served by authorized agents, the tickets for free travel will be endorsed/issued by the train staff, in compliance with the regulations in force;

G. FROM TOURISM AGENCIES OR OTHER ACCREDITED COMMERCIAL COMPANIES that are authorized distributors and issue online train tickets, under the conditions presented on the website www.cfrcalatori.ro.

H. FROM SALES MACHINES OF AUTHORIZED DISTRIBUTORS to sell, for and on behalf of CFR Călători, tickets called "CFR - ATM tickets" with an advance of up to 30 days including for the return journey.

The procurement of tickets can be done on certain terms, only within the limit of the available seats:

- **The deadline by which the tickets can be purchased, compared to the time of train departure**, is established according to the location from which they are purchased, thus:
 - with 3 - 5 minutes before the train leaves the station for the class cars and until the closing for sale in the system for sleeping/berth cars, in case of purchasing tickets from the railway stations of departure from the ticket counters as well as from the sales machines belonging to CFR Calatori;
 - with a certain established timeframe (which cannot be shorter than the one provided in the previous paragraph), depending on the location of the CFR travel agency with respect to the departure railway station, in case of purchasing tickets from the CFR travel agencies;
 - with 24 hours before the train departure from the railway station of embarkation, in case of purchasing tickets through sales machines of the authorized distributors;
 - **with 6 hours before** the train departure from the railway station of embarkation, in case of purchasing online tickets
 - the sleeping/berth cars are closed for sale in the system with 60 minutes before the departure time of the train from the railway station of the sleeping/berth car.
- **The maximum deadlines of sales in advance of tickets** provided in letter A, B, C and H can be modified at any time if the operating conditions require this. The change can be made for all passenger trains or only for certain trains.

The change of the maximum deadlines of advance sale will be brought to the attention of the passenger with at least 2 calendar days before the change takes effect, both by message displayed on the official website of "CFR Călători", as well as by posters at all the points for issuing tickets.

In case of force majeure, the modification of the maximum deadlines of sale in advance can be done without notification on the official website of "CFR Călători" www.cfrcalatori.ro.

ONLINE train tickets at S.N.T.F.C. CFR Calatori

The National Railway Transport Company "CFR Călător" S.A. ensures the possibility of purchasing tickets over the internet.

CFR Călători grants a 5% discount on the final sale price of the ticket in domestic traffic purchased by accessing the Online Train Tickets service.

Through this service you can buy tickets with online payment, to all trains running with reservation regime in domestic traffic, (InterRegio and Regio Expres) as well as to some Regio trains (without reservation), for a maximum advance of 30 days, but not later than 6 hours from the time of departure of the first train on the route (against the time of embarkation). Basically, you can buy "Online Train Tickets" with the maximum anticipation of sales in domestic traffic, less for trains running within 6 hours, from the time the application is introduced in the system.

In domestic traffic, it is no longer necessary to travel to CFR sales units in order to purchase the tickets. The online train ticket is nominal, and all the necessary details for the trip will be sent by mail and are accessible from the user's own profile. Ticket printing is not required, the passenger being identified only on the basis of the identity card and the ticket ID.

Through the "Online Train Tickets" service available 7 days a week, through the Internet, "CFR Călători" facilitates the purchase of CFR tickets for the train journey.

Simple and easy, avoiding the crowds, queues and thus saving time, you can get tickets for all trains circulating with reservation in domestic traffic using the "Online Train Tickets" service.

More information can be found on the official website www.cfrcalatori.ro.

Change of travel data, including travel cancellation is possible only if the provisions of the terms of use of the online train tickets are observed. The request is made at least 6 hours before the departure of the first train from the route on the initial ticket, for trains circulating within the range available for the purchase of an online train ticket. The request to modify a purchased ticket can be made only once, and the client pays the related commissions and any tariff differences. The new online train ticket (issued following a request to change the travel data) does NOT allow any further changes.

Online train tickets do **NOT** allow the trip to be interrupted.

The refund of the tariffs for this type of tickets can be made only on the basis of a refund request completed directly on the internet by the registered user (from his own profile) and will be taken into consideration only if it is registered at least 6 hours before the date and time of departure of the first train from the route (date of passenger boarding). The amounts to be refunded are calculated by withholding the processing fees (according to the regulations in force) and will be transferred to the card account from which the ticket was paid.

More details on the terms and conditions imposed for using the "Online Train Tickets" service as well as additional information can be found on the official website www.cfrcalatori.ro at: **Online Train Tickets - Terms of Use**.

VERY IMPORTANT!

1. **The specific commercial offers of CFR Calatori are made available to passengers only in the terms and conditions established for commercialization.**

CFR Calatori reserves the right to change the marketing conditions or to discontinue at any time the application of one or more own commercial offers, depending on the needs of the operation and the marketing requirements.

The changes will be made known to the passenger at least 2 calendar days before the change takes effect, both by a message posted on the official website of "CFR Călători", as well as by posters at all the points of issuing the tickets.

In case of force majeure, the change can be made without notification on the official site of CFR Călători www.cfrcalatori.ro.

2. **CFR CALATORI DOES NOT ISSUE DUPLICATE FOR LOST OR STOLEN TICKETS.**
3. CFR Călători collects, processes and stores personal data in accordance with the legal provisions in force (EU Regulation 679/2016 on the protection of individuals with regard to the processing of personal data and their free circulation - **GDPR**) and puts in application appropriate technical and organizational measures to ensure that the data are processed only for the purposes for which they were collected but also to ensure their security.

Your personal data are processed for the purpose of issuing tickets, for your registration and identification as their holder (where applicable) and for granting travel discounts.

Legal basis: the legitimate interest of SNTFC „CFR Călători” SA according to art.6, paragraph 1, letter f, of the EU Regulation 679/2016.

4. When traveling by train with reservation regime the sale of tickets with reserved seat is made within the limit of the seats available on train.

The issuance of “**no reserved seat**” tickets is made only in the 2nd class, after all the seats in the 2nd class are exhausted and only on the day of the train departure. The number of “no reserved seat” tickets allowed on the train is determined according to each case (type of train, car, etc.).

In order to avoid this discomfort, we recommend to all passengers to purchase tickets with anticipation.

Offers / Discounts / Commercial facilities granted by S.N.T.F.C. "CFR Călători" S.A.

1. **Children** benefit from the following facilities when traveling at the class car (1-st class and 2-nd class):
 - for children up to 5 years old, unless a separate seat is required, transportation is FREE;
 - for children up to 5 years for which a separate seat is required and for those between 5 and 10 years old, a 50% reduction of the transport tariff is granted;
 - for trains with reservation regime, the reservation fee of the seat is paid in full.

For children up to the age of 10, for whom no separate bed is required, no bed supplement / berth is paid. Only one child for each bed with a companion is allowed. Two children up to the

age of 10 can occupy one bed together, in which case the price of a single bed supplement / berth is paid.

In the case of children up to the age of 10 years for which separate beds are required, the full bed supplement / berth tariff is applied.

For children over 10 years of age the full tariff for bed supplements / berth is applied.

For the application of the provisions regarding the transport of children, the age from the day of commencement of the trip is taken into account. In the case of tickets with a longer validity period, (group ticket, round trip, etc.), the age from the first day of ticket validity is taken into account.

2. For the weekend trip - the "VSD offer".

Through the VSD offer (Friday, Saturday, Sunday) for the weekend trip the following discounts are granted:

- **50% reduction in the transport fare** for regio train journey, 1-st class or 2-nd class;
- **35% reduction from the transport tariff** for the interregional train journey, 1-st class or 2-nd class.

For the trip with reserved seat, the reservation fee for the seat is paid in full.

The ticket issued for the VSD offer is the "VSD Card" - it is a **nominal** ticket, valid for a month, for distances up to 1000 kilometers and gives the right to make a round-trip on routes at passengers' choice, during each weekend of the validity period (starting with 0.00 hours on Friday and arrival until 12.00 hours on Monday).

The passenger must choose one route for each weekend of the validity period of the ticket and establish the train rank with which he wants to travel both one way and return.

The VSD card allows the travel at berth car only with the full payment of the tariff differences.

The journey by train of higher rank or to a higher class can be made only with the full payment of the tariff differences.

The VSD card entitles the passenger to travel on another route (longer or shorter), provided that the departure and destination stations remain unchanged.

The journey on a longer route is made with the payment of the tariff differences. For travel on a shorter route, no refund of fare differences is allowed.

The VSD card does not allow travel at sleeping car.

The VSD card does not give the right to interrupt the trip.

The VSD card does not allow to postpone or anticipate the travel outside the validity period.

When traveling by trains with reservation regime it is not compulsory to purchase the reservation ticket for seat. If you wish to travel with a reserved seat, the reservation fee for the seat will be paid in full.

The reductions granted by the VSD offer are not cumulative with other commercial discounts.

3. For the weekend trip on the same route - "WEEK-end Ticket"

The "week-end ticket" offer is addressed to passengers who choose to travel by train at the end of the week on the same route.

The discounts are granted from the transport fare depending on the number of round trips made at 1-st class or 2-nd class over distances up to 1000 kilometers, for a month, on the same route and on the same train rank (regio or interregio), as follows:

- **35% discount for 4 week-ends;**
- **25% discount for 3 week-ends;**
- **15% discount for 2 week-ends.**

For the trip with reserved seat, the reservation fee for the seat is paid in full.

The weekend ticket entitles you to make a round trip at the end of the week during the validity period (starting with 0.00 hours on Friday and arriving until 12.00 on Monday).

The weekend ticket allows the travel at berth car only with the full payment of the tariff differences.

The journey by train of higher rank or to a higher class can be made only with the full payment of the tariff differences.

The weekend ticket entitles you to travel on another route (longer or shorter) provided that the departure and destination stations remain unchanged.

The journey on a longer route is made with the payment of the tariff differences. For travel on a shorter route, no refund of fare differences is allowed.

The weekend ticket does not allow travel to sleeping car.

The weekend ticket does not give the right to interrupt the trip.

The weekend ticket does not give the right to postpone or anticipate the trip outside the validity period.

When traveling with trains with reservation regime it is not compulsory to purchase the ticket for the seat reservation. If you wish to travel with a reserved seat, the reservation fee for the seat will be paid in full.

The reductions granted by the Weekend Ticket are not cumulated with other commercial discounts.

4. Round-trip offer

Through the "Round-trip" offer, a **10% discount** on the transport fare for both the one way train and the return train is granted.

The "Round-trip" offer is valid for the journey by regio or interregio train, 1-st class or 2-nd class, at class car, sleeping or berth car, with a single direct train on the way.

For trains with reservation regime, the reservation fee for each place will be fully paid, corresponding to the reservation class and the type of car, if a reserved seat is provided.

In order to take advantage of the "round-trip" offer, it is necessary to establish exactly the date of travel, the train rank, the reservation class and the type of car with which it is desired to make the trip both one way and return.

The deadline for the return trip is given by the anticipation period with which this ticket is purchased, respectively no more than 30 days from the date of its purchase, without any conditioning on the single trip.

The "Round-trip" offer gives the right to anticipate, postpone, interrupt the trip, both one way and return, under the conditions and deadlines stipulated in its own regulations in force regarding the modification of the transport contract detailed on the official site of CFR Calatori www.cfrcalatori.ro.

The "Round-trip" offer entitles to travel on another route (longer or shorter), provided that the departure and destination stations remain unchanged, and the round-trip ticket is considered as a full-price ticket.

The journey on a longer route is made with the payment of the tariff differences. For travel on a shorter route, no refund of fare differences is allowed.

The journey by train of higher rank or to a higher class can be made only with the full payment of the fare differences according to the request and the initial ticket, calculated for a simple trip.

The discounts are not cumulated with other discounts (of type: anticipation, fidelity, mini-group, etc.) except for those granted for the purchase of tickets through the "online" distribution channel.

5. The "season ticket" offer.

In order to carry out several trips in a certain period of time, CFR Călători offers monthly or weekly season tickets with unlimited number of trips during the validity period or monthly season tickets valid only on certain days during the validity period, with discounts in the transport tariff.

The season tickets are issued at any railway station or travel agency in which the issuance of tickets is ensured, within the working program, except for the monthly season tickets for pupils or students, which are issued only in the stations equipped with an electronic issuing system.

The season tickets are issued for regio and interregio trains only at 2nd class, based on an identity document.

Types of season tickets:

- **Monthly** season tickets - are nominal tickets with unlimited number of trips during the validity period and are issued up to a distance of 300 km.

The rates are calculated with a 50% reduction of the transport tariff.

- **Weekly** season tickets - are nominal tickets with unlimited number of trips during the validity period and are issued up to a distance of 300 km.

The rates are calculated with a 50% reduction of the transport tariff.

Season tickets can be issued on any day of the month with 30 days advance notice for the electronically issued subscriptions and 10 days for the manually issued season tickets.

- **Monthly** season tickets valid for 5, 10 or 15 days - are nominal tickets with unlimited number of trips during the validity period and are issued up to a distance of 1000 km.

The rates are calculated with a discount from the transport tariff, differentiated according to the number of validity days, as follows:

- **45% discount** for the 15 days monthly season ticket,
- **35% discount** for the 10 days monthly season ticket,
- **25% discount** for the 5 days monthly season tickets.

The monthly season tickets 5, 10, 15 days are tickets that can be used for a limited number of days in a calendar month. The validity day is the calendar day, from 0.00 to 24.00 or from 12.00 of a calendar day to 12.00 of the following day.

The monthly season tickets 5, 10, 15 days are issued on the basis of a written request of the passenger specifying the travel data and are issued by any railway station or travel agency.

The monthly season tickets 5, 10, 15 days are valid only on the days for which they were issued.

The monthly season tickets 5, 10, 15 days do not give the right to anticipate or delay the trip.

The season tickets can be issued on any day of the month with 30 days advance notice for the electronically issued subscriptions and 10 days for the manually issued season tickets.

- **Monthly season tickets for pupils or students** – are tickets with an unlimited number of trips during the validity period and are *issued only electronically* up to a distance of 300 km.

Monthly season tickets for pupils are nominal tickets and are issued with a discount of 50% from the transport fee for the pupil or 100% for the pupil with mentions written in the student book by the school unit, as the case may be, for all train categories within domestic traffic.

Monthly season tickets for students are nominal tickets and are issued with 100% discount for students for all categories of trains within domestic traffic.

For pupils it is issued on the basis of an identity document for persons over 14 years, and for pupils under 14 years - based on the student book with the CNP written on the first tab of the booklet and the attestation written in the section "mentions" by the school unit, as the case may be, or of the supporting evidence for the preparatory classes and the copy of the birth certificate, according to the legislation in force.

For students, it is issued on the basis of student IDs for reduction/free of charge on transportation and the identity document (CI/Passport/Residence permit), stamped for the current school year.

Monthly season tickets for pupils or students are priced at the train rank with which the pupil/student travels.

For the differences of rank, the differences of route will be issued tickets with 50% reduction of the transport tariff or 100%, in compliance with the commercial regulations in force. For the class difference and the 1-st class reservation ticket, full-paid tickets will be issued. The rates are calculated with a 50% discount of the transport tariff.

In the train the monthly season tickets for pupils or students are valid only with the identity card and the pupil book or with the student ID for a discount in transport which gives the right to a reduction with the validity visa for the current school/university year. Any inconsistency will be treated according to the regulations in force.

The issuance of season tickets with modifications, corrections or deletions even certified by the issuer is not allowed.

For holders of valid interregional train season tickets, it is not mandatory to purchase the seat reservation fee for the journey with these trains. If the subscription holders wish to travel with a reserved seat, they are obliged to pay the full reservation fee for the seat.

It is allowed to travel by train of upper rank or upper class, only with the full payment of the tariff differences.

6. Groups of at least 20 children or pupils - "group offer of children/pupils".

When traveling in groups of at least 20 children or pupils, the children and the didactic, medical-administrative and administrative staff accompanying the group on trips, camps or colonies - maximum 1 person per 10 children or pupils, benefit from a 50% discount from the tariff transport of regio or interregio trains, 2-nd class. The pupils benefit from the facility granted by Law 1/2011 of the national education and the provisions of the GD 42/2017. For trains with reservation regime, the reservation fee for each seat will be paid, if a reserved seat is provided.

The discount is granted based on the address from the institution organizing the camp/excursion and on the basis of the nominal table approved by the educational unit or the County and Municipal School Inspectorate by signature and round stamp. The nominal table will be presented in two copies (three copies when traveling at sleeping/berth car), the cashier will sign and apply the stamp of the ticket counter on each copy, of which one copy remains at the cashier, one copy remains to the driver group and a copy will be retained by the staff accompanying the sleeping/berth car. The table will include the names and surnames of each member of the group, the quality they have within the group (pupil, child, teaching staff, medical-health staff, administrative staff) as well as the CNP of each member of the student group or teaching staff, medical - sanitary staff, administrative staff.

The identification in the train and at the ticket office is made:

- for students from compulsory, professional education, including post-high school, high school accredited/authorized based on the student booklet (which will have the student's CNP on the first sheet and the attestation of the right to free of charge for the student benefiting from this right) or the supporting evidence for the students of the preparatory classes and a copy of the birth certificate, as the case may be, which will be targeted for the current school year by the heads of the school units.

- for orphan students, with special educational requirements, as well as those for whom a special protection measure has been established, according to the law, or guardianship, the pupil booklet, under the "mentions" section, the school unit will attest the right to free of charge that the pupil benefit.

The travel of the group of children and didactic, medical-sanitary and administrative staff accompanying the group in excursions, camps or colonies is made on the basis of the group ticket with payment, a ticket that is issued to the group leader having as motive the "group children/pupils offer". The original copy of the nominal table on which the cashier signed and applied the stamp of the ticket counter is attached to the ticket. For each member of the group, the identification fee will be charged for trains without reservation regime, and for the trains of rank with reservation regime will be issued for each member of the group full-price tickets (with full payment of the reservation rate for the respectively train rank).

7. Groups organized by at least 20 people - "group offer".

For organized groups made up of at least 20 persons, CFR Călători grants a **25% discount in the rate of transport for regio or interregio trains, at 2-nd class**. For travel at sleeping car, the discount is granted only on Saturdays.

For every 5 additional people, the reduction granted increases to a maximum of 35%.

The reduction granted, depending on the number of persons in the group is:

- 25% for 20 to 24 persons;
- 27% for 25 to 29 persons;
- 29% for 30 to 34 persons;
- 31% for 35 to 39 persons;
- 33% for 40 to 44 persons;
- 35% for 45 persons or more;

The discount is granted by the CFR travel agencies or the passenger railway stations, based on a nominal table that will include the names and surnames of each member of the group, approved by the heads of the CFR travel agencies or the heads of the passenger railway stations.

The table will be presented in two copies (three copies when traveling at sleeping/berth car). The cashier will sign and apply the stamp of the ticket counter on each copy, of which one copy remains at the cashier, one copy remains at the group leader and one copy will be retained by the staff accompanying the sleeping/berth car.

Group tickets are issued with a reduction in the transport tariff depending on the number of persons in the group.

Group tickets issued for the round trip, on the return journey may be issued with departure from a railway station other than the destination one and/or on a route other than the one used for the simple journey.

For the trip at 1-st class, the fare differences for each member of the group will be paid in full.

The identification fee for each passenger in the group will be charged only for trains where no seat reservation tickets are issued (when the seat reservation ticket is not cashed at the counter or centralized).

8. Small groups of 2 to 5 adults - "mini group offer".

The **2-5 mini group offer** is the ideal offer for traveling with family or friends, specially created for small group travel, consisting of 2 to 5 adults or in the family.

The discounts are granted from the transport tariff for the journey with a single train of any rank, only at 2-nd class, as follows:

- **10% discount** for each passenger for groups consisting of two adult passengers;
- **15% discount** for each passenger for groups of three adult passengers;
- **20% discount** for each passenger for groups of four adult passengers;
- **25% discount** for each passenger for groups of five adult passengers.

For trains with reservation regime of the seat, the reservation fee for each seat, corresponding to the reservation class, will be paid in full.

The mini group 2-5 offer is issued only in advance of at least 1 day, is NOT issued on the day of the train departure and is NOT issued for travel on Fridays or Sundays.

If children/adolescents up to the age of 18 at the time of the trip, called "youth", from the tariff point of view, two young people are considered an adult. In the case of an odd number of young people, a youth is considered to be an adult from a tariff point of view or is charged separately with the reductions that he/she may benefit from.

The groups for which the mini group 2-5 offer is issued can only be made up of youths without the presence of an adult.

For trains circulating with compulsory reservation of seats, the mini group 2-5 tickets are issued only with the reservation of seats. On these trains it is NOT allowed to issue mini group 2-5 tickets unless a booked seat can be provided.

The mini group 2-5 offer does not allow to travel at 1-st class or at sleeping cars.

The mini group 2-5 offer allows the anticipation, postponement or interruption of the trip, in compliance with the provisions of the own regulations provided on the official website of CFR Călători www.cfrcalatori.ro. In case of anticipation, postponement or interruption of the trip, for the journey by train of higher rank or higher fare, a ticket is issued for the complete payment of the tariff differences for each member of the group, including for children-adolescents in the group.

The postponement and anticipation of the mini group 2-5 offer is NOT allowed for travel on Fridays or Sundays.

In case of interruption of the trip, its continuation is not allowed on Fridays or Sundays.

For groups consisting of more than 30 persons, it is possible to approve the issuance of the mini group offer 2-5 both on Fridays or Sundays as well as on a berth car of 4 or 6 seats. For the trip at berth car, there will be paid in full the supplement for all the members of the group.

9. Weekend discounts on Valea Prahovei

For the weekend trip (from Friday to Sunday inclusive) with the interregional trains circulating on Valea Prahovei belonging to "CFR Călător", only on the route between Sinaia-Braşov and return, at 2-nd class, reductions will be applied to the full transport tariff and at child tariff, specific for each route between 31% and 56% of the transport tariff.

The reductions apply only to the full transport tariff and to child tariff, at 2-nd class car and are not cumulative with the reductions from other commercial offers (mini group, round-trip, anticipation, pupil, etc.) except for the reductions applied for the online purchase of CFR tickets. The monthly/weekly subscriptions, the VSD book, the weekend tickets purchased at the regional train fare are valid for the interregional trains on the routes between Sinaia-Brasov and return, only with the full payment of the tariff differences.

During the weekend, on routes between Sinaia-Brasov and return the trip will be made without the obligation to reserve the seat, regardless of the type of issued ticket, the payment of the seat being made only in the case when the passenger expressly requests the trip with reserved seat and at online sales.

The fare in the train of the passengers found without tickets on the trains and on the routes between Sinaia-Brasov and return will be done with the application of the fare charged in the train (fare higher than at the ticket house) corresponding to the train rank.

10. "Ticket offer".

The "Ticket" offer is intended for those who travel frequently by train in domestic traffic. Is issued for the journey for a year or six months, at 1-st or 2-nd class, on any route at trains of any rank.

The "Ticket" offer is issued:

- for commercial societies, their identification data being recorded on the ticket;
- for natural persons, on the ticket being written the name, surname and CNP of the holder.

The Ticket is issued by the Ticket Department from CFR Calatori Central, based on a request addressed to the management of SNTFC "CFR Călători" SA, to which is attached the proof of payment of its value (OP, receipt of various cash, etc.).

The Ticket is issued within 15 days from the date of submission of the application, with the date of 01 of the month following the date of issue, during the period requested in the application (6 months or 12 months).

For travel by trains with reservation regime it is not compulsory to buy the reservation ticket of the seat. If you wish to travel with a booked seat at trains with reservation regime, the reservation fee for the seat will be paid in full.

The "Ticket" offer, valid at 2-nd class, allows the trip at 1-st class with full payment of the class differences, corresponding to the train rank at which the trip is desired.

For the trip at sleeping/berth car the fare differences and the bed/berth supplements will be paid in full according to the passenger's request.

In the case of the nominal tickets, reductions from the full transport tariff are granted, from 5% to the purchase between 5 - 1000 pieces, the percentage increasing for larger requests.

11. Discounts for anticipation.

CFR Călători grants a reduction in the transport tariff for the advance purchase of tickets through electronic issuing systems (online or at ticket counters), for the full-price ticket and the ticket with 50% discount for child, according to the anticipation of its purchase with respect to the date of the trip, as follows:

- **25% discount** on the purchase of ticket with an anticipation of more than 21 days compared to the date of the trip;
- **18% discount** on the purchase of ticket with an anticipation of 11 to 20 days compared to the date of the trip;

- **10% discount** on the purchase of ticket with an anticipation of 6 to 10 days compared to the date of the trip.

The aforementioned tariff reductions apply only to the electronic issuance of tickets and are automatically calculated by the electronic system when issuing tickets of type full ticket and child ticket, depending on the date of issuance and the date of the trip.

The discount does not apply for the seat reservation price - ticket for class car reservation, bed supplement/berth, etc.

The tickets for which the discount has been granted in advance give the right to modify the transport contract, in compliance with the regulations in force.

When modifying the transport contract, the reductions granted initially are canceled and the passenger benefits from the possible reductions depending on the date of requesting the modification of the transport contract and the date for which the modification of the transport contract is requested, paying the possible tariff differences.

12. Loyalty discounts.

For travel by successive trains belonging to CFR Călători, when purchasing tickets through electronic issuing systems (on-line or at ticket counters) or from ticket counters that issue manually - for the purchase of full-price tickets and 50% reduction for child, CFR Călători grants a reduction from the transport tariff as follows:

- **10% discount** if for the journey between the departure station and the arrival station two successive trains are used;
- **15% discount** if three successive trains are used for the journey between the departure and the arrival station;
- **20% discount** if more than three successive trains are used for the journey between the departure and the arrival station.

The "fidelity" reductions granted for the successive train journey belonging to CFR Călători, are **cumulated with the anticipation discounts.**

13. "TrenPlus Card" offer.

The "TrenPlus Card" offer is a **nominal and non-transferable ticket** - a discount card, based on which a 25% reduction in the transport fee at 1-st class 1 or 2-nd class 2 is granted, for travel on any route by train of any rank.

The TrenPlus card has a validity period of one year and can be purchased, for a fee, by any passenger, regardless of age, based on a written request submitted at the ticket counters in the stations and agencies.

The TrenPlus card is only issued through the system of electronic issuance of tickets from CFR travel stations or agencies.

The discount offered by "TrenPlus Card" is not cumulated with other facilities or discounts established, except for the reductions applied for the online purchase of CFR tickets.

The discount is granted for the purchase of tickets from:

- the ticket counters of CFR stations and travel agencies that have implemented the electronic issuance system,
- the ticket machines belonging to CFR Călători,
- through the online distribution channel.

If traveling with a reserved seat, the reservation fee for the seat, the bed supplement/berth fee is paid in full.

For the tickets with discount purchased on the basis of "TrenPlus Card" when controlling the tickets, it is mandatory to present the card under which the discount ticket was issued, as well as an identity document with photo and CNP (CI/BI/passport).

In case when the train control for a ticket with a reduction obtained on the basis of "TrenPlus Card" does not show the respective card, the passenger is obliged to pay the difference between the fare charged in the train corresponding rank, class and distance and the actual amount paid on the ticket presented.

The holder of a damaged TrenPlus Card has the right to request the issuance of a duplicate card only on the basis of the card originally issued, which can identify the card number or series and the ticket number.

The issuance of the duplicate is based on a request that will be analyzed and approved by the head of the issuing travel station/agency.

The holder of a TrenPlus Card claiming the loss or theft of the card will have to obtain a new card for a fee.

The refund of the card issuance fee is possible before the first day of validity with a 10% commission deduction. The card issuance fee is not refunded after the first day of validity of the card. The issuing fees for lost, stolen or unused cards are not refunded, regardless of the cause.

The discount tickets issued on the basis of the TrenPlus Card allow the modification of the transport contract as for a full fare ticket.

Modification of the transport contract

The postponement, anticipation or interruption of the trip can be requested only once and are only possible in the case of the tickets which give the right to these changes according to the specific conditions of use. These changes can be made in CFR travel agencies or only in the railway stations served by CFR Călători staff, in certain established terms, within the work program that can be found on the official website of CFR Călători www.cfrcalatori.ro.

The postponement or anticipation of the trip can be requested at any time before the date and time of departure of the train for any date and train from the advance sale period, the postponement operation canceling the right to anticipate the trip and reciprocally the anticipation of the trip canceling the right to postpone the trip.

The postponement of the trip can be requested until one hour after the departure time of the train written on the ticket, if the boarding is made from one of the railway stations provided with CFR Călători staff, within the work schedule. In the rest of the stations (without CFR Călători staff) or outside the work schedule of CFR Călători staff, the trip is delayed/anticipated only by the train staff.

On the day of the trip, the anticipation or postponement of the journey can be requested directly from the train staff as follows:

- ✓ at anticipation - for any train departing anytime before the train for which the ticket was issued, with payment of any fare differences in the case of trains with higher rank;
- ✓ at postponement - until no later than one hour after the hour of departure registered on the ticket, if the boarding is done from one of the railway stations provided with CFR Călători staff, as part of their work program; for the rest of the stations or outside the

work schedule of CFR Călători staff, if there is no train in the respective direction within the one hour interval, then the (one hour) period is extended until the next train.

The postponement or anticipation of the trip does **NOT** cancel the right to interrupt the trip as well as to the refund of the transport tariffs under the established commercial conditions, specific to each ticket/offer.

When anticipating or postponing the trip, the calculation of the transport fare for the new ticket will be made taking into account the date of issuance of the initial ticket, the passenger paying the possible additional tariff differences. The tariff differences in the minus are **NOT** refunded.

The interruption of the trip can be requested only once, only in one of the stations served by CFR Călători staff during the working hours, within a maximum of one hour from the arrival of the train at the respective station. The interruption of the trip can be granted up to a maximum of 5 days, term calculated without the current date, if the type of ticket gives the right to this, according to the established commercial conditions of use.

The interruption of the trip does **NOT** cancel the right to refund the transport tariffs according to the regulations in force.

Exceptions from these provisions regarding the modification of the travel data make the tickets issued for offers that do not give the right to modify the contract or which are subject to special terms or conditions, as follows: subscriptions tickets, VSD card, weekends tickets, tickets issued for students, online train tickets, discount tickets based on conventions - laws, whose specific conditions are presented in detail on the official website of CFR Călători www.cfrcalatori.ro.

Specific services for the transport of persons with reduced mobility (PRM)

In accordance with Regulation (EC) 1371/2007 of the European Parliament and of the Council on the rights and obligations of passengers, the Romanian railways, through the companies CFR SA and SNTFC CFR Călători, have the obligation to inform passengers about railway stations and trains in which they will provide specific conditions of transport and services for persons with reduced mobility, briefly referred to as PRM services.

All this information related to the PRM services offered by CFR Călători in the stations and trains are published on the Internet on its own site www.cfrcalatori.ro in the “**PRM Assistance**” section being also available through the Public Relations Offices located in the Bucharest North station, Craiova, Timisoara, Cluj, Brasov, Iasi, Galați and Constanța.

At the request of the passengers with reduced mobility, the specific PRM services will be offered **free of charge** for the railway journey only under the following conditions:

- The request refers to services in stations or trains for which CFR Călători has committed according to the communications that it can provide such services.
- The deadline for submitting and registering the application is respected.

Transport of bicycles

1. **For interregio** trains, **non-foldable** bicycles are allowed only at trains consisting of types of 2-nd class cars with large interior spaces or space arranged for the transport of bicycles that allow this, in a **limited number** established for each type of car in part.

The interregio trains that offer the transport service for passengers accompanied by bicycles can be found at CFR Călător ticket offices or by consulting the Train timetable on our website

www.cfrcalatori.ro (trains with cars where bicycles can be transported and have at "Services" the symbol for bicycles).

At the interregio trains, non-foldable bicycles can be transported (maximum 1 bicycle per person) for which a special fare will be paid at ticket counters or through the online platform, with the mandatory seat reservation for the bicycle holder, regardless of the type of ticket purchased, including for the owners of subscriptions, VSD card, Weekend ticket, etc (for which the seat reservation is not mandatory) and which ask at the ticket offices tickets as <Bicycle ticket> but only at the trains where such service is provided. In these situations, the issuing of bicycle tickets is compulsory at the same time as the seats reservation for bicycle owners.

For passengers accompanied by bicycles, at trains with reservation regime are allocated seats in the compartments next to the space for their storage.

During transport, the passenger will accompany and supervise the bicycle so that the safety and comfort of the passengers are not affected.

2. In the **regio** trains the limitation of the number of **non-foldable** bicycles admitted to transport is made at the train level and is established by the management of CFR Călători. The bicycles will be stored in such a way as to affect as little as possible the comfort of the other passengers or in special areas established by CFR Călători management.
3. At ticket counters, special fares are applied according to the train rank for the transport of a non-foldable bicycle. The rates are displayed on the official website www.cfrcalatori.ro.

Warning! Travel without a bicycle ticket involves paying by train a tariff/kg/km area (a bicycle is considered to have 15 kg), tariff that is higher than the fare from the ticket house!

4. **Foldable** bicycles can be carried free of charge on all trains, at 1-st class and 2-nd class **as hand luggage, within the space available for storage.**

Transport of animals

Live animals, birds, reptiles, fish and insects cannot usually be transported in passenger cars.

Exceptions:

Accompanied dogs may be transported in passenger cars.

The transport of the accompanying dogs is only allowed for those provided with a boot, held in a leash on the floor of the car, in compartments, in 2-nd class cars, if no passenger protests.

The passenger, owner of the dog, is obliged to maintain the cleanliness throughout the journey, having hygienic materials, otherwise it will be treated according to the legal regulations in force.

The transport tariff of a dog is 50% of the train fare regio 2-nd class for an adult, along the same route.

For a dog that is transported in passenger cars without presenting the ticket, a ticket at full train fare is issued, corresponding to the train's rank and the distance traveled by the passenger, the owner of the dog.

Dogs, cats and small animals, carried on their arms, as well as small birds in cages, can be transported free of charge, if no passenger protests.

In case of objections from other passengers, the train staff will guide the passenger, the dog's owner, together with the dog in other compartments or at the end of the aisle, and in justified cases, travel with these animals may be prohibited.

Service dogs belonging to MAI and MApN, when on mission, as well as guide dogs accompanying people with severe disabilities are transported free of charge.

Important:

- *The access in the passenger trains of dangerous dogs is prohibited - fighting and attack dogs, assimilated by the morphological characters with dogs such as Pit Bull, Boerbull, Bandog and their artisans.*
- *Dogs from American Staffordshire Terrier, Tosa, Rottweiller, Dog Argentinian, Mastino Napolitano, Fila Brasileiro, Mastiff, Caucasian Shepherd, Cane Corso and their artisans are allowed only if they carry a muzzle, have a health card and are held in leash by a person who meets the following conditions:*
 - *to be at least 18 years of age;*
 - *to have full exercise capacity;*
 - *not to have been convicted of a crime*

Compensation in international traffic

1. Compensation granted in case of delays

In accordance with the provisions of Regulation (EC) No 1371/2007 of the European Parliament and of the Council on the rights and obligations of passengers in railway transport, railway carriers grant compensation to passengers for delays.

In cases of train delays, for passengers benefiting from international transport services, the railway carriers grant compensation for a simple journey, as follows:

- 25% of the price of the ticket, but not less than the equivalent in lei of the sum of 4 € at NBR course on the day of the trip, for a delay between 60 and 119 minutes;
- 50% of the price of the ticket, but not less than the equivalent in lei of the amount of 4 € at NBR exchange rate on the day of the trip, for a delay of more than 120 minutes;

The amount taken into account for the calculation of the compensation is the transport price corresponding to the delayed train.

The claim for compensation must be submitted to the issuing carrier or to any carrier that participated in the transport within a maximum period of 3 months from the end of the respective journey together with the original valid and delayed ticket, with reservations and any supplements.

The compensation is granted in the form of a "travel voucher" completed in the national currency of the issuing carrier or cash. The travel voucher is valid one year from the date of issue and can be used as a payment for the purchase of other tickets from the issuing carrier. The travel voucher as well as the tickets that have been paid in part or in full with a travel voucher cannot be refunded in cash.

For the Interrail offer, if the holder of the Pass experiences, during the validity of the Pass, three or more train delays, greater than 60 minutes each, he has the right to request compensation from the Eurail Group for that delay. For more details on the compensation procedure, see www.eurailgroup.org/travellers-area/downloads/.

No compensation is granted when the passenger is informed of the delay before the purchase of the ticket or when the delay due to the continuation of the journey on another train or the redirection does not exceed 60 minutes.

For the delay of trains circulating **in domestic traffic** over long distances, **representing national railway transport services of passengers** ensured with "regio" or "interregio" trains and **for international services with countries outside the EU**, Romania received a **exemption** from the application of the provisions of Regulation no. 1371/2007 regarding the grant of compensation in case of train delay.

2. Compensation granted in case of missing the last connection of the day

In case of cancellation, train delay and missed connection in an international relationship the carrier refunds the reasonable expenses of announcing the people who were waiting for the passenger, of transfer between the station and the hotel and of accommodation and breakfast in a corresponding middle-class hotel. (maximum 3 stars) when:

- The journey cannot be continued on the same day (there is no other train to that destination except the following morning);
- Continuation of the trip is not reasonably possible due to certain circumstances.

In this case the passenger must be in possession of a CIV ticket in international traffic, accompanied by a reservation title.

When requesting compensation, the passenger must attach the documents required in the original.

The claim for compensation is forwarded to the carrier who must take measures in favor of the passenger prevented from continuing his journey.

The passenger is not entitled to compensation if the non-observance of the schedules is attributable to one of the following causes:

- a. circumstances outside the railway operation that the carrier, despite the diligence required in the present case, could not avoid and whose consequences could not prevent them: natural disasters (storms, avalanches, floods, landslides, stone falls, etc.), diversion of traffic announced in advance;
- b. a passenger's mistake (not observing the changes in the timetables published in the train journey, waiting on a wrong boarding pass, excluding the passenger from the train due to his behavior, etc.);
- c. the behavior of a third party, which the carrier, despite the diligence required in this case, could not avoid and whose consequences could not prevent them; the infrastructure manager or another company using the same railway infrastructure is not considered as third party.
- d. traffic restrictions as a result of strikes, to the extent that the necessary information has been made known to the passenger.

On the website www.cfrcalatori.ro in the **International Traffic** section (structured in: Useful Information and Offers) you will find useful information on offers and fares on relations for international trains, train travel in Europe, international regulations and conventions, EU passenger rights law from rail transport, etc.

Contraventions when traveling

Decision no. 203/1994 - for establishing and sanctioning contraventions to the norms regarding the transports on Romanian railways (extract):

"Art. 2. - They constitute contraventions to the norms regarding the transports on the Romanian railways, the following facts, if they have not been committed in such conditions that, according to the criminal law, are considered crimes:

- 1.** the entry on the platforms of the stations established by S.N.C.F.R. without a ticket;
- 2.** refusal to release the occupied seat, which does not correspond to the one provided in the ticket, as well as the refusal to assign other occupied seats, in an abusive way or in the compartment reserved for the "mother and child", when is not entitled to it;
- 3.** travel with a ticket without speed supplement, seat reservation ticket, berth, bed or cabin supplement, to a higher class than the one for which the ticket is owned or on an bypass route, as well as the continuation of the interrupted trip with the unseen card, if the visa is mandatory, if the corresponding fees are not paid on the spot;
- 4.** over-selling a ticket;
- 5.** the sale of tickets in places other than those established by S.N.C.F.R. or by persons not authorized by it;
- 6.** the trip on the basis of the free ticket, the subscription or the discount ticket, without presenting the identity document or other proof of which the right to it arises;
- 7.** the journey without ticket and the refusal to pay the corresponding tariffs by the passenger, journey with ticket not stamped at the departure in the cases in which the visa is mandatory, or based on a ticket whose term of validity has expired, or which has been issued for a destination station that has been exceeded or which belongs to another person, in the case of the nominal tickets or whose data have been modified, as well as the continuation of the interrupted trip, in case the tickets that do not give the right to interruptions are used, if the corresponding tariffs are not paid on the spot. Disciplinary measures are applied to the military in term and their assimilated according to art. 44 of Law no. 32/1968;
- 9.** smoking in the waiting rooms and in the "mother and child" room in the stations, in compartments, in the restaurant cars, as well as in other places where the smoking ban is brought to the notice by posters or appropriate signs;
- 10.** the transport in passenger cars of birds or live animals, of luggage that exceed the limits of volume and weight established by S.N.C.F.R. or who do not fulfill the conditions provided by the tariff or other legal provisions, in the absence of the luggage car or if they refuse to surrender to it with the payment of the corresponding tariffs;
- 11.** the exercise of trade in trains or stations without authorization issued by the railway or other competent bodies;
- 12.** affixing posters on trains or stations, without the written agreement given by the railway units;
- 16.** opening the exterior doors of the cars while the train was on the move, locking the exterior and front doors of the cars while stationing.
- 17.** calling to passengers' mercy or gambling in trains or railway units;
- 18.** braking coach windows, hauling vehicles or buildings owed by the railways;

19. unlawfully disturbing passengers by making noises with any device or object, or by shouting, noise or other forms;
20. inappropriate behaviour and inadequate attitude towards the other passengers and to the railway staff on duty or preventing it from fulfilling its duties;
21. causing affray in means of transport or in the railway units premises;
22. passengers' or consumers' refusal to leave the restaurant bar or the bar car after closing time or at the rightful request of an employee servicing that car;
24. traveling on stairs, buffers or of the roof of the passenger trains' coaches, boarding or getting off coaches in a place other than the one allowed;
27. activating the emergency signal and brake for reasons unjustified by an imminent danger to the safety of the train or passengers;
28. activating brake assembly elements fitted outside the coaches, isolation or commissioning of the brake by unauthorized persons;
29. the unauthorized use of specialized delivery systems of freight cars, as well as the operation of facilities for lighting and heating the means of transport or other places serving passengers;
30. throwing objects of any kind out of the window or the coach door;
31. throwing on passengers or on means of rail transport with stones or other objects, with inflammable, irritating or paralyzing, corrosive or dirty substances;
34. unauthorized writing or drawing on the walls of buildings or coaches, dirtying buildings, coaches, installations, premises in the stations and the railroad area, detaching or destruction without notice of advertisements, flyers and posters;
38. non-observance of the railway prescriptions for loading and securing cargoes in the means of railway transport, packing and transport of dangerous products, as well as the non-insurance or non-closing of the mobile parts of the railway means of transport;
39. the carriage in passengers, luggage, and post coaches of flammable, explosive, radioactive, odorless or poisonous objects or substances or other dangerous goods and objects which, according to the law, are not allowed under transport.
52. entering the railway areas without special permit (stations, platforms, waiting rooms, Mother and Child room, movement office, transit, loading and unloading platforms, goods warehouse, waiting trains, trains in circulation and the like), with flammable substances forbidden to transport or received under certain conditions or the like and which may cause damage, breakdown or destruction of rolling stock, installations, railway equipment, buildings and other railway units;
53. entering the railway area the without special permit, with radioactive substances generating infrasound or active laser sources.

Art. 3. – Contraventions provided in art. 2 shall be sanctioned as follows:

- a) with a fine from **100 lei to 250 lei**, those from sect. 1 and 3;
- b) with a fine from **100 lei to 300 lei**, those from sect. 9 and 12;
- c) with a fine from **250 lei to 400 lei**, those from sect. 2, 6, 7, 8, 10, 16, 19, 23, 24 și 34;
- d) with a fine from **300 lei to 600 lei**, those from sect. 38;
- e) with a fine from **350 lei to 800 lei**, those from sect. 17, 20, 21, 22, 29;
- f) with a fine from **500 lei to 750 lei**, those from sect. 4, 5, 11, 18, 27, 28, 30, 31;
- g) with a fine from **400 lei to 500 lei**, those from sect. 39;
- h) with a fine from **600 lei to 900 lei**, those from sect. 52 and 53."

NEW:

Government Ordinance no. 2/2001 on the legal regime of contraventions, as amended and supplemented by Law no. 203/2018 on measures to increase the efficiency of the payment of contraventional fines, as novelty, stipulates in art.16 par. (1) that:

*„The minor offense report (...) gives the possibility to pay, **within 15 days** from the delivery or the communication of the report, **half of the minimum fine** provided for in the normative act.“*

Law no. 289/2005, on certain measures to prevent and fight the criminal phenomenon in the field of railway transport (extract):

Art. 1. - (1) The access of unauthorized persons to the safety area of the public railway infrastructure is prohibited.

(2) The safety area of the public railway infrastructure includes the strips of land, within 20 meters each, located on both sides of the center of the track, necessary for the installation of the signaling and traffic safety facilities and of the other operative traffic control facilities of trains, as well as environmental installations and works. The safety areas will be compulsorily signaled on the territory settlements.

Art. 2. – Unauthorized persons are forbidden to enter or standstill in areas where access is prohibited by appropriate posters or signs around the railway stations, overhauls, depots and network marshalling yard.

Art. 3 - (1) Within the meaning of art. 1 and 2, an unauthorized person is any person who is not a railway employee or who, while being an employee has no duties in the public railway infrastructure safety areas or, as the case may be, in the areas referred to in art. 2.

(2) Persons who enter or stay in the security area are not considered to be unauthorized persons if their presence or stay is motivated by the use of a public road, works on farmland or the use of private property within the security area.

Art. 4. – The breach followed by the refusal to leave the areas referred to in art. 1 and 2 by an unauthorized person is an offense and shall be punished by a fine.”

Extracts from the Uniform Rules and its own regulations regarding the passengers are displayed in railway stations and travel agencies. Additional information can be obtained from the information offices in the railway stations, from the employees issuing tickets, respectively from those serving the passengers trains, as well as from the website www.cfrcalatori.ro.

**Regulation on the Railway Transport in Romania, approved by the GO 7 / 2005,
republished and the Uniform Rules on the Railway Transport in Romania, approved by MTO
no. 655 / 19.07.2007**

EXTRACT

„ARTICLE 4 – Transport rates

- (1) The railway passenger transport rates shall be established or changed according to the legal regulations in force.
- (3) Railway transport rates enter into force after publication and/or in case of passenger railway transport rates, after being displayed at ticket counters and at other ticket selling points.
- (4) Transport price is established according to the railway transport carriers' rates in force when the contract of carriage is concluded.
- (5) Railway transport rates are published. Railway passenger transport rates are made public by displaying them where tickets are sold and can be made known through mass media. The conditions of publication shall be determined by the Uniform Rules.

Passengers Uniform Rules 4

An extract from the Romanian Railway Transport Regulation and the Uniform Rules on the Romanian Railway Transport, applicable to operators and beneficiaries of public rail passenger transport will also be published in the passenger trains timetable, which is published annually.

Passengers Uniform Rules 5

- 5.1. When publishing rates and amendments thereto, public passenger transport operators shall also communicate the date of their application.*
- 5.2. If the rate changes during transport, the rates in force at the date of conclusion of the transport contract apply.*
- 5.3. In case of railway passenger transport, when the tickets are issued onboard, the rates will be those valid at the date and time of their issue, so for tickets issued after 0:00 of the day the transport rates change, charging will be made taking into account the new rates.*
- (6) Railway transport operators may provide tariff facilities or discounts based on the provisions of certain normative acts, only if the authority, agent or legal person requesting the facility or discount ensures the corresponding compensations.

Passengers Uniform Rules 6

- 6.1. The public passenger railway transport operator shall provide the facilities set in the normative acts, complying with the provisions of the implementing instructions, the implementing rules or by concluding conventions in accordance with the legal provisions in force.*
- 6.2. If the compensation to the level of the transport rate is not provided by the authority, the agent or the organization that requested the discount, according to the provisions of the normative act, the public passenger railway transport operators may order measures to monitor the collection of the debt from the person who has to pay it and terminate the contracts for such transports.*

Passengers Uniform Rules 7

Tickets used on the basis of conventions or regulations shall be bought under the conditions which they lay down.

ARTICLE 8 – Terms and conditions for transport acceptance

(1) The railway transport operator shall perform passenger transport in accordance with this Regulation, as long as:

- a) transport is possible with the available transport agents and means of transport, which allow the transport requests to be met;
- b) transport is not hindered by circumstances which the rail transport operator can not avoid and whose removal does not depend on it.

Passengers Uniform Rules 8

After departure from the starting station, if the transport is hindered and the public passenger transport operator can not avoid it, and the journey cannot be continued, the public passenger railway transport operator is obliged, upon request, to carry the passenger with his/her luggage at the original station, without paying the fee.

Passengers Uniform Rules 9

In the situation provided for in Passengers Uniform Rules 8, the public passenger transport operator is not in any way liable to compensate the passenger. In this case, the rate shall be refunded for the remaining route, under the conditions stipulated in art. 21 of the Transport Regulation.

ARTICLE 9 – Transport admission. Persons excluded from transport. Conditioned admission

(1) Passengers holding valid tickets for the train, route and class chosen for travel are admitted to the transport.

Passengers Uniform Rules 10

Passengers without a ticket, who refuse to pay immediately the toll charges on the train, are excluded from transport, being obliged to get off the train in the first railway station where the train has an itinerary stop, making a report of contravention for the distance already made.

(2) Passengers not complying with this Regulation and the provisions of the public transport operator, made public, shall be excluded from transport.

(3) On the train and in the station are not allowed or can be evacuated:

a) people who, by their behaviour, disrupt public order, are in breach of the rules of public conduct and morals or make damage to the rolling stock belonging to the railway transport operator or which do not comply with the provisions of this Regulation. These people are also not entitled to the refund of the trip;

b) people who, because of illness, endanger the health of other passengers, unless they travel by paying the reservation of the entire compartment. People who fell ill on the route and who require emergency interventions must be transported to the first station where they receive the necessary care. The difference between the paid and related fees for the journey performed, for the ticket, under the conditions provided for in Article 21 shall be refunded to these people;

c) people who insult or harass the railway transport operator employees or of the infrastructure manager while on duty.

Passengers Uniform Rules 11

The ticket price is partially refunded for illness on route, only for the distance not covered.

Passengers Uniform Rules 12

12.1. Inappropriate behaviour of people to other passengers is handled according to the law, by the employees of the public passenger railway transport operator, respectively by the police.

12.2. Insulting the railway staff on duty, if there is an assault, shall be treated in accordance with the criminal law.

(4) The transport of contagious patients shall be regulated by joint order of the Minister of Transport and Minister of Public Health.

Passengers Uniform Rules 13

13.1. Contagious patients, carried on a stretcher or wheelchair, may travel by class passenger coaches, only based on medical certificates stating this mode of transport and the fact that the patient does not suffer from a contagious disease.

13.2. Non contagious patients carried on a stretcher or wheelchair must submit as many tickets valid for that train as they occupy seats by stretcher or wheelchair.

13.3. Patients' attendants must have valid tickets for that train. All these tickets may be full price, free of charge or with discount.

ARTICLE 10 – Passenger trains timetable and suspension of train movement

(1) Passengers are carried by trains provided in the Passenger trains timetable, published and displayed in stations, with additional trains. Upon request, passengers can be carried by trains or specially ordered coaches, with the payment of the request related charges.

Passengers Uniform Rules 14.

Specially ordered coaches.

14.1. When requests for transport can not be provided by the transport capacity made available in the timetable, if the operating possibilities and rolling stock availability allow, passenger coaches can be provided upon request for the transport of passengers in organized groups.

14.2. Specially ordered coaches are attached to passenger trains in service, subject to technical and operating conditions.

14.3. Special coaches can be ordered by written request submitted to the public passenger railway transport operator.

14.4 The request shall indicate the number of passengers to be carried, desired coach category, transport route, method of payment of the service charges, transport date and trains for which the addition of coaches is requested.

14.5. Conditions for the performance of transports by specially ordered coaches, respectively:

a) deadlines for the performance of the transport;

b) technical and operational possibilities;

c) transport price;

d) speeding up transport performance;

e) giving up transport;

- f) penalties and compensation;*
- g) service payment;*
- h) issue of transport documents;*

shall be established by the public passenger railway transport operator with its own regulations.

14.6. For sleeping cars, berth cars, bar and restaurant cars, the request must be sent to the company providing services with these coaches' categories.

14.7. The way of charging specially ordered coaches is established by the public passenger railway transport operator with its own regulations.

Passengers Uniform Rules 15.

Trenuri special comandate.

15.1. Transport requests for large groups of passengers, which can not be carried out with specially-ordered coaches, attached to trains in traffic, can be honored with specially ordered trains composed of passenger cars or railcars.

15.2. The public passenger transport operator may approve the availability of specially ordered trains, if the train graph and the availability of rolling stock allow.

15.3. Special trains may be ordered under the same conditions as for specially ordered coaches.

15.4. The conditions for the performance of transports by specially ordered trains are established by the public passenger railway transport operator with its own regulations.

15.5. The way of charging specially ordered trains is established by the public passenger railway transport operator with its own regulations.

Passenger Uniform Rules 16

16.1. Requests for specially ordered coaches, specially ordered trains and seats/compartments/coaches reservations for running trains, for shooting advertisements, artistic, documentary purposes, other than those supporting the public passenger railway transport operation interest may be honored by it in compliance with the legislation in force.

16.2. These services can be ordered by written request to the railway public passenger transport operator. The request shall indicate the service performance date, type of service – special coach, special train or reservation for a running train, category of coaches, location for shooting – the transport route, railway station or number of train – shooting purpose, timetable, shooting period and other elements to which the service performance depends.

16.3. The conditions for the performance of these services shall be established by the public railway passenger transport operator by its own regulations.

(2) The railway transport operator and/or the railway infrastructure manager, as appropriate, must inform the passengers of the suspension or cancellation of some trains or trains traffic, through media and station display.

(3) Passengers shall be immediately informed of trains' delay by the railway infrastructure manager, by station display and/or notices, as well as verbal information by agents, as appropriate.

Passengers Uniform Rules 17

The agent of the public railway passenger transport operator serving the passenger trains shall immediately inform the passengers about the causes that led to the interruption of train traffic, delayed traffic or traffic on another route. Passengers will be constantly informed about the state of the train on route and during tickets' control.

(4) The conditions in which journeys can be made and services provided to passengers are laid down in Passenger Trains Timetable and, where applicable, in Uniform Rules or own regulations of railway transport operators.

Passengers Uniform Rules 18

18.1. Fares are differentiated by rank of train, traffic speeds and comfort.

18.2. Fares corresponding to 1st or 2nd class and tariff mileage section shall apply for each rank of train.

18.3. When a passenger travels between the departure station and the destination station by more than a train, the tickets will be charged for each train separately.

Passengers Uniform Rules 19

The following will be used for the transport of passengers:

19.1. class cars with 1st class and/or 2nd class compartments;

19.2. class cars with 1st class and/or 2nd class open compartments;

19.3. 1st class and/or 2nd class DMUs/EMUs and trailers;

19.4. 1st class sleeping cars with 2 beds in cabin and/or 2nd class with 3 beds in cabin;

19.5. berth cars with 4 or 6 beds in cabin.

(5) If the passenger can not catch the inter-station train to continue his/her journey, for which he/she holds a ticket because of the train's delay, the railway transport operator is required to carry him/her with the luggage, without new charges, by the first train of the same rank or lower rank, on the same route or another, so that it arrives at the destination with the smallest delay, in compliance with the provisions of the Uniform Rules or own regulations of the railway transport operators.

Passengers Uniform Rules 20

If it takes more than 6 hours to reach the destination, until the next train of the same rank or inferior rank or they run after 24:00 of the day of the inter-station train – Bucharest North station is closed between 00:00 – 04:00 for cleaning – the passenger can travel by the first train on route even if it is of a higher rank, without paying additional fares. If a passenger travels by a higher rank train and a reserved seat is provided, the reservation tickets may not be paid.

(6) If a passenger was not informed about a train suspension before leaving the departure station and he/she does not want to continue the journey by other trains or on other routes, the railway transport operator is required to bring him/her back to the departure station, by the first train on route, free of charge, refunding the fares paid for the remaining route.

Passengers Uniform Rules 21

21.1. When the passenger asks to travel to the departure station and also the return of luggage, the journey can be made based on the one-way ticket. In this case, the agent of the public railway passenger transport operator from the interruption station will validate the ticket for return. The fares paid for the non-performed distance will be refunded at the departure station, according to the provisions of the public railway passenger transport operator fares.

21.2. If the inter-station train is not running anymore because of a train's traffic suspension and the passenger wishes to continue the journey, the public railway passenger transport operator is required to carry him/her and the luggage, without any additional fares, by a train running on

the same route or even on a diverted route, by complying with the provisions of the Passengers Uniform Rules 20.

Passengers Uniform Rules 22

22.1. If there is a traffic disruption, the agent of the public passenger railway transport operator from that station must immediately inform the passengers arrived at the station about the existing possibilities to continue the journey and about the validation of tickets.

22.2. Tickets must bear one of the following mentions, under the signature of the agent of the public passenger railway transport operator and the round stamp or another special stamp for this purpose:

- a) "Traffic disruption, telegram no..... of....., valid for return to departure station";*
- b) "Traffic disruption, telegram no..... of....., valid on the route..... or by train..... of.....";*
- c) "Traffic disruption, telegram no..... of....., the cost for the distance shall be refunded".*

(7) If the disruption or suspension of a train traffic was announced the day before departure from the initial station, passengers will pay the fares for the diverted route.

Passengers Uniform Rules 23

23.1. Public railway passenger transport operators are required to notify passengers before departure about traffic disruptions on route or suspension of trains traffic on certain routes. Passengers must be informed by posters at ticket counters and by other means – TV, radio and other means of information.

23.2. Passengers with tickets issued before the train traffic disruption date will travel to the destination station on the new route of the train, without paying the route difference, their tickets being valid for that train.

(8) If passenger trains' traffic is interrupted as a result of inappropriate railway infrastructure, railway infrastructure managers will organize, under the existing technical conditions, a passenger and luggage transport service by other vehicles at their own expense, to destination or to the first connecting point to continue the journey by train. After establishing the cause that led to traffic disruption, railway infrastructure managers will recover the costs for passenger and luggage transport from those responsible for the damage to infrastructure.

(9) The passenger may postpone the journey if submitting the ticket for the postponement stamp, within the period set in Uniform Rules. If the passenger uses a train or services with higher tariffs, he/she will pay the tariff difference.

Passengers Uniform Rules 24

24.1. The postponement of the journey requires the mandatory submission of the tickets, within one hour after the train departure for which it was issued, to the agent of the public railway passenger transport operator, to get the related stamp.

24.2. The postponement of the journey to travel agencies requires the submission of the tickets, before the train departure hour for which it was issued, to that ticket counter or at the head of agency to get the related stamp.

(10) The passenger may waive the journey if submitting the ticket with the non-use stamp, within the period provided in the Uniform Rules.

Passengers Uniform Rules 25

Waiving the journey shall require the mandatory submission of the ticket, within one hour from the train departure, at the related ticket counter from the station or travel agency/office or the agent of the public railway passenger transport operator / head of travel agency, to get the related stamp.

ARTICLE 11 – Tickets and their validity term

(1) Any ticket must contain the particulars provided for in the Uniform Rules.

Passengers Uniform Rules 26

Any ticket must contain the following particulars:

26.1. series, number and security features;

26.2. route;

26.3. class;

26.4. tariff;

26.5. validity data – year, month, day, possibly time and the like.

Passengers Uniform Rules 28

28.1. Each public railway passenger transport operator will establish its own ticket model, that must comply with the mandatory requirements provided in the Uniform Rules.

28.2. Tickets are valid from the date indicated by the booking clerk by validation, stamping or registration to begin the journey and until the train reaches the destination station – the last connecting train – the validity being extended by the interruption time to which the ticket is entitled.

(2) Tickets can be purchased from stations, agencies, authorized agents, agents of transport operators in trains, electronic media, under the conditions established by the railway transport operator.

(3) Ticket rates purchased from agents of transport operators in trains may be higher than those purchased from ticket counters in stations, under the conditions established by the railway transport operator.

(4) When receiving the ticket, the passenger must check on the spot if it meets his/her request.

(5) Unauthorized people are not allowed to resell tickets. This kind of tickets will be cancelled and passengers will be considered as not holding a ticket and will be treated accordingly. Unauthorized people reselling tickets will be treated as offenders.

(6) It is forbidden to transfer nominal or low cost tickets to other persons who are not entitled to them. Persons who transfer tickets are considered offenders. The tickets found in this situation are withheld by the train staff and the passengers will be considered as not holding a ticket and treated accordingly.

(7) Railway transport operator will publish the rules for the use and validity period of tickets.

ARTICLE 12 – Seat occupancy and reservation

(1) The passenger may occupy a seat in the train, complying with the right to the train class and services provided by the ticket.

(2) The passenger may only occupy the seats mentioned on the ticket for the trains with seat reservation.

(4) Under the conditions established by Uniform Rules or by the own regulations of the railway transport operators, a passenger may occupy a seat at a higher class, superior services or may travel by a train rank superior to the ones indicates on the ticket or may request to change his/her journey route, by paying tariff differences.

Passengers Uniform Rules 29

29.1. For the journey by passenger trains with seat reservation, the passenger must have a valid ticket at that train rank, for the class and running route and seat reservation ticket.

29.2. When a passenger travels by more than one train with reservation between departure and destination station, one seat reservation ticket will be charged for each train with seat reservation.

Passengers Uniform Rules 30

30.1. *Passengers may request to travel:*

- *at a higher class;*
- *on a longer route;*
- *by a higher rank of train;*
- *by paying the difference of class, route and train rank, only for the trains belonging to the public railway passenger transport operator where the ticket is valid.*

30.2. *Tariff differences may be requested at the departure station, a railway station on route or at the agent of the public railway passenger transport operator serving that train.*

(5) The passenger who can not obtain a seat and does not agree to travel standing is entitled to request the refund of the ticket price for the unperformed route, the postponement of the journey or to pay the difference for the journey at a higher class, according to the provisions of the Uniform Rules or own regulations of the railway transport operator.

Passengers Uniform Rules 31

31.1. *In case of missing the train or the lack of a set on that train, the passenger is entitled to request the refund of the paid tariff, the endorsement for postponement of the journey or the journey at a higher class, by paying the tariff differences, complying with the conditions stipulated in the regulations of the public railway passenger transport operator.*

31.2. *Also, if the passenger wishes to travel by a train running before the train for which he\she has purchased a ticket, he\she is entitled to request the endorsement for a trip in advance, regardless of the date for which it was issued.*

31.3. *The endorsement for trip postponement or in advance does not cancel the right for interruption of that ticket.*

a. *The postponement of trip does not extend the validity of fixed-term tickets – group ticket, circuit ticket, one-way ticket/return ticket;*

b. *The endorsement for trips in advance shall not be granted to fixed-term tickets – season tickets, VSD card etc.*

(6) If the passenger can not occupy the reserved seat according to the ticket, the agent of the railway transport operator is required to provide another seat, within the limit of seats available on the train. If no seat can be provided, the reservation ticket price shall be refunded. The request for refund is submitted to the railway transport operator bearing the costs for sending it by post.

Passengers Uniform Rules 32

If the public railway passenger transport operator has to change the composition of passenger trains or the type of coaches/railcars from the composition of trains due to operating situations, he must reassign, on empty seats, the passengers who have already bought tickets. The agent of the public railway passenger transport operator will write on the back of the ticket the new seat occupied by the passenger, followed by the reference “reassigned”.

(7) Under the Uniform Rules or own regulations of the railway transport operators, whole compartments can be booked for trains without reservation system.

Passengers Uniform Rules 33

33.1. Whole compartments can be booked if the traffic possibilities allow it, in departure stations of trains without reservation system, on the entire distance or direct coaches. Booked compartments are labeled by the respective station, indicating the issued ticket. The persons who actually occupy seats in the booked compartment can submit any kind of ticket – free of charge, with discount, full price – valid for that train, but seats can be fully occupied up to the number of seats in the compartment by paying the full price valid for that train and class.

33.2. If seats in the compartment are not occupied until the departure of the train, the reservation will be considered canceled. The seats in the compartment are available to the passengers immediately after the departure of the train.

33.3. For trains running with optional reservation system of seats on a certain distance, seats can be booked from stations on the train route, running without a reservation system, by paying the reservation ticket. Seats can be booked during the sale in advance period, except for the day of the train’s departure.

ARTICLE 13 – Discounts from passenger fares

(1) Children under 5 years old, for whom no separate seat is requested, can travel free of charge, without a ticket.

(2) Children under 10 years old pay 50% of the transport fee, being entitled to a separate seat. For trains with reserved seats, they pay the full price of the ticket.

(3) The railway transport operator may grant commercial discounts, regulated by tariffs and notified to passengers by publication.

Passengers Uniform Rules 34.

Public railway passenger transport operator may also grant other tariff discounts consisting of « special offers » on limited periods of time or at special events, discounts to be established by each public railway passenger transport operator and are communicated to passengers.

(4) No discount granted by the railway transport operator can be applied to tickets with full fare discount.

(5) Passengers receiving discounts must submit, at the request of the transport operator, the proof that can receive those discounts. Passengers not proving that they can receive those discounts will be considered offenders and sanctioned according to the legal provisions.

ARTICLE 14 – Right to transport

(1) The passenger must hold a ticket valid on the date, train, class and service used, obtained according to the regulations in force. The railway transport operator does not recognize any right of the people who breach this provision and is not responsible for any damage suffered by them.

(2) The passenger must keep the ticket during the trip and to submit it for inspection, upon request, to the railway transport operator authorized for this purpose.

(3) Tickets with uncertified changes, according to the Uniform Rules provisions or own regulations of the railway transport operator, are not valid and are withdrawn by the agents of the railway transport operator.

Passengers Uniform Rules 35

35.1. Changes made in connection with the trip in advance/postponement, the validity on another route, under the rules or own regulations of the public railway passenger transport operator are allowed as certified changes on tickets by the agent of the public railway passenger transport operator.

35.2. Passengers submitting ticket with other changes than those listed in section 35.1 are considered to be without tickets and will be charged according to tariff of the tickets bought onboard.

(4) The passenger not submitting a valid ticket onboard, must pay the ticket price purchased onboard. If he/she refuses to pay that fare, he/she is considered to be an offender and treated according to the law.

(5) Offenders who refuse to submit an ID to prepare the contravention minutes, shall be handed over to the police at the first station on route, where they have an office, for identification and sanction.

(6) The verification of tickets on the train, during stationing, is regulated by the railway transport operators' own regulations.

ARTICLE 15 – Travel disruption

(1) Usually, the ticket gives the right to a single travel disruption, which must be within 24 hours from the departure of the train by which the passenger arrived or the departure of the first connecting train of the same rank. Exceptions are provided for in the railway transport operators' own regulations.

Passengers Uniform Rules 36

Travel disruption does not extend the validity term of fixed-term tickets- season tickets, VSD card etc.

(2) The conditions under which travel disruption is granted, are established by railway transport operators' own regulations.

ARTICLE 16 – Rules for passengers

(1) The provisions of this regulation must be respected inside stations, agencies and trains.

(2) The following deeds are forbidden and represent contraventions, insofar as they are not offenses:

a) travel on the roof of coaches, on stairs, on buffers, between coaches and other places not intended for passengers;

b) boarding and traveling by freight trains, work trains, intervention trains, in coaches with a certain use displayed on them, in luggage coaches, parcels coaches, post coaches and in the locomotive, DMU or EMU cab;

c) smoking in coaches, waiting rooms, halls, except where smoking is allowed and this is displayed;

- d)** boarding or getting off trains on motion, leaning out or leaning on doors, respectively opening doors while train is moving;
 - e)** throwing objects out the windows or doors of coaches;
 - f)** boarding or getting off luggage and people climbing out the windows of coaches;
 - g)** damage to coaches, buildings or installations by destroying or stealing parts or equipment from their inventory;
 - h)** to move from the seat occupied in the coach, which does not correspond to the one provided in the ticket, at the request of the entitled person;
 - i)** doing business in trains or railway stations without authorization issued by the railway transport operator or railway infrastructure manager, as appropriate;
 - j)** placing posters in trains or stations without the written permission of the railway transport operator or the railway infrastructure manager, as appropriate;
 - k)** crossing lines in places other than those specially designed for passengers;
 - l)** entering or staying in the premises of the units, where public access is forbidden by appropriate posters or icons;
 - m)** begging or gambling in trains or stations;
 - n)** passengers' disturbance of peace by making noises;
 - o)** causing scandal in trains or railway stations;
 - p)** staying in the restaurant car after its closing time;
 - r)** pulling the emergency signal or handbrake for unjustified reasons;
 - s)** making dirt on vehicles and in public spaces, including those between the lines, unauthorized writing on the walls of coaches or of the buildings of the railway stations, removal of posters without any right;
 - ş)** carriage in passenger cars of flammable, explosive, radioactive, poisonous and bad smelling objects or substances which, according to the law and regulations of the railway transport operator are not allowed for transport;
 - t)** affecting the interests of other passengers, hindering their free movement, violation of environmental protection rules and fire prevention and fire-fighting rules.
- (3)** The railway transport operator or railway infrastructure manager does not recognize any right, of any kind of passengers violating the provisions of paragraph 2 and is not responsible for any damage that may suffer.
- (4)** The passenger who, by his\her deeds, caused damage of any kind to the railway transport operator or railway infrastructure manager, must pay the appropriate compensation.
- (5)** Agents authorized by the railway transport operator or the railway infrastructure manager or the police, as the case may find travel rules misconduct and is sanctioned according to the law.

ARTICLE 17 – Hand luggage

- (1)** Passengers may carry in passenger cars, free of charge, hand luggage. Hand luggage should be easy to handle, tightly packed so that there is no leakage of the content, damage or dirt in the coach or the other passengers must not feel uncomfortable.
- (2)** Each passenger has, for his\her hand luggage, only the space above his\her seat or an equivalent space in the coach luggage box. The total weight of the hand luggage allowed for each occupied seat is 30 kg.

Passengers Uniform Rules 37

In 2nd class cars, passengers may also take a pair of skis if it does not disturb the other passengers.

(3) In passenger coaches, you can not take as luggage:

- a)** materials and objects excluded from the carriage of luggage;
- b)** objects that are likely to hinder or disturb passengers or cause damage to passengers, to the railway transport operator or the railway infrastructure manager;
- c)** objects forbidden by the normative acts of administrative authorities;
- d)** living animals, according to art. 18.

(4) The railway transport operator has the right to ensure, for good reasons, in the presence of passenger, the nature of objects taken in passenger coaches or its spaces. This does not entitle the railway operator to search the passenger's luggage, without the consent of the latter. If it is not possible to identify the person holding the objects subject to check, the railway transport operator carries out the check in the presence of the police.

(5) The passenger shall be liable for the supervision of the objects taken in the coach.

(6) The passenger is responsible for any damage caused by the objects and living animals taken in the coach.

(8) Hand luggage exceeding the requirements imposed by paragraph (2) shall be treated according to the regulations of the railway transport operator.

(9) The regulations regarding the luggage forgotten in the train will be included in the Uniform Rules, as well as in the regulations of the railway transport operator, that will be notified to passengers, in compliance with the legal provisions in force.

Passengers Uniform Rules 38

Luggage forgotten in train and found by the agents of the railway transport operator will be taken to the formation station, respectively the final station of the train, subject to the regulations on the storage and recovery way that are provided in the regulations of the public railway passenger transport operators.

ARTICLE 18 – Carriage of living animals in passenger coaches

(1) Usually, animals, birds, reptiles, fish, insects cannot be carried in passenger coaches.

(2) Exceptions from the provisions of paragraph (1) are established by the Uniform Rules.

Passengers Uniform Rules 39

Accompanied dogs can be carried in passenger coaches.

39.1. The transport of accompanied dogs is allowed only for those with muzzle, kept in a leash on the floor of the coach, in compartments, in 2nd class cars, if there is no complaint from passengers. If there are complaints from passengers, the agent of the public railway passenger transport operator or the control body, in well justified cases, may prohibit the carriage of these animals.

39.2. The passenger, as owner of the dog, must keep the compartment clean throughout the journey, having hygiene materials, otherwise, he/she will be treated according to the regulations in force.

39.3. The conditions and tariffs for the carriage of living animals in passenger coaches are established by each public railway transport operator in its own regulations.

Passengers Uniform Rules 40

Dogs, cats and small animals, carried in the arms, as well as small birds in cages can be carried, free of charge, if there is no complaint from passengers. If there are complaints from passengers, the agent of the public railway passenger transport operator or the control body, in well justified cases, may prohibit the carriage of these animals.

ARTICLE 20 – Passenger information. Railway timetable

(1) The railway infrastructure manager will display the timetable in a visible location, in stations. The railway infrastructure manager will announce for the passengers, through a relay station, the arrival, standstill and departure of trains from the station. The railway transport operator will visibly display the transport fares for the passengers.

Passengers Uniform Rules 42

42.1. The timetable will be visibly displayed on the central platform. The timetable diagram will include the number of train, its rank, the running route, the arrival and departure hour, side tracking, standstill minutes and other informations regarding the movement of trains – running with special order, running during....etc.

42.2. Additional trains are trains unforeseen in the timetable diagram. They will be displayed separately and visibly, under the timetable, named “additional trains”, similarly to the trains foreseen in the timetable, specifying in addition, the period during which they run.

Passengers Uniform Rules 43

43.1. In the departure stations of passenger trains, as well as in stations with stops longer than 5 minutes, passengers are informed before the departure of trains, through the relay station or verbally about the departure hour of each train.

43.2. The notification about the arrival of trains is made in the same way, indicating the number of train, route and arrival line. In the notification of arrival or departure of trains, passengers will be also informed about the composition, sequence and number of coaches.

(2) In passenger stations there should be information counters, information indicators displaying the composition of trains, the main connections between trains and other useful information for passengers. Stations with information counters are established by the railway transport operator or the railway infrastructure manager, as appropriate.

Passengers Uniform Rules 44

44.1. Passengers are informed about the possibility of orientation in station, about the concerned train, as well as other conditions of travel through indicators, arrival and departure diagrams, written notices, announcements through the relay station or verbally. Timetable diagrams must be displayed in stations and travel agencies.

44.2. Information sent through the relay station must be formulated in advance and sent clearly, at the right time, and for international trains, the information will be sent in one or more foreign languages.

44.3. Verbal information is sent by the agents of the railway infrastructure manager and/or the public railway passenger transport operator, and in heavy traffic stations will be sent by employees specifically charged with informing the passengers.

44.4. In heavy passenger traffic stations there are information counters, with properly trained employees, who, besides informing passengers, also apply stamps on tickets.

(3) Trains running with special order, in service or withdrawn from traffic under the conditions set by the railway transport operator are displayed in the timetable space.

(4) In stations with a high flow of passengers, there must be at least a special ticket counter for pregnant women, women with children in their arms, people who can not wait in line for health reasons, passengers whose train leaves in less than 20 minutes. The railway transport operator will inform the passengers by specific means of information, about the existence of these special ticket counters.

ARTICLE 21 – Refund of the amount received for the transport not carried out fully or partially

The amount received for the transport not carried out fully or partially will be refunded according to the provisions of the Uniform Rules and regulations of the railway transport operator.

Passengers Uniform Rules 45

Transport tariff will be refunded in whole or in part, when:

- a) the ticket was not used or was partially used;*
- b) because of the lack of seats, the ticket was used in a class or rank of train lower than the one mentioned on the ticket, unless the passenger willingly asks to travel in a lower class or by a lower rank of train.*

Passengers Uniform Rules 46

46.1. Transport tariff is fully refunded, including the reservation ticket, when the train is no longer running or in cases of force majeure.

46.2. Transport tariffs are partially refunded in cases of:

- a. traffic disruption,*
- b. disables trains;*
- c. loss of connections;*
- d. illness on the route;*
- e. waiving the full trip, but only for the uncovered part of the route.*

46.3. For situations mentioned in section. 46.2 (d) and (e), the processing fee of 10% of the transport fee remaining to be refunded, shall be charged when calculating the refund fees.

Passengers Uniform Rules 47

47.1. The tariff of tickets issued in stations or travel agencies is refunded by charging a 10% processing fee of the transport fee. The refund shall be made at the passengers' verbal request, regardless of reasons, provided that they submit the ticket to the agent of the public railway passenger transport operator from the issuing unit, no later than 1 hour from the departure of the train for which it was issued. Tickets issued by travel agencies may be submitted for refund to the head of that travel agency, no later than 2 hours from the train's departure.

47.2. Tickets issued for trains leaving after the closing time of travel agencies must be submitted no later than 1 hour from the train's departure, to the agent of the public railway passenger transport operator from the station, to be stamped for non use, then to the head of travel agency for the approval of the refund, on the first business day, no later than 2 hours of the agency opening.

47.3. *The reservation ticket price shall not be refunded.*

Passengers Uniform Rules 48

48.1. *Beyond that date, the refund can be requested only based on a written request, with the enclosed ticket, stamped or not for non-use – as appropriate, as well as an official document stating that the person was unable to come on time, to apply the non-use stamp or to request the refund, because of illness, accident, detained by authorities or for other such reasons.*

48.2. *The request shall be submitted to the agent of the public railway passenger transport operator from the issuing unit, respectively to the head of the travel agency for the tickets issued by the travel agencies, within 3 (three) days from the departure of the train for which the ticket was issued. The requests submitted after this period, shall be settled by the managers of subunits shown above, the refund being made by order, after establishing the reason for the refund request.*

48.3. *Usually, the fee charged by travel agencies is not refunded. In certain cases, the management of the public railway passenger transport operator may approve its refund.*

Passengers Uniform Rules 49

49.1. *The bed supplement/berth supplement fee is refunded in the following cases:*

a) *when the sleeping car/berth car, for which the supplement was issued, is no longer running on the entire distance;*

b) *when the passenger became ill, suffered an accident or was detained by authorities;*

c) *when the passenger waives the trip;*

d) *when the passenger postpones the departure and requests to change the bed/berth car supplement for another day.*

49.2. *For cases referred to in paragraph 49.1, point a) and b), the refund is made in full, based on the written request of the passenger, together with the bed/berth supplement and an official document stating that it was one of the cases listed in point b).*

49.3. *For cases referred to in paragraph 49.1 point c) and point d), bed/berth supplement price is refunded under the following conditions:*

a) *if the supplement is submitted at the latest one day before the train's departure, the supplement price will be refunded by charging the processing fee of 10% of the bed/berth supplement tariff;*

b) *if the supplement is submitted later, one hour before the train's departure from the original station, only 50% of the charged fare will be refunded;*

c) *after the expiry of the deadline referred to in paragraph 49.3 point b), the bed/berth supplement fare is no longer refunded.*

49.4. *If the paid seat is not occupied within 1 (one) hour from the train's departure from the departure station or the station on route, mentioned on the bed/berth supplement, the seat will be considered available.*

49.5. *The requests for bed/berth supplement refund, for cases not mentioned above, will be solved by the managers of the issuing units, only with the approval of the company providing services regarding the sleeping cars, berth cars and restaurant cars, which was going to carry out the service.*

Passengers Uniform Rules 50

50.1. The rules regarding the refund of transport fares will be notified to passengers.

50.2. Tickets valid for another than the one for which they were issued, respectively stamped for journey in advance, postponement or disruption, which are no longer used, will be treated as if they were issued for the train to which they were made valid by the applied stamp.

50.3. Partial refund, only for the route not taken, shall be performed:

a) in the station where the trip was interrupted, when the passenger does not wish to return to the departure station;

b) in the unit where the ticket was purchased, based on the partial non-use stamp, mentioned on the ticket by the head of the interruption station, if the passenger wishes to return to the destination station. The fare for the route not taken shall be calculated by deducting from the total fare of the trip, the fare for the route taken, charging a 10% processing fee from the resulting amount.

50.4. Ticket issued based on checks or other payment instruments shall be refunded only by the management of the unit, by order, in the account of the economic agent or the natural person who bought them, only if they are provided with the total or partial non-use stamp, applied on that tickets by the head of the departure or interruption station.

Passengers Uniform Rules 51

In case of trains running on a diverted route, when the traffic is resumed on portions of line that were accidentally closed, the route differences requested by passengers, for the tickets bought on the diverted route, prior to the reopening of the traffic on the initial route shall be refunded as follows:

a) if the passenger requests the refund of the route difference before starting the journey, the refund shall be made based on the verbal request of the passenger to the unit that issued the ticket, the fare to be refunded being calculated as the difference between the initially charged fare for the diverted route and the ticket fare for the reopened route, withholding the ticket issued initially and submitting the passenger a ticket valid on the reopened route. The withheld ticket will be treated according to the provisions of the public railway passenger transport operator;

b) If the passenger requests the refund of the route difference after travelling on the reopened route, based on the ticket issued on the diverted route, the refund shall be made based on the written request of the passenger, submitted to the agent of the public railway passenger transport operator, dealing with this task or to the destination travel agency, together with the ticket with which he\she traveled. The refund shall be conducted in compliance with the provisions of point a), by the management of the unit that issued the ticket, the resulting amount being sent by postal order, the public railway passenger transport operator bearing the postal expenses.

« The above mentioned rules and conditions for refund refer only to the tickets issued by CFR stations and travel agencies. Online train tickets have special conditions for refund/change of the contract of carriage, provided on the official website of CFR Călători www.cfrcalatori.ro. »

ARTICLE 29 – Administrative complaints

(1) In cases where this regulation applies, the action on liability of any kind, may also be based on the provisions of the common law.

(2) Administrative complaints resulting from the contract of carriage are mandatory and must be submitted in writing to the railway transport operator, within 3 months from the deadlines set out in paragraphs (3)-(5) of art.33, except the cases provided in paragraph (1) of art.33.

(3) The right to complain belongs to the person who is also entitled to sue the railway transport operator, according to art.30.

(4) In case of refunds or compensation regarding the passenger transport, the entitled person shall enclose the copy of tickets to the complaint. If the complaint is approved, the original documents will be delivered to the railway transport operator, at the settlement of rights, before payment.

(5) Complaints must be justified.

ARTICLE 33 - Invoking the statute of limitation regarding the transport of passengers

(1) The claims for damages, based on the liability of the railway passenger transport operator in case of death and injury of passengers, are subject to a limitation period:

a) for passengers, of 3 years from the day following the day on which the accident occurred;

b) for the other entitled persons, of 3 years from the day following the day in which the death of the passenger occurred.

(2) the other claims arising from the contract of carriage shall expire after one year.

(3) The statute of limitation provided in par. (2) shall run for the claim:

a) regarding the payment or the refund of the transport tariff, ancillary fees or additional fees or regarding the correction in case of incorrect application of a tariff or a calculation or collection error, from the payment day or, if the payment was not made, from the day where the payment should be made;

b) regarding the payment of a tariff supplement demanded by the customs authorities or other bodies authorized by law, from the day of their request;

c) in all other cases regarding the transport of passengers from the expiry date of the ticket validity.

(4) The day indicated as starting point of the limitation period is never included in the period.

(5) In case of a complaint submitted to the railway transport operator, according to art. 29, accompanied by necessary supporting documents, the limitation period is suspended until the complaint is solved or until the expiry of the 30-day deadline in which it would be required to solve it:

a) the day the railway transport operator rejects the complaint in writing, it also returns the documents. In case of partial acceptance of the complaint, the limitation period begins to run again for the part of the complaint still in dispute;

b) the proof of receiving the complaint or the reply, as well as the return of document is the responsibility of the party invoking this fact;

c) after the end of the suspension, the limitation period begins again, also taking into account the time before the suspension;

d) the limitation period will not be in force before the expiry of a 6-month period, considered since the end of the suspension case.

(6) Further claims with the same subject matter do not suspend the limitation period.

(7) If a period is to expire on a Saturday or a Sunday or a legal holiday, its expiry is extended until the first business day thereafter.

ARTICLE 76 - Contraventions

The amount of contraventions committed by natural persons and legal entities and provided for in this regulation shall be established by Government Decision.