



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

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

A. From the ticket counters of the CFR Calatori stations or travel agencies

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

b) by manual issuance (on standard forms), in the case of railway stations that do not have electronic issuing system, **up to maximum 10 days in advance (including the day of train departure)**. For trains with reservation system, the advance sale will be made only between 07.30-18.30.

B. ONLINE, through internet, under the conditions presented on the website www.cfrcalatori.ro at "*Buy online tickets*" section;

C. From vending machines belonging to CFR CALATORI, up to 30 days in advance, 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 ticket counter of the railway stations;

At vending machines, a ticket is printed for each individual passenger. If all 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 counter tariff - when passengers board the train from stopping points where there is no possibility to purchase tickets or from vending 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 does not have a valid ticket (a valid ticket means a ticket which is validly issued on the, route, class, train and date of travel).

The tariff charged onboard is higher than the tariff from the ticket counters;

E. From the attendant of the sleeping/berth car, at the ticket counter tariff – the same tariff as at the ticket counters, within the limits of available seats, only on the routes on which the respective sleeping car/berth car runs;

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 one train (departing from the respective station), so that, if necessary, for 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 longer than 200 km, for passengers who board from the stopping points served by authorized agents, the train staff will issue tickets at the ticket counter tariff, according to the provisions of letter. D.1.

For passengers who benefit from 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 Travel Agencies or other certified commercial companies* that are authorized distributors and issue online train tickets, under the conditions presented on the website www.cfrcalatori.ro.

Tickets can be purchased 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:
 - 3 - 5 minutes before the train departure from the station, for class cars and until the closing 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 vending 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;
 - **6 hours before** the train departure from the boarding railway station, in case of purchasing online tickets
- **The maximum deadlines of sales in advance of tickets** provided in paragraphs 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 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 issuing tickets points.

The National Railway Passenger Transport Company CFR Calatori SA provides the possibility to purchase online tickets through the service "Buy Online tickets", available 7 days a week, for the journey by train in domestic and international traffic.

For the journey made in domestic traffic, tickets can be purchased online only for trains available in the sales application, up to 30 days in advance, but not later than 6 hours from the time of departure of the first train on the route (from boarding hour). Basically, you can buy CFR online tickets with the maximum anticipation of sales in domestic traffic, except for trains running within 6 hours from the time the application is introduced in the system. CFR online tickets in domestic

traffic are NOMINAL tickets and allow the persons listed in the application to travel by the train/trains for which the request was made. All the details necessary for the trip will be sent to the user by e-mail and are accessible from the user's own profile, not being necessary to go to the CFR sales units to purchase the ticket. Passengers will be identified onboard by their "ticket ID" number, their name and an identity card. Passengers are recommended to print and have their CFR online ticket in standard format for this type of ticket, but it is not mandatory.

It is possible to change travel data, including to cancel the journey only in compliance with the provisions of the conditions of use of the online tickets. The request is made at least 6 hours before the departure of the first train from the route on the initial ticket, for trains running within the time available for the purchase of an online ticket. The request to modify a purchased ticket can be made only once, paying any tariff differences. The new online ticket (issued as a result of a request to change the travel data) does NOT allow any further changes.

Online tickets in domestic traffic do **NOT** allow the trip to be interrupted.

The refund of the tariffs for this type of tickets can be made only based on a refund request filled in 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). If the passengers have no access to internet, it is possible to request the refund of the tickets by filling in a standard request at ticket counters of the CFR stations/travel agencies. 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.

For the journey made in international traffic, tickets can be purchased online only for trains available in the sales application, up to 30 days in advance, unless the chosen trip includes domestic trains (trains with departure and arrival station in Romania) for which the anticipation will be of maximum 30 days, but not later than:

- 6 hours before the beginning of the journey – departure hour of the first train – if you choose to take the tickets from a CFR Calatori station/travel agency;
- 8 days before the beginning of the journey – departure hour of the first train – if you choose the delivery of tickets by courier.

International tickets ordered and paid online are printed at a CFR Calatori station/travel agency, on some relationships the tickets can be received by email, in .pdf format (A4).

The user receives the following information on the e-mail and phone number declared in the purchase process:

- *on the e-mail*:
 - details on the ticket order: order ID, pick-up code, if tickets are taken from the CFR Calatori station/travel agency, ticket price, travel date, etc;
 - ticket order details: order ID, ticket price, travel date, etc., as well as the A4 ticket in .pdf format, in the case of A4 tickets (.pdf) ;
 - all the mails related to the online transactions made by accessing this service;
 - *by SMS*: order ID and the amount to be paid to the courier, if tickets are delivered by courier.

In order to make the international trip, the passenger must hold a printed international ticket, taken from a CFR Calatori station/travel agency or delivered by courier or present on the train the A4 ticket printed at home or the A4 ticket in .pdf format displayed on a mobile device (tablet, phone).

The courier transport fee is paid at destination, when delivering the tickets.

If the delivery is not possible because of the client, the courier transport fee, both for delivery and return, are deducted from the value of the railway service to be returned.

If the journey is cancelled, tariffs can be refunded but with a commission withhold, depending on the tariffs/offers purchased.

International tickets/reservations tariffs from an order can be refunded, as the case may be, at the latest until the beginning of the journey, namely the departure hour of the first train. It is not possible to refund international tickets tariffs after the beginning of the journey.

More details about the terms and conditions imposed on the use of the service "Buy online tickets", as well as additional information can be found on the official website www.cfrcalatori.ro and at the CFR Calatori ticket counters and travel agencies.

VERY IMPORTANT!

- 1. SNTFC CFR Calatori SA provides a wide range of commercial offer to passengers, depending on the periods in which trips will be made, the number of people travelling together, the frequency of trips, according to the conditions established for marketing. Information about these commercial offers are available at railway stations, travel agencies and on the official website of the company www.cfrcalatori.ro.**

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

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

- 2. SNTFC "CFR CALATORI" SA DOES NOT ISSUE DUPLICATE FOR LOST OR STOLLEN TICKETS.**
- 3. SNTFC CFR Călători SA 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 applies 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, tickets with reserved seat are sold within the limit of the seats available on train. We recommend all passengers to purchase tickets in advance.**

Discounts / Facilities granted by SNTFC "CFR Călători" SA

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, transport is FREE;
- for children up to 5 years for whom a separate seat is required and for those between 5 and 10 years old, a 50% discount of the transport tariff is granted;
- for trains with reservation regime, the reservation fee of the seat is paid in full.

The bed / berth supplement is not paid **for children up to the age of 10**, for whom no separate bed is required. 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 whom separate beds are required, the full bed supplement / berth tariff is applied.

The full tariff for bed supplements / berth is applied for children over 10 years old.

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 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. SNTFC CFR Călători provides a wide range of commercial offers to passengers, through which discounts are granted for individual trips (eg discounts for anticipation, loyalty) or for making several trips in a certain period of time (eg. on weekends, season tickets), as well as discounts for travelling by certain trains and connections during certain periods (eg. summer season, discounts for travelling by certain trains, routes and periods, etc.). More details can be obtained on the website www.cfrcalatori.ro and at the ticket counters of the CFR Calatori stations and travel agencies.

Compared to the marketing conditions of commercial offers, the trip by train of a higher rank / higher fare, respectively to a higher class, can be performed only with full payment of fare differences, according to the request and the initial ticket.

3. SNTFC CFR Calatori SA complies with the legislation in force regarding the transport of people benefiting from facilities granted by various legal acts (eg. pensioners, pupils, students, people with disabilities, etc). More details can be obtained on the website www.cfrcalatori.ro and at the ticket counters of the CFR Calatori stations and travel agencies.

Modification of the transport contract at SNTFC "CFR Călători" SA

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 the railway travel agencies or only in the railway stations served by CFR Călători staff, within certain established deadlines, 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 canceling the right to anticipate the trip and mutually 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, printed/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, according to the conditions set by their own regulations.

On the day of the trip (train running day written on the ticket), the anticipation or postponement of the journey can be requested directly from the train staff, **ONLY** for boarding from stations without CFR Calatori staff or outside the working hours of the ticket counters in stations without CFR Calatori staff, as follows:

- ✓ anticipation of the journey - for any train departing anytime before the train for which the ticket was issued, with payment of any fare differences in case of higher rank trains;
- ✓ postponement of the journey - no later than one hour after the hour of departure registered on the ticket, submitted by the passenger; If there is no train in the respective direction within the one hour, then the one-hour period shall be 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 transport fare for the new ticket will be calculated taking into account the date of issuance of the initial ticket, the passenger paying the possible additional tariff differences. Down tariff differences 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 one hour from the arrival of the train at the respective station. Interruption of the journey is only possible in the case of tickets entitling to the interruption of the journey and must be within 24 hours of the departure of the train by which the passenger arrived or of the departure of the first connecting train of the same rank, according to the commercial conditions of using the established tickets.

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

Exceptions to these provisions regarding the modification of the travel data are 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: season tickets, VSD card, weekends tickets, tickets issued for students, pupils, online 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) at SNTFC CFR Calatori SA

According to the 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 provided by CFR Călători in stations and trains are published on the Internet, on its own website www.cfrcalatori.ro at “PRM Assistance” section, being also available through the Public Relations Offices located in 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 provided **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, established in the Regulation 1371/2007.

More details can be obtained on the website www.cfrcalatori.ro and at the ticket counters of the CFR Calatori stations and travel agencies.

Transport of bicycles and skis at SNTFC CFR Calatori SA

1. Foldable bicycles may be carried free of charge on all trains, at 1st and 2nd class or skis at 2nd class cars, as hand luggage, within the space available for storage, provided that they do not disturb other passengers (a foldable bicycle or a pair of skis per person).

2. Non-foldable bicycles may be carried only on trains that have types of cars with specially designed space (from a constructive point of view) for the transport of bicycles. Only one bicycle per person is allowed.

3. SNTFC CFR Calatori SA trains providing the transport of bicycles can be found by requesting information from ticket counters in stations and travel agencies of CFR Calatori or by viewing the Timetable on the website www.cfrcalatori.ro (trains with cars that can also carry bicycles have a bicycle symbol at “Services”).

4. In order to be allowed to carry a non-foldable bicycle under the conditions mentioned above, it is necessary to purchase the bicycle ticket from ticket counters or online. **Warning!** Travelling without a bicycle ticket involves paying onboard a tariff/kg/km area (a bicycle is considered to have 15 kg), *a tariff that is higher than the tariff from the ticket counter!*

Tariffs are displayed on the official website www.cfrcalatori.ro.

5. For passengers accompanied by bicycles, for the trains that have types of cars with specially designed space (from a constructive point of view) for the transport of bicycles, seats are allocated in the compartments next to the space intended for their storage. In these cases, it is mandatory to

reserve a seat, including for tickets for which it is not normally required (eg. season ticket, VSD card).

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

7. In duly justified cases where the occupancy rate of that train is close to 100% or more, train staff may prohibit the boarding of passengers by bicycle, if they do NOT have bicycle tickets for that train.

More details can be obtained on the website www.cfrcalatori.ro and at the ticket counters in railway stations and travel agencies.

Transport of animals at SNTFC CFR Calatori SA

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

Exceptions:

Small dogs, cats and animals carried on arms, as well as small birds in cages can be carried free of charge, if no passenger objects.

Accompanied dogs may be transported in passenger cars.

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

In case of objections from other passengers, the train staff will guide the passenger, owner of the animal, together with the animal, to other compartments or down the hallway and in duly justified cases, the travel with such animal can be denied.

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 Regio train tariff at 2nd class for an adult, along the same route.

For a dog that is carried in passenger cars without submitting 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.

Service dogs belonging to MAI and MApN, when on mission, as well as guide dogs accompanying people with severe disabilities are carried 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 half-breed.
- Dogs from American Staffordshire Terrier, Tosa, Rottweiller, Dog Argentinian, Mastino Napolitano, Fila Brasileiro, Mastiff, Caucasian Shepherd, Cane Corso and their halfbreed 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 against a person

More details can be obtained on the website www.cfrcalatori.ro and at the ticket counters in railway stations and travel agencies.

Compensation in domestic traffic

According to the provisions of the GD no. 385/12.06.2019, the terms provided in art. 3 para. (1) and art. 5 of GD no. 1476/2009 shall be extended on the establishment of measures to ensure the application of Regulation no. 1371/2007 of the European Parliament and of the Council on the rights and obligations of passengers in rail transport until December 3, 2024.

Compensation in international traffic

1. Compensation granted in case of delays

According to 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 amount of 4 € at NBR exchange rate 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 3 months from the end of the respective journey, together with the original valid ticket and stamped for delay, with reservations and any supplements.

The compensation is granted as a "travel voucher" filled 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 is due to the continuation of the journey on another train or the rerouting does not exceed 60 minutes.

For the delay of trains running **in domestic traffic** on long distances, **representing national railway transport services of passengers** provided 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 on an international route, the carrier refunds the reasonable expenses of announcing the people who were waiting for the passenger, of the transfer between the station and the hotel and of the 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 hold a CIV ticket in international traffic, accompanied by a reservation ticket.

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

The request 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 noticing the changes in the timetables, waiting on a wrong boarding platform, excluding the passenger from the train because of 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.

You can find useful information on offers and fares on relations for international trains, timetables in Europe, international regulations and conventions on the website www.cfrcalatori.ro, at International Traffic section.

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 following deeds represent contraventions to the norms regarding the transports on the Romanian railways, if they have not been committed in such conditions that, according to the criminal law, they are considered crimes:

1. the entry on the platforms of the stations established by S.N.C.F.R. without a ticket or a platform ticket;
2. refusal to vacate the occupied seat, which does not correspond to the one provided on the ticket, as well as the refusal to give to other passenger the extra seats, in an abusive way or in the compartment reserved for the "mother and child", when he/she 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 a wayaround, as well as the continuation of the interrupted trip with the unstamped ticket, 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 season ticket or the discounted ticket, without submitting the identity document or other document proving the right to it;
7. the journey without ticket and the refusal to pay the corresponding tariffs by the passenger, the journey with a ticket not stamped at departure in 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 of using tickets that do not give the right to interruptions, if the corresponding tariffs are not paid on the spot. Disciplinary measures are applied to active-duty military and their assimilated according to art. 44 of Law no. 32/1968;
9. smoking in waiting rooms and "mother and child" room in the stations, in compartments, in restaurant cars, as well as in other places where the smoking ban is communicated 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 hand it over, 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. putting up 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 running, locking the exterior and front doors of the cars while stationing, using the car toilets during trains' stopping and stationing.
17. begging or gambling in trains or railway units;
18. braking coach windows, hauling vehicles or buildings owned 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 other passengers and to the railway staff on duty or preventing them from fulfilling their duties;
21. causing a scandal in means of transport or inside railway units;
22. passengers' or consumers' refusal to leave the restaurant car or the bar car after closing time or at the rightful request of an employee servicing that car;
24. traveling on stairs, buffers or on 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 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 goods, as well as the noninsurance or non-closing of the mobile parts of the railway means of transport;
39. the carriage in passenger, 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 the rolling stock, installations, railway equipment, buildings and other railway units;
53. entering the railway area without a 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."

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 is punishable by a fine.”

Extracts from the Romanian Railway Transport Regulations, the Uniform Rules 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 Public Relations offices in the stations, from the staff at ticket counters in stations and travel agencies, respectively from the staff serving the passengers trains, as well as from the company’s 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) The price of the transport service 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 – Conditions of acceptance for carriage

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

- a) the transport is possible with the available transport agents and means of transport, which allow the transport requests to be met;
- b) the 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 – Acceptance for carriage. Persons excluded from transport. Conditioned acceptance

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

Passengers Uniform Rules 9'

Railway passenger transport operators may establish, by their own regulations, other ways of accepting passengers to transport.

Passengers Uniform Rules 10

Passengers travelling 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) The following are not allowed or can be evacuated in the train and at the station:

- a) people who, by their behaviour, disrupt public order, are against the rules of public conduct and morals or cause 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. Non 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 traffic

(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.

Specially ordered trains

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 fulfilled 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 it.

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 advertising filming, artistic, documentary purposes, other than those supporting the public passenger railway transport operation interest may be carried out 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 – filming purpose, timetable, filming 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 requests to return 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 have 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 rout, 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 seat on that train, the passenger is entitled to request the refund of the paid tariff, the stamp 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 stamp for a trip in advance, regardless of the date for which it was issued.

31.3. The stamp for trip postponement or in advance does not cancel the right for interruption given by 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 stamp 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 on 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 they 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 infringe this provision and is not responsible for any damage suffered by them.

(2) The passenger must keep the ticket during the trip and 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 tickets with other changes than those listed in section 35.1 are considered to travel without tickets and will be charged according to the 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 report, 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, express-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 rail tracks 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) soiling the vehicles and 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;

- s) 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) Travel rules misconduct is found by agents authorized by the railway transport operator or the railway infrastructure manager or the police, as the case may be, 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 boottther 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 bother 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 law enforcement authorities.
- (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 originating 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, at 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. Passenger train 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 unplanned in the timetable diagram. They will be displayed separately and visibly, under the timetable, named “additional trains”, similarly to the trains planned 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. reducing 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 authorisation, 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 train 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 performed, 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 authorization, 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.