

Specific Terms and Conditions regarding the sale of railway services available on the website <https://bileteinternationale.cfrcalatori.ro>

Overview

The railway services proposed by **CFR Călători** and available for sale on the website <https://bileteinternationale.cfrcalatori.ro>, for the journey by train in international traffic consist of :

- International tickets with the related reservations;
- International tickets with integrated reservation;

In this document, the term:

- „*international tickets*„, is equivalent to „*international passes*„;
- „*Specific Terms and Conditions*„, is equivalent to „*Specific Conditions*„;
- „*user*„, is equivalent to „*customer*„.

1. Specific Terms and Conditions

These terms and conditions shall apply to any user accessing the website, to order and/or to buy international tickets.

These Specific Terms and Conditions contain the following:

- „*General Conditions of Carriage for Rail Passengers (GCC-CIV/PRR)*„, [link](#)
- „*Special Conditions of International Carriage (SCIC¹)*„, [link](#)

These documents are also available at sales offices in international traffic.

- „*CFR Călători's conditions for the online sale of international tickets*„,

2. CFR Călători's conditions for the online sale of international tickets

International passes ordered and paid online are printed in a CFR Călători station/travel agency.

For the international journey, the passenger must hold printed international passes, picked up from a CFR Călători station/travel agency or delivered by courier.

The user receives the following information on the email and telephone number, declared during the purchase process:

- by email:
 - ticket order details: order ID, pick-up code when picking up tickets from a CFR Călători station/travel agency, ticket price, travel date, etc;
 - all correspondence relating to the online transactions made by accessing this service;
- via SMS: order ID and the amount to be paid to the courier, when tickets are delivered by courier.

2.1. Order

An international ticket order may include one or more tickets, as well as the reservations covering the chosen international journey.

Some tickets and/or reservations do not allow the refund of the fare if the order and journey are cancelled. The user is warned about restrictive refund conditions during the purchase process, when choosing the fare/offer for his/her trip. In addition, refund information is also provided in the email containing details of the ticket order, received by the customer, to confirm the order for each ticket/reservation.

2.2. International passes

International passes are the contract of carriage between the passenger and the carriers responsible for the performance of the railway service. The international pass covers the passenger journey on an international route, in at least two countries or on a domestic route in a single foreign country.

For the journey by train, the passenger must hold international passes, printed on paper, according to the international standards in the field.

2.3. Picking up and delivering international tickets

Depending on the user's choice, international tickets can be:

- picked up from the chosen CFR Călători station/travel agency ;
- delivered by courier.

2.3.1. Picking up tickets from the railway station

In order to pick up tickets from the railway station, the user shall receive an email containing the details on the ticket order (order confirmation), in which the ticket pick-up code of the selected station/travel agency is indicated. If this email has not been received, we recommend you to check the Spam folder and, if applicable, to contact the CFR Călători CallCenter at international@cfrcalatori.ro or by phone +40731990129 between 08:00 – 20:00.

The pick-up code is sent to the user only by email and is confidential.

At the railway station/travel agency where the international tickets are picked up, the confirmation shall be made based on a pick-up report, mentioning the tickets purchased and identification data of the person holding the pick-up code (last name, first name, ID series and number).

International tickets can be picked up from the station/travel agency no later than 30 minutes before the beginning of the trip, namely the departure hour of the first train, indicated in the order details.

The user is responsible for picking up the international tickets in due time, so that the journey begins in optimal conditions.

2.3.2. Delivery of tickets by courier

CFR Călători shall deliver the international ticket to the courier, on the first business day after the order date.

Shipment payment shall be made at destination, when receiving the order from the courier.

CFR Călători shall not be liable for situations in which the customer is guilty of preventing the delivery by courier.

If the delivery of international tickets is not possible because of the customer, this is considered to be a waiver. In this case, the international tickets from that order shall be returned to CFR Călători by the courier and shall enter into the refund process. Fares charged by the courier shall be borne by the customer and shall be deducted from the amount to be refunded.

The customer shall receive an email confirming the refund of tickets, with the refund and payment details for the courier.

The amount refunded to the customer shall be transferred to the credit card account with which that order was paid.

The payment deadline of these amounts depends on the deadline established by the card issuing bank.

2.4. Waiving the trip, cancelling the order, refunding the ticket price

In the event of trip waiver, depending on the choice of fares/offer to buy, fares may be refunded but with an additional fee.

International ticket/reservation prices in an order may be refunded, if necessary, no later than the beginning of the trip, namely the departure hour of the first train.

No refund of international ticket price is possible after the beginning of the trip.

2.4.1. Online refund of the fare

In case of waiving the trip and cancelling the order, ticket/reservation fares can be refunded online, at the latest until the international passes (tickets) are printed at the railway station/travel agency.

Order cancellation and refund of ticket price can be made from the user profile, under the following conditions:

- tickets may not have been printed;
- at the earliest 24 hours after the purchase;
- at the latest 1 hour before the beginning of the journey – departure hour of the first train.

The user shall be informed by email of the amount refunded and the additional fee.

The related amounts shall be transferred automatically to the credit card account with which the payment was made.

The payment deadline of these amounts depends on the deadline established by the card issuing bank.

2.4.2. Refund of the fare based on the refund request

After picking up/delivering the international tickets purchased online, in the event of trip waiver, the customer must go to a sales office of CFR Călători station/travel agency, opened to the international traffic, before the beginning date and hour of the journey ([link](#)). The customer must submit the original international tickets and reservations and shall fill in correctly, legibly and completely the „Request for refund” form.

The „Request for refund” form can be found in the above-mentioned stations/travel agencies or ([link](#)). The request for refund shall not be settled on the spot, in the station/travel agency. The request for refund shall be handled within maximum 3 months.

The amount refunded to the customer shall be transferred to the credit card account with which the payment was made.

The payment deadline of these amounts depends on the deadline established by the card issuing bank.

When the journey becomes impossible from the railway undertaking's fault (strikes, train cancellation, loss of connection etc.), the ticket price for the journey not performed shall be refunded without any additional fee, based on the request submitted to the sales office.

2.5. Fees

For tickets that do not include reservations, the fee is 10%, but at least 3 Euro/passenger.

For tickets that include reservations and also for reservations additional to a ticket, the fee is the one established by the manager of each train and is available in the electronic sales and reservation system, but at least 3 Euro/passenger.

2.6. Exchange of international tickets

Exchange is not allowed. The exchange is considered to be a refund and a new sale.

2.7. Timetable

Attention!

Changes may occur in the train movement and timetable.

Please check the timetable before traveling.