

In order to submit a refund request through the application, you need to log in the application.

The request for a refund must be fill in directly on the internet by the registered user from his own profile (by using the "**Orders**" section, within the online application - on the blue bar at the top of the home page, accessing "**Operations on a ticket**" – the feature **Travel withdrawal**

CFR Calători DOMESTIC TRAFFIC Plan your journey Orders Support HELLO, eliza RO EN

My orders

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

Tickets and financial

Buy a new ticket

Start by choosing the departure date, the departure and the arrival station and the train(s).

[Itineraries + buy](#)

Operations on a ticket

Type a ticket Id and you can view it as PDF, modify or request a travel withdrawal.

[Continue](#)

My tickets

View all your tickets within a selected time period.

[Tickets list](#)

or by accessing **My tickets** which has the effect of opening the list of tickets purchased during the selected period.

Tickets list

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From:

Until (including):

[Search](#)

The search is made with the buying date (not by the travelling date).
If you want to view a ticket as Pdf, modify a ticket, request a travel withdrawal or view the status of an existing one, request an invoice or view the status of an existing one, press on the ticket Id.
If you want to buy a new ticket, please go to [Itineraries + buy](#).

Ticket Id 18628 Paid	Bought on 04/03/2020	Journey on 04/03/2020	From București Nord	To Sinaia
Ticket Id 18627 Paid	Bought on 04/03/2020	Journey on 04/03/2020	From București Nord	To Sinaia
Ticket Id 18614 Paid Travel withdrawal in processing	Bought on 04/03/2020	Journey on 04/03/2020	From București Nord	To Sinaia

To enter a refund request select the ticket you want to return and which must be mandatory in a state that allows the refund, respectively: Paid or Paid following the modification.

View ticket

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Operations for the ticket: 18628

Type: Standard tickets/offers
Bought on 04/03/2020
From București Nord
State: Paid

Journey on 04/03/2020
To Sinaia

-  View as PDF
-  Modify the ticket
-  Invoice
-  Travel withdrawal
-  Back at Itineraries + buy

Select **Travel withdrawal** and opens automatically the refund window with the two options:

- Standard Refund
- Refund outside standard terms

In this window, for each type of refund, are displayed the conditions that must be met in order to fit in the type of refund.

Travel withdrawal

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Operations for the ticket 18628

Standard refund

Choose this option if you no longer want or can no longer make the trip for any reason. Requests for travel withdrawal may be submitted at any time but no later than 6 hours before the departure time of the first train in the route.

Continue

Refund out of the standard terms

Choose this option only if you cannot/could not make the journey for reasons that are on the fault of CFR Călători or in an event of an illness (with documents proving this) or in other special cases. Requests for travel withdrawal outside the standard conditions may be filled starting 12 hours before the first train's departure and at maximum 3 days after ending the journey. Attention! The legal deadline to analyse and to receive a response for your request is 30 days.

Continue

STANDARD REFUND

If you request *Standard Refund*, press the *Continue* button and the *Standard Refund* window opens, in which brief information about this type of refund is displayed, as well as the amount to be refunded.

Standard refund

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

Operations for the ticket 18628 / Travel withdrawal

General info

When you request to travel withdraw under the standard conditions, you will receive a number (Id) under which your request was automatically registered and processed. The amounts to be returned (mentioned below under "To receive amount") will be transferred to the account associated with your bank card from which the payment was made, within the time limits specific to your bank.

A ticket consists of the transport tariff and the seat ticket (or bed supplement for the sleeping/couchette coach). Exceptions are the Regio trains without reservation (marked with "R" in front of the train number) on which the journey is made without a reserved seat and on which the ticket is composed only by the transport tariff. The general rules for calculating the amounts retained can be viewed on "Details".

Because you request the travel withdrawal within one hour from the buying time, we will refund you the full amount.

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

Details

To receive amount: 19.3 lei

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Confirm

To complete the refund operation, press the *Confirm* button.

Attention! This operation is irreversible and the ticket after confirmation is no longer valid.

If you do not want to finish the operation, press the *Back* button.

After confirmation, an information message will be received on the registration and settlement of refund application in the case of the standard refund:

Travel withdrawal successfully received and processed

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

Your travel withdrawal request relating to the ticket with the Id 18628 has been registered and processed under no. 1247. The amounts to be returned will be transferred to the account associated with the bank card from which the payment was made, usually within a few working days, depending on your bank's policy. Please note that the legislation in force allows the bank to return the amounts and within a longer period (up to 30 days). In situations where you do not find those amounts in your statement, please contact your bank directly.

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

REFUND OUTSIDE STANDARD TERMS

If you request *Refund outside the standard terms*, press the **Continue** button and the **Refund outside the standard terms** window opens, in which brief information on this type of refund is displayed.

In addition, if you request *Refund outside the standard terms*, it is compulsory to respect the conditions and to fill in the corresponding box the reason for the request for which the refund was introduced, ie: **canceled train, delayed train, illness** (in this case, on the email address bileteonline@cfrcalatori.ro is mandatory to send the supporting documents, in order to analyze and solve the refund applications).

Any other request that does not comply with these conditions is not approved.

Refund out of the standard terms

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🕒 You can buy at least 6 hours before departure

Operations for the ticket 18627 / Travel withdrawal

General info

A request for travel withdrawal outside the standard conditions may be filled starting 12 hours before the first train's departure and at maximum 3 days after ending the journey. When you request a travel withdrawal, you will receive a refund request number (Id).

Please note that requests for travel withdrawal outside the standard conditions are processed by our staff in order of their registration time and the resolution response will be sent within the legal deadline of 30 days (on the e-mail address associated with your account).

Please note that these requests are accepted, with the possibility to be a full refund or a partial refund, only if there something that belongs to CFR Călători happened (cancelled train, delays of more than 60 minutes or more, the loss of the connecting train etc.), or for cases of illness or detention by state (police) on the basis of official documents. Please tell us what happened by filling in the reason why you are requesting the refund of the amounts paid. If you wish to provide supporting documents, please send us an email with the documents at bileteonline@cfrcalatori.ro.

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

Details

The reason of the request (optional):

canceled train

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Confirm

To complete the refund operation, press the **Confirm** button. If you do not want to complete the operation, press the **Back** button.

After confirmation, you will receive an information message regarding the registration of refund application:

Travel withdrawal successfully received

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@bileteonline@crcalatori.ro

You can buy at least 6 hours before departure

Your travel withdrawal request relating to the ticket with the Id 18627 has been registered under no. 1248. Please note that such requests are processed and analysed by our staff in order of their registration time. You will receive the answer and the resolution within the legal deadline of 30 days.

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