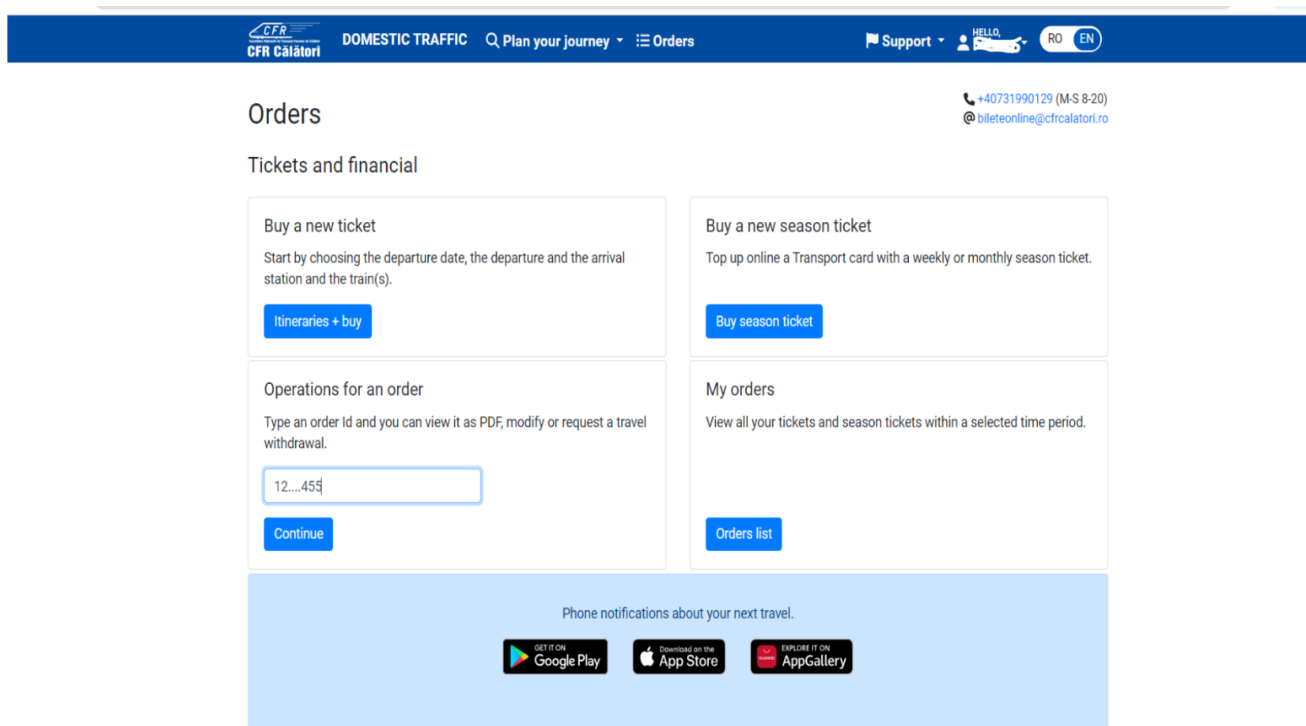


To enter a request for refund through the application, you must log in.

The request for refund must be filled in online by the registered user, from its own profile (by using the section **“Orders”**, within the online application – on the upper blue bar on the home page, accessing **“Operations on an order”** – tag **“Continue”**).



The screenshot shows the 'Orders' section of the CFR Călători website. The header is a dark blue bar with the CFR logo, 'DOMESTIC TRAFFIC', a search bar with 'Plan your journey', and a menu icon with 'Orders'. On the right of the header are links for 'Support', a user profile icon with 'HELLO', and language toggles for 'RO' and 'EN'. Below the header, the 'Orders' title is on the left, and contact information '+40731990129 (M-S 8-20)' and '@bileteonline@cfrcalatori.ro' is on the right. The main content area is titled 'Tickets and financial' and contains four cards. The first card, 'Buy a new ticket', instructs users to choose departure date, station, and train, with an 'Itineraries + buy' button. The second card, 'Buy a new season ticket', instructs users to top up a Transport card with a weekly or monthly season ticket, with a 'Buy season ticket' button. The third card, 'Operations for an order', instructs users to type an order ID to view it as PDF, modify, or request a travel withdrawal. It features a text input field containing '12....456' and a 'Continue' button. The fourth card, 'My orders', instructs users to view all tickets and season tickets within a selected time period, with an 'Orders list' button. At the bottom, a light blue banner promotes phone notifications about the next travel, with buttons for 'GET IT ON Google Play', 'Download on the App Store', and 'EXPLORE IT ON AppGallery'.

In the ticket view tab, press „**Cancel trip**“

DOMESTIC TRAFFIC
Plan your journey
Orders
Support
HELLO
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EN

View ticket

Operations for the ticket: 1

Type: Standard tickets/offers
Bought on 19/02/2024
From București Nord
State: Paid

Journey on 20/02/2024
To Craiova

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

Trains

20/02/2024 05:05 București Nord

IR 72

2nd class (reserved seat)

Coach 2 Place 28

20/02/2024 08:37 Craiova

Passengers

(adult)

or access **My orders** which results in opening the list of tickets purchased during the selected period.

DOMESTIC TRAFFIC
Plan your journey
Orders
Support
HELLO
RO
EN

Orders

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

Buy a new season ticket

Top up online a Transport card with a weekly or monthly season ticket.

Buy season ticket

Operations for an order

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

Continue

My orders

View all your tickets and season tickets within a selected time period.

Orders list

Phone notifications about your next travel.

Orders list

+40731990129 (M-S 8-20)
@bileteonline@cfrcalatori.ro

From:




20/01/2024

Until (including):

19/02/2024

Search

The search is made with the buying date (not by the travelling date).
If you want to view an order as Pdf, modify an order, 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 order Id.
If you want to buy a new ticket, please go to [Itineraries + buy](#).

Ticket Id  <small>Paid</small>	Bought on 19/02/2024	Journey on 20/02/2024	From București Nord	To Vatra Dornei Băi h
Ticket Id  <small>Paid</small>	Bought on 19/02/2024	Journey on 20/02/2024	From București Nord	To Craiova
Ticket Id  <small>Paid Travel withdrawal in processing</small>	Bought on 15/02/2024	Journey on 15/02/2024	From București Nord	To Tulcea Oraș
Ticket Id 12231404 <small>Paid</small>	Bought on 15/02/2024	Journey on 16/02/2024	From București Nord	To Sighetu Marmăției

To enter a request for refund, select the ticket you want to refund and which must be in a proper condition that allows the refund, respectively: Paid or Paid after modification.

View ticket

+40731990129 (M-S 8-20)
@bileteonline@cfrcalatori.ro

Operations for the ticket 


Type: Standard tickets/offers
Bought on 19/02/2024
From București Nord
State: Paid

Journey on 20/02/2024
To Craiova



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

Trains

20/02/2024 05:05 București Nord
IR 72
2nd class (reserved seat)
Coach 2  Place 28
20/02/2024 08:37 Craiova

Passengers

 (adult)

Select *Cancel trip* and the refund window opens automatically with the two options:

- Personal reasons (standard)

– Reasons attributable to CFR Călători

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

CFR CălătoriDOMESTIC TRAFFICPlan your journeyOrdersSupportHELLO!ROEN

Travel withdrawal+40731990129 (M-S 8-20)
@bileteonline@cfrcalatori.ro

Operations for the ticket 1

Personal reasons (standard)

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 before the departure of the train from the boarding station.

The ticket can be refunded until 20/02/2024 05:05.

Continue

CFR Călători imputable reasons

Choose this option **only if you don't travel** for reasons attributable to CFR Călători (cancelled train, train is late at your departure station for more than 60 minutes or - due to the delay - you would lose the connecting train, you lost the connecting train and you don't want to travel with the next one).

Continue

STANDARD PERSONAL REASONS

If *standard personal reasons* are requested, press *Continue* and *Cancel for personal reasons (standard)* window opens, displaying brief information on this type of refund, as well as the amount to be refunded.

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Personal reasons (standard) refund

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@bileteonline@cfrcalatori.ro

Operations for the ticket: / 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: lei

Back Confirm

To complete the refund, press *Confirm*.

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

If you don't want to complete the refund, press *Back*.

After confirmation, an information message is received regarding the registration and settlement of the request for refund in case of refund for *personal reasons (standard)* :

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Travel withdrawal successfully received and processed

+40731990129 (M-S 8-20)

@bileteonline@cfrcalatori.ro

Your travel withdrawal request related to the order with Id . has been registered and processed under no. 252601. 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](#).

REASONS ATTRIBUTABLE TO CFR CĂLĂTORI

If the refund is requested for reasons attributable to CFR Călători, press *Continue* and *Cancel for reasons attributable to CFR Călători* window opens, in which brief information on this type of refund is displayed.

Furthermore, if you request to *Cancel for reasons attributable to CFR Călători*, you must comply with the conditions and enter in the relevant box the reason of the request for which the refund was entered, e.g.: **canceled train, delayed train, illness** (in this case, you have to send the supporting documents to the email address biletonline@cfrcalatori.ro to analyze and solve the request for refund).

Any other request that does not fall under these conditions will not be approved.

CFR CĂLĂTORI

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Renunțare din motive imputabile CFR Călători

+40731980129 (L-D 8-20)

@biletonline@cfrcalatori.ro

Operați pentru bilețul / Renunțare la călătorie

Informații pe scurt

Aceste cereri se acceptă în vederea returnării totale sau parțiale a sumelor plătite numai dacă renunțarea la călătorie se face din motive imputabile CFR Călători respectiv în următoarele situații și cu respectarea următoarelor condiții:

1. Primul tren din rută are o întârziere estimată de 60 de minute sau mai mare și se renunță la efectuarea în totalitate a călătoriei;
2. Indiferent de întârzierea primului tren din rută, întârzierea acestuia conduce la pierderea trenului de legătură în condițiile în care există cuplete bilete pentru ambele trenuri (trenuri care aparțin de CFR Călători) și se renunță la efectuarea călătoriei în totalitate;
3. S-a pierdut legătura în parcurs și nu se solicită bilet de înlocuire (din stația respectivă) pentru continuarea călătoriei cu un alt tren;
4. Trenul are o întârziere de peste 60 de minute și călătorul renunță într-o stație din parcurs la continuarea călătoriei;
5. Trenul a fost anulat sau nu mai circulă pe o porțiune sau întreaga relație de circulație.

Solicitările se fac în considerare numai dacă se înregistrează online sau în stație până cel târziu la ora reală de plecare a trenului (în stația de îmbarcare). Ora reală înseamnă ora de plecare conform bilețului la care se adaugă întârzierea. În cazul pierderii legăturii, se consideră ora de plecare a următorului tren de legătură!

În cazul biletelor dus-întors la care se solicită renunțarea la călătorie de dus din motive imputabile CFR Călători, vă rugăm să precizați dacă plăteți sau renunțați la călătorie de întoarcere.

Pentru orice alte situații sau dacă doriți să ne transmiteți și documente justificative, puteți să ne contactați la adresa biletonline@cfrcalatori.ro.

Atenție! Operația este ireversibilă. După confirmarea acestora (prin apăsarea butonului "Confirm"), bilețul devine invalid.

Detalii

Ce problemă ați întâmpinat?

Înainte de începerea călătoriei:

☐ Trenul are minim 60 minute întârziere. Renunț la întreaga călătorie.

☐ Trenul a fost anulat sau nu mai circulă pe întreg traseul. Renunț la întreaga călătorie.

După începerea călătoriei:

☐ Trenul cu care călătoresc a acumulat în parcurs o întârziere de minim 60 minute față de întârzierea de la plecarea din București Nord. Renunț la continuarea călătoriei într-o stație din parcurs.

☐ Trenul cu care călătoresc a fost anulat sau nu mai circulă pe o porțiune. Renunț la continuarea călătoriei într-o stație din parcurs.

Altă situație:

☐ Alt motiv.

Doriți să ne transmiteți detalii suplimentare?

Înapoi

Final următor

CFR Călători

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Refund for CFR Călători imputable reasons

+40731990129 (M&S B20)
biletsonline@cfrcalatori.ro

Operations for the ticket 1 / Travel withdrawal

General info

These requests will be accepted for total or partial refund of the amount paid only if the withdrawal of the journey is made for reasons attributable to CFR Călători in the following situations and in compliance with the following conditions:

1. The first train on the route has an estimated delay of 60 minutes and you don't want to travel anymore.
2. Regardless of the delay of the first train on the route, its delay leads to the loss of the connecting train. The tickets must be purchased for both trains (trains belonging to CFR Călători) and you don't want to travel anymore at all.
3. The connection has been lost while travelling and you don't want to continue the journey with the next train in the changing station (where you also didn't request a replacement ticket for the next train).
4. The train is more than 60 minutes late and the passenger get off the train at any station along the way and don't continue the journey anymore.
5. The train has been cancelled or it is not running anymore on the entire or partial route.

The requests are valid only if they are registered online or in the station at least at the actual time of departure of the train (in the boarding station)! Actual time means the departure time according to the schedule, with the addition of the delay. In the case of losing the connection, will be considered the departure time of the next connecting train.

In the case of round-trip tickets and if you don't travel in the first journey for reasons attributable to CFR Călători, please indicate whether you are keeping or giving up the return journey.

For any other situations or if you wish to send us supporting documents, you can contact us at biletsonline@cfrcalatori.ro.

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

Details

What issue did you encountered?

Before the start of the trip:

- ☐ The train is at least 60 minutes late. I give up the whole journey.
- ☐ The train has been cancelled or runs only a section. I give up the whole journey.

After the start of the trip:

- ☐ The train I am travelling on has accumulated a delay of more than 60 minutes compared to the boarding delay in București Nord. I give up continuing the journey at a station along the way.
- ☐ The train I am travelling on has been cancelled or runs only on a section. I give up continuing the journey at a station along the way.

Other situation:

- ☐ Other reason.

Do you want to share with us more details?

Back

Next

To complete the refund, press *Next step*. If you don't want to complete the operation, press *Back*. If you want to continue, press *Confirm*.

CFR Călători

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Refund for CFR Călători imputable reasons

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biletsonline@cfrcalatori.ro

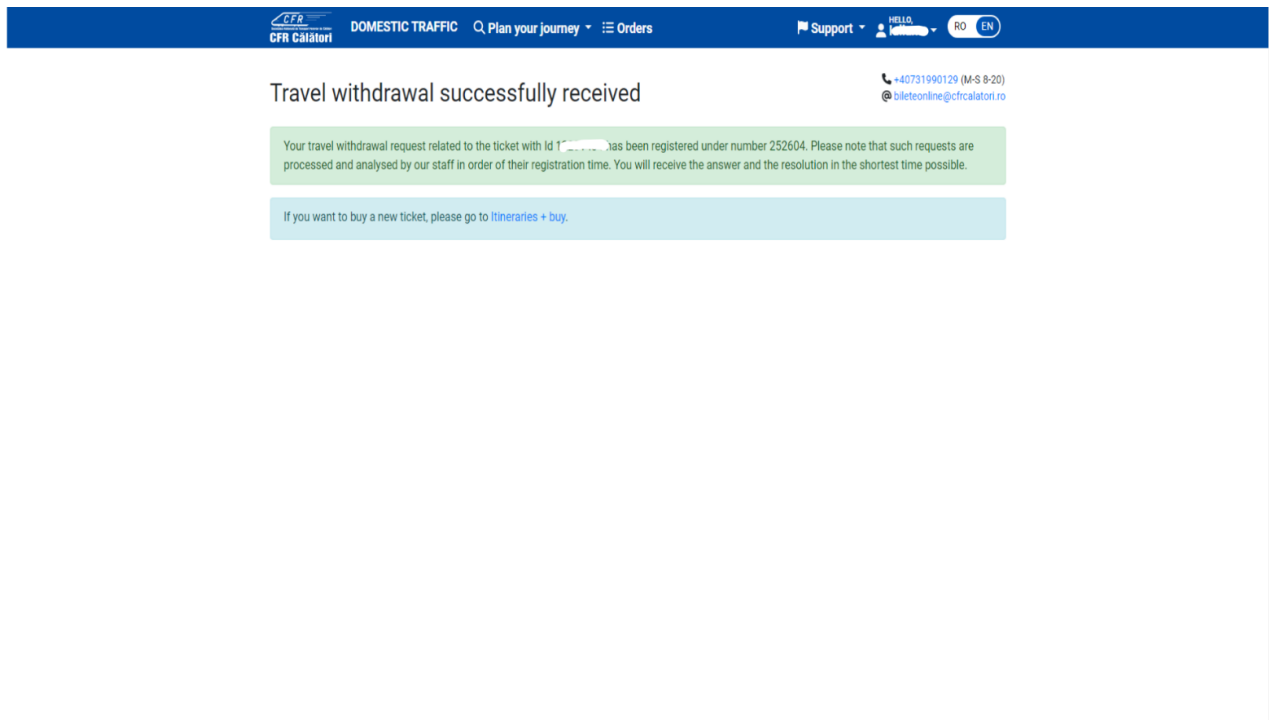
Operations for the ticket 1 / Travel withdrawal

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

Back

Confirm

After confirmation, an information message is received on the registration of the request for refund:



Three cases will be found here:

1. Refund for a standard ticket
2. Refund for a round-trip ticket
3. Refund for a ticket issued for two/or more trains and losing connection to the second train on the route.

Refund for a standard ticket

After following the previous steps, choose from the list the situation for which the refund is requested.

Before starting the trip:

What issue did you encountered?

Before the start of the trip:

- ☒ The train is at least 60 minutes late. I give up the whole journey.
- ☐ The train has been cancelled or runs only a section. I give up the whole journey.

After the start of the trip:

- ☐ The train I am travelling on has accumulated a delay of more than 60 minutes compared to the boarding delay in București Nord. I give up continuing the journey at a station along the way.
- ☐ The train I am travelling on has been cancelled or runs only on a section. I give up continuing the journey at a station along the way.

Other situation:

- ☐ Other reason.

Do you want to share with us more details?

[< Back](#) [Next >](#)

When there is a delay of at least 60 minutes after the train's departure from the initial station and you wish to cancel the trip in a station on the train's route or following some technical events, the train was canceled or no longer runs on a section.

You have a return ticket. At which train do you encounter an issue?

- ☐ On the outbound train and I want to give up the return ticket altogether
- ☐ On the outbound train and I want to keep the return train
- ☒ On the return train

What issue did you encountered?

Before the start of the trip:

- ☐ The train is at least 60 minutes late. I give up the whole journey.
- ☐ The train has been cancelled or runs only a section. I give up the whole journey.

After the start of the trip:

- ☒ The train I am travelling on has accumulated a delay of more than 60 minutes compared to the boarding delay. I give up continuing the journey at a station along the way.
- ☐ The train I am travelling on has been cancelled or runs only on a section. I give up continuing the journey at a station along the way.

Other situation:

- ☐ Other reason.

Until which station did you travel?

Which was the last train you travelled with?

1642

Which was the last station until you travelled?

Ploiești Vest

Do you want to share with us more details?

[< Back](#) [Next >](#)

Depending the situation you're in, press *Next step and Confirm* to complete the refund.

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Refund for CFR Călători imputable reasons

+40731990129 (M-S 8-20)
@bileteonline@cfrcalatori.ro

Operations for the ticket

Travel withdrawal

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

Back

Confirm

After confirmation, an information message will be received on the registration of the refund for request:

CFR

CFR Călători

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HELLO,

RO

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Travel withdrawal successfully received

+40731990129 (M-S 8-20)
@bileteonline@cfrcalatori.ro

Your travel withdrawal request related to the ticket with Id 1 has been registered under number 252604. 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 in the shortest time possible.

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

2. Refund for a round-trip ticket

After following the previous steps, choose from the list the situation for which the refund is requested.

- problems encountered at one-way trip, where you can also cancel the return trip
- problems encountered at one-way trip but you wish to keep the return trip or
- problems encountered at return trip.

You have a return ticket. At which train do you encounter an issue?

- ☒ On the outbound train and I want to give up the return ticket altogether
☐ On the outbound train and I want to keep the return train
☐ On the return train

What issue did you encounter?

Before the start of the trip:

- ☒ The train is at least 60 minutes late. I give up the whole journey.
☐ The train has been cancelled or runs only a section. I give up the whole journey.

After the start of the trip:

- ☐ The train I am travelling on has accumulated a delay of more than 60 minutes compared to the boarding delay. I give up continuing the journey at a station along the way.
☐ The train I am travelling on has been cancelled or runs only on a section. I give up continuing the journey at a station along the way.

Other situation:

- ☐ Other reason.

Do you want to share with us more details?

← Back

Next →

You have a return ticket. At which train do you encounter an issue?

- ☐ On the outbound train and I want to give up the return ticket altogether
☒ On the outbound train and I want to keep the return train
☐ On the return train

What issue did you encounter?

Before the start of the trip:

- ☒ The train is at least 60 minutes late. I give up the whole journey.
☐ The train has been cancelled or runs only a section. I give up the whole journey.

After the start of the trip:

- ☐ The train I am travelling on has accumulated a delay of more than 60 minutes compared to the boarding delay. I give up continuing the journey at a station along the way.
☐ The train I am travelling on has been cancelled or runs only on a section. I give up continuing the journey at a station along the way.

Other situation:

- ☐ Other reason.

Do you want to share with us more details?

← Back

Next →

When cancelling the trip in a station on the route, the last train by which you travelled and the station to where you travelled will be mentioned.

You have a return ticket. At which train do you encounter an issue?

- ☐ On the outbound train and I want to give up the return ticket altogether
- ☐ On the outbound train and I want to keep the return train
- ☒ On the return train

What issue did you encountered?

Before the start of the trip:

- ☐ The train is at least 60 minutes late. I give up the whole journey.
- ☐ The train has been cancelled or runs only a section. I give up the whole journey.

After the start of the trip:

- ☒ The train I am travelling on has accumulated a delay of more than 60 minutes compared to the boarding delay. I give up continuing the journey at a station along the way.
- ☐ The train I am travelling on has been cancelled or runs only on a section. I give up continuing the journey at a station along the way.

Other situation:

- ☐ Other reason.

Until which station did you travel?

Which was the last train you travelled with?

1642

Which was the last station until you travelled?


Ploiești Vest

Do you want to share with us more details?

← Back

Next →


Depending the situation you're in, press *Next step* and *Confirm* to complete the refund.

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
Support

HELLO, 

RO EN

Refund for CFR Călători imputable reasons

+40731990129 (M-S 8-20)
@bileteonline@cfrcalatori.ro

Operations for the ticket  / Travel withdrawal

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

← Back

Confirm

After confirmation, an information message will be received on the registration of the refund for request

Travel withdrawal successfully received

+40731990129 (M-S 8-20)
@bileteonline@cfrcalatori.ro

Your travel withdrawal request related to the ticket with Id 1 has been registered under number 252604. 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 in the shortest time possible.

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

3. Refund for a ticket issued for several trains and missing one of the connecting trains

After following the previous steps, choose from the list the situation for which the refund is requested.

Before starting the journey:

What issue did you encountered?

Before the start of the trip:

☒ The train is at least 60 minutes late. I give up the whole journey.

☐ The train is delayed and leads to missed connection. I give up the whole journey.

☐ The train has been cancelled or runs only a section. I give up the whole journey.

After the start of the trip:

☐ I missed the connecting train. I give up on continuing the journey.

☐ One of the trains I am travelling on has accumulated a delay of at least 60 minutes compared to the boarding delay. I give up continuing the journey at a station along the way.

☐ The train I am travelling on has been cancelled or runs only on a section. I give up continuing the journey at a station along the way.

Other situation:

☐ Other reason.

Do you want to share with us more details?

Back
Next

After starting the journey, choose one of the situations you're in (a delay of at least 60 minutes and you wish to cancel the trip; cancelling the trip in a station on route or following a train cancellation).

What issue did you encountered?

Before the start of the trip:

- ☐ The train is at least 60 minutes late. I give up the whole journey.
- ☐ The train is delayed and leads to missed connection. I give up the whole journey.
- ☐ The train has been cancelled or runs only a section. I give up the whole journey.

After the start of the trip:

- ☒ I missed the connecting train. I give up on continuing the journey.
- ☐ One of the trains I am travelling on has accumulated a delay of at least 60 minutes compared to the boarding delay. I give up continuing the journey at a station along the way.
- ☐ The train I am travelling on has been cancelled or runs only on a section. I give up continuing the journey at a station along the way.

Other situation:

- ☐ Other reason.

Do you want to share with us more details?

[< Back](#) [Next >](#)

When cancelling the trip in a station on route, the last train by which you travelled and the station to where you travelled will be mentioned.

What issue did you encountered?

Before the start of the trip:

- ☐ The train is at least 60 minutes late. I give up the whole journey.
- ☐ The train is delayed and leads to missed connection. I give up the whole journey.
- ☐ The train has been cancelled or runs only a section. I give up the whole journey.

After the start of the trip:

- ☒ I missed the connecting train. I give up on continuing the journey.
- ☐ One of the trains I am travelling on has accumulated a delay of at least 60 minutes compared to the boarding delay. I give up continuing the journey at a station along the way.
- ☐ The train I am travelling on has been cancelled or runs only on a section. I give up continuing the journey at a station along the way.

Other situation:

- ☐ Other reason.

Until which station did you travel?

Which was the last train you travelled with?

1655

Which was the last station until you travelled?

Buzău

Do you want to share with us more details?

[< Back](#) [Next >](#)

Depending on the situation you're in, press *Next step* and *Confirm* to complete the refund.

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CFR Călători

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Refund for CFR Călători imputable reasons

+40731990129 (M-S 8-20)
@bileteonline@cfrcalatori.ro

Operations for the ticket* / Travel withdrawal

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

Back

Confirm

After confirmation, an information message will be received on the registration of the refund for request:

CFR

CFR Călători

DOMESTIC TRAFFIC

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Support

HELLO,

RO

EN

Travel withdrawal successfully received

+40731990129 (M-S 8-20)
@bileteonline@cfrcalatori.ro

Your travel withdrawal request related to the ticket with Id has been registered under number 252605. 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 in the shortest time possible.

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