

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").

<u>CFR</u> CFR Galaiont DOMESTIC TRAFFIC Q Plan your journey ▼ ∷≣ Orde	ers 🏴 Support 👻 📕 🔛 😽 限 💽
Orders Tickets and financial	€ +40731990129 (M-S 8-20) @ bileteonline@cfrcalatori.ro
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. 12455 Continue	My orders View all your tickets and season tickets within a selected time period. Orders list
Phone notifications a Google Play	bout your next travel.

In the ticket view tab, press "Cancel trip"



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

<u>CFFR</u> DOMESTIC TRAFFIC Q Plan your journey ▼ IΞ Orders	Support - L
Orders Tickets and financial	 +40731990129 (M-S 8-20) bileteonline@cfrcalatorLro
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.	My orders View all your tickets and season tickets within a selected time period. Orders list
Phone notifications abo Stringer Google Play	ut your next travel.

FR Cālātori	FIC Q Plan your jou	ırney ▼ ≔Orders	P Sup	port • Petto, • RO EN
Orders list				+40731990129 (M-S 8-20 Ø bileteonline@cfrcalatori.r
rom:				
20/01/2024				
ntil (including):				
19/02/2024				
Quant				
The search is made with the buy	ng date (not by the travel	ling date).		
The search is made with the buyi If you want to view an order as Po status of an existing one, press o If you want to buy a new ticket, pl	ng date (not by the travel ff, modify an order, reque n the order Id. ease go to Itineraries + b	ling date). est a travel withdrawal or vie uy.	w the status of an existing one,	request an invoice or view the
The search is made with the buyi If you want to view an order as Po status of an existing one, press o If you want to buy a new ticket, pi Ticket Id	ng date (not by the travel If, modify an order, reque n the order Id. ease go to Itineraries + b Bought on 19/02/2024	ling date). est a travel withdrawal or vie uy. Journey on 20/02/2024	w the status of an existing one, From București Nord	request an invoice or view the To Vatra Dornei Bâi h
The search is made with the buyi If you want to view an order as Pr status of an existing one, press o If you want to buy a new ticket, pl Ticket Id Ticket Id	ng date (not by the travel ff, modify an order, reque n the order Id. ease go to Itineraries + b Bought on 19/02/2024 Bought on	ling date). Isst a travel withdrawal or vie uy. Journey on 20/02/2024 Journey on	w the status of an existing one, From București Nord From București Nord	request an invoice or view the To Vatra Dornei Bãi h To Craiova
The search is made with the buyi If you want to view an order as Po status of an existing one, press o If you want to buy a new ticket, pi Ticket Id Paid	ng date (not by the travel If, modify an order, reque n the order Id. ease go to Itineraries + b Bought on 19/02/2024 Bought on 19/02/2024	ling date). Isst a travel withdrawal or vie uy. Journey on 20/02/2024 Journey on 20/02/2024	w the status of an existing one, From București Nord From București Nord	request an invoice or view the To Vatra Dornei Bãi h To Craiova
The search is made with the buyi If you want to view an order as Postatus of an existing one, press o If you want to buy a new ticket, pi Ticket Id Paid Ticket Id Ticket Id	ng date (not by the travel df, modify an order, reque n the order Id. ease go to Itineraries + b Bought on 19/02/2024 Bought on 19/02/2024 Bought on	ling date). est a travel withdrawal or vie uy. Journey on 20/02/2024 Journey on 20/02/2024 Journey on	w the status of an existing one, From București Nord From București Nord From București Nord	request an invoice or view the To Vatra Dornei Bài h To Craiova To Tulcea Oraș
The search is made with the buyi If you want to view an order as Po- status of an existing one, press o If you want to buy a new ticket, pi Ticket Id Paid Ticket Id Paid Ticket Id Paid	ng date (not by the travel df, modify an order, reque n the order Id. ease go to Itineraries + b Bought on 19/02/2024 Bought on 19/02/2024 Bought on 15/02/2024	ling date). Isst a travel withdrawal or vie uy. Journey on 20/02/2024 Journey on 20/02/2024 Journey on 15/02/2024	w the status of an existing one, From București Nord From București Nord From București Nord	request an invoice or view the To Vatra Dornei Bài h To Craiova To Tulcea Oraș
The search is made with the buyi If you want to view an order as Po- status of an existing one, press o If you want to buy a new ticket, pi Ticket Id Paid Ticket Id Ticket Id Paid Ticket Id Ticket Id Ticket Id Ticket Id Ticket Id Ticket Id	ng date (not by the travel ff, modify an order, reque n the order Id. ease go to Itineraries + b Bought on 19/02/2024 Bought on 15/02/2024 Bought on	ling date). Isst a travel withdrawal or vie uy. Journey on 20/02/2024 Journey on 20/02/2024 Journey on 15/02/2024 Journey on	w the status of an existing one, From București Nord From București Nord From București Nord From București Nord	request an invoice or view the To Vatra Dornei Bãi h To Craiova To Tulcea Oraș To Sighetu Marmației

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.

CFR Călători DOMESTIC TRAFFIC	Q Plan your journey ▼ \Xi Orders	Support - L Hello - RO EN
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 E IR 72 2nd class (reserved # Coach 2 ₽ Place 20/02/2024 08:37 0	București Nord d seat) e 28 Craiova
	Passengers (adult)	

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

- 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.



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.

Personal reasons (standard) refund	€ +40731990129 (M-S 8-20 @ bileteonline⊜cfrcalatori.n
Operations for the ticket / Travel withdrawal	
General info	
When you request to travel withdraw under the standard conditions, you will receive a number (registered and processed. The amounts to be returned (mentioned below under 'To receive am 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/ without reservation (marked with 'R' in front of the train number) on which the journey is made composed only by the transport tariff. The general rules for calculating the amounts retained cr Because you request the travel withdrawal within one hour from the buying time, we will refund Attention! The request is inversible. After confirming it (by pressing the 'Confirm' button), the	(Id) under which your request was automatically nount") will be transferred to the account associated with , councette coach). Exceptions are the Regio trains e without a reserved seat and on which the ticket is an be viewed on "Details". I you the full amount. ticket it's no longer valid.
Detaile	

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*) :

<u>CCFR</u> DOMESTIC TRAFFIC Q Plan your journey ▼ :Ξ Orders	Support - L
Travel withdrawal successfully received and processed	+40731990129 (M-S 8-20)bileteonline@cfrcalatori.ro
Your travel withdrawal request related to the order with Id	er no. 252601. The amounts to be returned within a few working days, depending on a longer period (up to 30 days). In
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 <u>bileteonline@cfrcalatori.ro</u> to analyze and solve the request for refund).

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

<section-header><section-header><form><form></form></form></section-header></section-header>	Permanential and production of the production of the control of t	CFR Câtători	alatorie - 🗄 Comenzi	P Suport • (RO) EN
Control point ultitud / Insurger la california Informatij pe soat Informatij pe soatij p	Control point blott Information per sunt A therapper la solutions CFR CAliformic expected in underseen semanfied tables as parallel a summer of an encount died resurpses la californi espectation CFR CAliformic espectra in underseen semanfied tables as parallel a summer of an encount died resurpses la californi espectra CFR CAliformic espectra in underseen estimation de 60 emmes au main mare of an encount died resurpses la californi espectra CFR CAliformic espectra in underseen estimation de 60 emmes au main mare of an encount died resurpses la californi espectra CFR CAliformic espectra de 10 mainte espectra de 10 mainte espectra in mare of an encount died resurpses a la californi espectra and another main (social gen o parallel as espectra de 27 CALIGOU espectra) per terror of the refresse californi espectra and a loss and an espectra de 20 mainte espectra de 10 mainte espectra in parallel californi espectra and a loss and and as a branches espectra de 27 CALIGOU espectra de 20 mainte and another mainte califormi espectra de 20 mainte espectra de 20 mainte and another mainte espectra de 10 mainte espectra de 20 mainte and a loss and another mainte interparation de an branches espectra de 20 mainte and a loss and another mainte interparation de another impactate de 10 mainte and another de another mainte interparation de another impactate de 10 mainte and another developtical Finand a loss de another espectra de 20 mainte another interparation de an espectra de 20 mainte another interparation de another impactate de 20 mainte another interparation de 20 mainter	Renunțare din motive imput	abile CFR Călători	📞 #40731990129 (L-D 8-2) @ bileteonline@cfrcalatori
		Operații pentru biletul	orie	
Actes cere is accepti in underea intuiti totale su parale a sumeior plate numa dad renutpres la cilitorie se foce din notive imputabile CRC Billion respectivi in underease sharpi i qui vergestarea undiscensivo contai. 1. Invini 1 and la e la chicarea estinale 40 di annines una mare qi ne numara la defensarea in totalitate a cilitorie. 2. Actes cere in accepti in underease sharpi qui cure spectrate sundiscensivo contai. 2. Actes cere in accepti di undiscense statui a containe esti un mare qi ne menuto la defensarea in totalitate a cilitorie. 2. Actes cere in accepti di undiscense scatta containe spectrate parte di subattate scattates a cilitorie in undischicarea esti accepti de la deconse cilitorie in undiscense cilitorie in undischicare de perso di environte esti difficuenze cilitorie ci un attenze. 3. A special cella familia tenzi di cilitoria esti difficuenza in cargo di subattate acceltato di nome cilito di cilitoria esti di accepti cella de la deconse cilitorie ci una tato di environa escilitorie ci una tato cilitoria escilitoria e di integri di accentate acceltato di integri de la deconse cilitoria. 3. Annole esti ali nome cicital pe oporture auxi integri adello cel tato in tenzi ad porten integlianti, se console di one de persone escilitoria esti una console di one de deconse e undiscul una cella devene integlianti di marenti de de devisi en una tato de di motive imputate CRC Billioni, vi inglimi ad persone della devene contoni biolicito de ce ad addi motive imputate CRC Billioni, vi inglimi ad precisari da della persone esti antegli de della del	Actes cere is a cospit in vedere intensit totale au parple a sumeior platte numal dack recurpters in clifform expectivi numbers de cospit in comparementale of the mission of cospit. 1. Invent of and that are indicated entration of the mission of cospit in comparemental and total are indicated entration of the mission of the investigation of the mission of the mis	Informații pe scurt		
 Prinul ten din tali are o indicise estimati de 60 de minote au mai mare pi a renutja la efectuarea in totalitera a cilizionei. Dioferent di risionea pinul, ten din nul, indicase accetta conduce la pinetrea tenul de highuis în conțeție înere e instit cumphane bite perimu a de tenul tenui e parime di Richial ante pinetrea cilizionei institute a cilizionei accetta. A period la pinul a nul mare și aditorea de mare și a renutți a fectuarea cilizionei institute a cilizionei accetta. A period la pinul a nul mare și aditorea de mare de la pinul a nul mare și aditorea de mare de la periode accetaria e contanea cilizionei institute e a setă de pinul a nul mare și aditorea de mare de la pinul a nul mare și aditorea de mare de la periode accetaria. Binul a fost andra sun mai condi pe spoştere au întrega năre de condige. Dionidi e sin un conderea rum a de tenul pe spoştere au întrega năre de condige. Intre a fost andra sun mai condi pe spoştere au întrega năre de condige. Intre a fost andra sun a mai condi pe spoştere au întrega năre de condige. Intre a fost andra sun and condi de piezere conformi tifendul is care se desgă înfesterea în cază periode legănul, se condice în ora de la piezere de la piezere a marendul fost piezere a marendul fost piezere a marendul fost piezere a marendul fost piezere e marendul fost piezere a marende piezere a fost piezere a marende piezere a marende piezere a	 Prirud ten din tală are o îndicises estimulă de 60 de minore siu mai mere și se renutți la efectuare li totalitare a olitionii. Dioferent di risăcises prinulă ren din nă, întăcises acetula conduce la parkeze stenulă e highură în conțieli înce e cistă cumpărare tale exprendente di fibrică înce andire înce e sind cumpărare tale exprendente di fibrică înce e andire e cistă cumpărare e lată de fibrică e sectiva e supre de 72 Albalită înce stefat parkeze albalită în încere e sind cumpărare tale exprendente di fibrică încere e andire e cistă cumpărare e albalită încere e sind cumpărare și încere de încorre și încere albalită încere e sind cumpărare e albalită încere e sind cumpărare e albalită încere e albalită înceree în cază piedere legături, se consider e andir albalită înceree e albalită înceree încereală Înceree albalită înceree exercită înceree exercită în procuree talăficative, în cază piedere legături, se consider e andiră de înceree e albalită înceree e albalită	Aceste cereri se acceptă în vederea returnării totale s CFR Călători respectiv în următoarele situații și cu re	tau parțiale a sumelor plătite numai dacă renunțar spectarea următoarelor condiții:	rea la călătorie se face din motive imputabile
Solicitale es au in considerare numai dada es inegastesad ovine sau in tatje piela of staru is nor neili de piecare a tenulu (in statje de Instance). Das salis insernit on de piecare conform bieldul is care as abugi infrazione. In caza proden legitari, se consideri son de piecare umitorulu tenu de legitari In scata bieldor du este piecare solicital recursores la calificata de dus dan notive imputable CFR Calificat, via nglim el prestare tack platterel recursor la calificati de insposiee. Perrur oste als alsonatis so acida donte alla ne transmiteri și documente justificative, puseți al ne constarei lor al prestare tack platterel recursor la calificate de insposiee. Deruto de la alevanți sau dada donte al ne transmiteri și documente justificative, puseți al ne constarei la adresa biencofine@cficaletor.tin. Aterpier Operața ente inventabilit. După confirmares acestea (prin aplasares busoului 'Confirmi') biend devre invalid. Cetali Cetali Cetali Confirmi e întrace încel este prestare încel ale transmiteri și documente partificative. Deve no cale ale alevanți sau cale do tranșa partificative. De mune tenute încel ale prestare e devenți a întreaga călătorie. De fondu a cetalitore înve este încel ale prestare de munim 60 munet feiță de indicateres de la placeres din Bucurști Nord. Renurți la construarea călătorea e font anulat sur unu circulă pe renuz. In tenu u ce cu călitorea e font anulat sur unu circulă pe opojune. Renurți la contruarea călătorie învo stațe di parcurs. Ală statuite: Derul al statuite înve statuit sur unu circulă pe pe opojune. Renurți la contruarea călătorie învo stațe di parcurs. Ală statuite: Derul ale statuite fedali suplimentare?	Solicitale se lau in considerare numai dad se kergatesad oriëre sau in staje pland of titru la one selli de placare a senulu (in staje de Instance). Con selli insernito os de placare conform bletkul la care se adagaj indicares. In scala penden legituri, se consider kon de placare e numbrola tem de legituri. In scala blenetir da e legituri. In scala blenetir da e legituri. In scala blenetir da e nazione se adolcal insurgeres la cilitoria de du de notive imposable GPR Cilitori, vi ngelm sé precisari dada plattarej sau renutrpla) tem de legituri. In scala blenetir da e legituri. In scala blenetir da e legituri. In scala blenetir da e legituri da e du don volte imposable GPR Cilitori, vi ngelm sé precisari dada plattarej sau renutrpla) tem de imposite. Denoto cine de legituri. Denoto	 Primul tren din rută are o întăcziere estimată de 2. Indiferent de întăczierea primului tren din rută, bilete pentru ambele trenuri (trenuri care aparți 3. Sa pierdut legătrus în parcurs și nu se solicită 4. Trenul are o întărziere de peste 60 de minute şi 5. Trenul e fost anulta sau nu mai circuă se o por 	60 de minute sau mai mare și se renunța la efect nărzierea acestula conduze la pierderea tienului r n de CFR Câlători) și se renunță la efectuarea câlă tilet de înlocuire (din stația respectivă) pentru con câlătorul renunță întro stație din parcurs la cordi tune sau întreașa relatie de circulate.	uarea în totalitate a călăroriei. de legănură în condițiie în care există cumpărate itoriei în totalitate. trtinuarea călătoriei cu un alt tren. nuarea călătoriei.
In casal bietelor due-intros la care se solicità renutgares la cilittoria de dus din notive imputabile CPR Cilitori, vi nuglim al precisari daci platitari sa renutgi pi calittoria dei nacione. Pettro oto e alla stuagi sau daci, donti ali ne transmittej gi docurrente justificative, puergi ali ne constattej la adresa bieterorine@cffueletorine. Artegre Organita esti interestitati. Dugà confirmense acettatis (prin adiaseres buttoriuli 'Confirm') bietui devine imalia. Destini Ce problemi aj intergretori Instinto di nospense cilitorie: - Tondi a fost anula saus una cinculà je trineg trased. Renutgi la întreaga cilitorie. - Dugà incopense cilitorie: - Tondi a fost anula saus una cinculà pe trineg trased. Renutgi la întreaga cilitorie. - Dugà incopense cilitorie: - Tondi a fost anula saus una cinculà pe trineg trased. Renutgi la întreaga cilitorie. - Dugà incopense cilitorie: - Tondi a care cilitorie esto estatte di parazza. Simurgi la întreaga cilitorie. - Tondi a care cilitorie esto estatte di parazza.	In casul blenkir due-intros la care se solicità renurgarea la dilitoria de dua din notive imputabile CPR Caliliori, vi nuglim ai precisari dada platitari sua renutrgi la dilitoria de inazione. Pentru otos alla stuagi sua dazi datti al na transmitteri gi documente justificative, puteri ali ne constatagi la adresa blenconine) chicalescrine. Antegia Operative en la care da datti al na transmitteri gi documente justificative, puteri ali ne constatagi la adresa blenconine) chicalescrine. Cental Cental Cental Cental Cental de minime di nome intrascritto ella presenta di la constatagi la adresa blenconine) chicalescritto. Datti de nomene di latorei I mund u centa chicalescritto ella presenta di intresga cilitorie. Dirandi o constanze a datti andi in tenega cilitorie. Dirandi o constanze di latorei i mo stata au nu na circuli gi e a porjune. Renurgi la continuere di latorei i mo state di nazoregli Nort. Renurgi la continuere di ditorei i mo state au nu na circuli gi e a porjune. Renurgi la continuere di latorei i mo state di nazoregli Nort. Alla state de la placesce a dotti andi ta sun una circuli gi e o porjune. Renurgi la continuere di latorei i mo state dei parcurs. Alla stateje: Antendio: Derifi si se transmittej detalli suplimentare?	Solicitânle se iau în considerare numai dacă se înreg îmbarcare). Ora reală înseamnă ora de plecare confo următorului tren de legătură!	istrează online sau în stație până cel târziu la ora r rm biletului la care se adaugă întârzierea. În cazul	reală de plecare a trenului (în stația de pierderii legăturii, se consideră ora de plecare a
Petros olce site shuarji su dack doriji site transmiteriji docurrente justificative, puteri sit ne contactupi je ad reas bietworkneji doraletorius. Aterijeti Operajne este investititi După confirmerea acestea (pirn aplicarea butorului "Confirm"), bietul dovrei invelid. Cetali Cetali Depatolemal aji trainginant Frantis el incorea ciliitore: D metul a fost multar su nu mai cirulă pe trengt sateal. Renurți la întreaga ciliitorie. După incorea ciliitore: D metul a fost multar su nu mai cirulă pe trengt sateal. Renurți la întreaga ciliitorie. După incorea ciliitore: D metul a care ciliitore: a fost enulta în pursuru o întereaga ciliitorie. D metul a care ciliitore: a fost enulta su nu mai cirulă pe o porțune. Renuți la întreaga ciliitorie între o steji din parcurus. Ată stuarjie. D M molix. Datrij al e assambriej detalii suplimentare?	Pertru otoce alte shustji su daci doriti al te transmitej pi documente justificative, puteri al ne contactarji la adresa biletori neglificationi n. Atempto Operative eneratività. După confirmanes accestrate (prin aplanese butonului 'Confirmi'), talend devine invalidi. Cestal Cestal Cestal Cestal Cestalini di otocente calificatie: 1. Tondi a formani: di nunci înticiare. Renuț îla întreaga călătorie. 1. Tondi a formani: di otocală pe înteg traesd. Renuț îla întreaga călătorie. 1. Tondi a formani: dinciare calificatie: 1. Tondi a ce nunci înticiare. Renuț îla întreaga călătorie. 2. Tondi a ce nunci înticiare. Renuț îla întreaga călătorie. 2. Tondi a ce nunci înticiare a forta nulei a suru nu cinculă pe a porțiue. Renuț îla contruarea călătoriei întro - stapie din parcurs. 2. Mandi ce are călătorea: a forta nulei asuru nuni cinculă pe o porțiue. Renuț îla contruarea călătoriei întro - stapie din parcurs. 2. Mandi ce are călătorea: a forta nulei asuru nuni cinculă pe o porțiue. Renuț îla contruarea călătoriei întro - stapie din parcurs. 2. Mandi ce are călătorea: a forta nulei asuru nuni cinculă pe o porțiue. Renuț îla contruarea călătoriei întro - stapie din parcurs. 2. Mandi ce are călătorea: a forta mulei asuru nunei cinculă pe o porțiue. Renuț îla contruarea călătorei întro - stapie din parcurs. 2. Atm divi. 2. Dorți și ase transmiterij detală supămentare?	În cazul biletelor dus-întors la care se solicită renunțu renunțați la călătoria de înapoiere.	area la călătoria de dus din motive imputabile CFR	Călători, vă rugăm să precizați dacă păstrați sau
Aterplet Operagie erie bevenbill. Dugă confirmares acestes (prin episares buonului "Confirm"), bienul devine invalid.	Aterplet Operagie erie Inversibilit Dugli confirmere accentes (prin replaces butonului "Confirm") latend devine invalid.	Pentru orice alte situații sau dacă doriți să ne transm	iteți și documente justificative, puteți să ne contar	ctați la adresa bileteonline@cfrcalatori.ro.
Ceptali Ceptalia Ceptaliani de incorera cilitoria: Toreul a reminio Rimonice hiscine. Renurț la întreaga cilitoria. Toreul a toriunio Rimonice hiscine. Renurț la întreaga cilitoria. Direul a care cilitoria: Direul a care	Cental Ce predemi aj inskriptar? Statito de locopera cilitoria: Di reul ar emitio d'innome tristrices Rerunț la întreaga cilitoria: Di reul ar enitio di Romac Harizme Rerunț la întreaga cilitoria: Di reul ar acuită di Romac Harizme Rerunț la întreaga cilitoria: Di reul ar acuită di Romac Harizme Rerunț la întreaga cilitoria: Di reul ar acuită di Romac Harizme de ministă di minute figă de indezierea de la plecarea din București Nord. Rerunț la Di reul ar acuită di Romac Harizme de ministă di minute figă de indezierea de la plecarea din București Nord. Rerunț la Contraurea cilitoria: Di reul ar acuită di reiso nată de înparcu. Di reul ar acuită di reiso nată de parcu. Statistă enage: Di Altrodu: Darigi și ne traauminți detali suplimentare?	Atenție! Operația este ireversibilă. După confirmarea	acesteia (prin apăsarea butonului "Confirm"), bilet	ul devine invalid.
Ce problemă ağ İntânpinart' Tanita de încoştera călătoret O Trevul a termină or încome întrărete. Renurț la întrespa călătorie. O Trevul a termină or încome întrărete Renurț la întrespa călătorie. O Trevul a care călătoresce a cumulat în parcura o întărpiere de minim 60 minute fașă de întrărărere de la plecarea din Bucureții Nort. Renurț la contrusare călătoresce a cumulat în parcura o întărpiere de minim 60 minute fașă de întrărărere de la plecarea din Bucureții Nort. Renurț la contrusare călătoresce a cumulat în parcura o întărpiere de minim 60 minute fașă de întrărărere de la plecarea din Bucureții Nort. Renurț la contrusare călătoresce înto randen a sunu mai circulă pe o porțune. Renurț la continuarea călătorie întro astețe din parcura. A ât matrie. Dară a ne transmiteri detală suplimentare?	Ce problemă ağı İnskinplant? Talatte de încoçorea călătorei Da mul ar eminim Gruma te însizee. Rerunț la întreaga călătorie. Da mul a da talată în talat aru mai circulă pe întega tealăterile. Da înceşte călătorie Da înceşte călătorie Da înceşte călătorie Da înceşte călătorie Da înceşte calaterile în canada în parcura sinktizee de minim 60 minute feşă de îndictierea de la plecierea din Bucurețti Nord. Rerunț la contruarea călătorieat Da înceşte călătorieat Da înceşte calaterile înceşte br>Da înceşte înceşte înceşte înceşte înceşte înceşte înceşte înceşte înceşte înceşte înceşte înceşte înceşte înceşte Da înceşte înceşte înceşte înceşte înceşte înceşte înceşte înceşte înceşte înceşte înceşte înceşte înceşte înceşte Da înceşte înceşte înceşte înceşte înceşte înceşte înceşte înceşte înceşte înceşte înceşte înceşte înceşte înceşte Da înceşte Da înceşte înceş	Detalii		
name or proper sa autor. The field are minis for more indicises. Renurg la interspa cilitorie. The da la fost anual sauru ma cicula pe integrasea. Henurg la interspa cilitorie. Do la recere cilitores: The da care cilitores: a cicula pe integrasea de minis 60 minute figi de indicisera de la plecarea do Bucurepti Nord. Renurg la construare cilitores: The da care cilitores: a fost anulat na norma circulia pe o porjune. Renurg la continuante distributes intro o statje da parcurs. Al statuta: Al statuta: An molix. Dariji ai ne tanamiterji detalii suplimentare?	Inimite or novojenie dauduce. To Pred Ja e ministri fot anuale indeziene. Renung la intrespa călătorie. Di Fred Ja da Ministri fot anuale indeziene actual pe întregi taseal. Renung la întrespa călătorie. Di Fred Ja ce calificate: Tered La cere călătorete a oronnuarea călătorete: Tered La cere călătorete între state în parave. Tered La cere călătorete a fost anulet sun rumă cincilă pe a porjune. Renung la continuarea călătorie întro- stație din paraura. Ală stratiție. Alt motiv. Darigi a îne transmiterij detală suplimentare?	Ce problemă ați întâmpinat?		
Tend a fost avult seu runa circul ja pinteg tasaul. Renurt la intresga cilitoria. Diajo incorera cilitoria Tend uo tare cilitorei e autornali in parcus o interizera de minim 60 minute fejis de intercerea de la piecarea de la puecarea de la correnuarea cilitoria e los antes de navo. Tend uo tare cilitoreiz e sont anual tasu nu mai circulis pre o porjune. Renurt la continuarea cilitoria e inter o state de navo. Tend uo tare cilitoreiz e sont anual tasu nu mai circulis pre o porjune. Renurt la continuarea cilitoria e inter o state de navo. An motiv. Darit ai ne tasaminej detalli suplimentare?	Thend a fort anular sau run a circul Jap intreg trased. Remut la intresga călitorie. Daji incopera călitorie Temul ou run e călitorie a sun run a circul Jap intreg trased. Remut la intresga călitorie Temul ou run e călitorea a sunul ni naroura o intracere de maim 60 minute feșt de indracerea de la piecarea din Bucurețti Nord. Remut la continuare călitorie life ou state di angle angun. Temul ou run e călitorea e stot anulat sau nu mai circulă pe o porțiun. Remut la continuarea călitorie intro state din parcura. Temul ou run e călitorea e stot anulat sau nu mai circulă pe o porțiun. Remut la continuarea călitorie intro state din parcura. Ală statuție Ak motik. Dorți și ae trassmiteți detală suplimentare?	 Trenul are minim 60 minute întârziere. Renunț la între 	aga călătorie.	
Dogh incorpers calitoret: Termal o care calitoret: Termal o care calitoret e ascundar in parcurs o infisitere de minim 60 minute figit de infasteres de la piecares din Bocurept Nord. Renurț la continuave calitoret intro state din parcurs. Termal o care călitorete a fost anule sau nu mai circulă pe o porțune. Renurț la continuarea călitoriei întro stațe din parcurs. Ală stratigie > Atmotix. Doriți să ne trasmiteți detalii suplimentare?	Doal norgene calitorie: Tendu o care calitorie: Tendu o care calitorie: Inter state de narours o infiziere de minim 60 minute legi de indicatera de la piecarea da Boucrept Nord. Renurg la continuarea calitorie: Inter state de narours. Tendu o care calitorera: a lost anulat sau nu mai circuita pe a porjune. Renurg la continuarea calitorie: intero statje de parcurs. Alla stateje: Dentifica de transmiterji detalli suplimentare?	 Trenul a fost anulat sau nu mai circulă pe întreg trase 	ul. Renunț la întreaga călătorie.	
continuarea ciliátorel intro statje din parcura. O Tienul do care ciliátores a fost anulat sua nu mai circuliã pe a portjune. Renum (a continuarea ciliátoriel întro statje din parcura. Al statute: O At motiv. Dortri al ne transmiterij detalli suplimentare?	continuarea ciliitonei intro statje din parcurs. ○ Trend u care ciliitonei e tot anulat sua nu mai circulă pe o porțiune. Renunț la continuarea ciliitoniei întro statje din parcurs. Aă statuțe: ○ At motiv. Darhi di ne tranumiteți detalii suplimentare?	 O Trenul cu care călătoresc a acumulat în parcurs o înti; 	árziere de minim 60 minute fată de întârzierea de î	la plecarea din Bucuresti Nord. Renunt la
 Tend us one olikitoresc e fost anulat suu rundi circulă pe oporjune. Renunț la continuaree olikitoriei înno stație dis parcura. Alt stateție: Alt motiv. Dariți să ne traasmiterți detalii suplimentee? 	 Tend uo are călătoresc e fost anulet sau nu mei circulă pe o porjune. Renunț la continuarea călătoriei înno stație din percura. Alt motiv. Alt motiv. Dariți ali ne transmiterți detalii suplimentare? 	continuarea călătoriei într-o stație din parcurs.	and a subset of a subset of a	and the second sec
Ana snape: O AR motiv. Dohi si a re transmitrij detali suplimentare?	Ana skape: Annote: Dolfj så ne transmitej detalli suplimentare?	O Trenul cu care călătoresc a fost anulat sau nu mai cir	culă pe o porțiune. Renunț la continuarea călătorie	ei într-o stație din parcurs.
Doritj sä ne transmitetj detalii suplimentare?	Doriți să se transmiteți detalii suplimentare?	Alta situație: O Alt motiv.		
		Doriti să ne transmiteți detalii suplimentare?		
		←Înapoi Pasul următor →		
	(Lines) Descondered	Pasa cirilator ->		



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*.

<u>ZTA</u> CFR GJJA	DOMESTIC TRAFFIC Q Plan your journey - 🗮 Orders	🍽 Support - 🛓 🏪 💦 📵
Refur	nd for CFR Călători imputable reasons	↓ +40731990129 (M-S 8-20) @ bileteonline@ofrcalatori.ro
Operatio	ons for the ticket 1 / Travel withdrawal	
Attention	The request is irreversible. After confirming it (by pressing the "Confirm" button), the ticket it's no lon	iger 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.
O The train has been cancelled or runs only a section. I give up the whole journey.
After the start of the trip:
O The train I am travelling on has accumulated a delay of more than 60 minutes compared to the the boarding delay in Bucureşti Nord. I give up continuing the journey at a station along the way.
O 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:
O 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.

 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 has been cancelled or runs only a section. I give up the whole journey. The train has been cancelled or runs only a section. I give up the whole journey. The train has been cancelled or runs only on a section. I give up continuing the journey at a station along the way. The train har travelling on has been cancelled or runs only on a section. I give up continuing the journey at a station along the way. 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? Plolegit Vest Do you want to share with us more details?	You have a return ticket. At which train do you encounter an issue?
 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 reason. Until which station did you travel? Which was the last train you travelled with? 1642 Which was the last station until you travelled? Plolegit Vest D you want to share with us more details?	 On the outbound train and I want to give up the return ticket altogether
 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 been cancelled or runs only on a section. 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 reason. Until which station did you travel? Which was the last train you travelled with? 1642 Vhich was the last station until you travelled? Piolegit Vest Do you want to share with us more details?	 On the outbound train and I want to keep 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 station: 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? Plolegit Vest Do you want to share with us more details?	On the return train
Before the start of the trip: O The train is at least 60 minutes late. I give up the whole journey. That 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 reason. Until which station did you travel? Which was the last train you travelled with? 1642 Plolegit Vest I polegit Vest Do you want to share with us more details? 	What issue did you encountered?
 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. 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 reason. Until which station did you travel? Which was the last train you travelled with? 1642 Which was the last station until you travelled? Piolegti Vest Do you want to share with us more details? 	Before the start of the trip:
 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 reason. Until which station did you travel? Which was the last train you travelled with? 1642 Which was the last station until you travelled? Ploleşti Vest Do you want to share with us more details? 	○ The train is at least 60 minutes late. 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. 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. 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. 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. 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. 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. 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. 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. The train I am travelling on the travelling on the travelling on the travelled with? The train I am travelling on travelled? ith the travelled? The train I am travelling on the travelled? The train I am travelled? The train I am travelled? The train I am travelled? The train I am travelled? The train I am travelled? The train I am travelled? The train I am travelled? The train I am travelled? The train I am travelled? The train I am travelled? The train I am travelled? The train I am travelled? The train I am travelled? The travelled? The travelled is	○ The train has been cancelled or runs only a section. I give up the whole journey.
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: O ther reason. Until which station did you travel? Which was the last train you travelled with? 1642 Which was the last station until you travelled? Ploleşt! Vest Do you want to share with us more details?	After the start of the trip:
 The train 1 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? Ploleşti Vest Do you want to share with us more details? 	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.
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? Ploleşti Vest Do you want to share with us more details?	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.
O 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? Ploleşti Vest Do you want to share with us more details?	Other situation:
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?	O Other reason.
Plolești Vest	1642 Vhich was the last station until you travelled?
Do you want to share with us more details?	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.



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



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 encountered?

Before the start of the trip:

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

After the start of the trip:

- O 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.
- O 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:
- O 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?

- O 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
- O 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.
- \bigcirc The train has been cancelled or runs only a section. I give up the whole journey.
- After the start of the trip:
- O 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.
- O 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.

					-
nituation	0	۳	20	+	
siluatio	- 5	1	IE		
situatio	0	1	1C	u	v

O Other reason.

Do you want to share with us more details?



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.

 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:
\odot The train is at least 60 minutes late. I give up the whole journey.
O 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.
O 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:
O 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.

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



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



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.
O The train is delayed and leads to missed connection. I give up the whole journey.
\odot 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.
O 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.
O 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:
O Other reason.
Do you want to share with us more details?
Do you want to share with us more details?
Do you want to share with us more details?
Do you want to share with us more details?
Do you want to share with us more details?
Do you want to share with us more details?
Do you want to share with us more details?
Do you want to share with us more details?
Do you want to share with us more details?

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:

- \bigcirc The train is at least 60 minutes late. I give up the whole journey.
- \bigcirc The train is delayed and leads to missed connection. I give up the whole journey.
- O 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.
- O 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:

O Other reason.

Do you want to share with us more details?

		li
← 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:					
O The train is at least ou minutes late. I give up the whole journey.					
O The train is delayed and leads to missed connection. I give up the whole journey.					
O 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					
o data in a more service of the serv					
 The value from the value of the					
Other second					
O uner 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.



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

