

## INTERNATIONAL TRAFFIC

File receiving unit .....  
Registration No. .... /Date .....

<b>V E R I F Y by Head of Unit</b>		
Name and first name	Signature	Stamp of Head of Unit

### CLAIM FOR REFUND

The undersigned/Society<sup>1)</sup> .....  
Telephone number.....e-mail.....  
Residing in the city of ..... street  
..... no. .... floor ..... flat .....  
District/Country..... Postal Code .....

Request the refund of the tickets' value and/or refund of reservation tickets no.:  
.....  
.....  
Order ID number (if needed)..... and release of the cancellation invoice<sup>2)</sup>.....  
**(Unused one-way trip)** from station.....to station.....and  
**(Unused return trip)** from station.....to station .....

for the following reasons <sup>3)</sup>:  
.....  
.....

In this regard, I attach the original travel tickets and/or reservation tickets.  
For the refund of travel tickets without integrated reservation (not related to a fixed train or a required reservation), in the absence of a non-use visa, I attach the following relevant documents<sup>4)</sup>:  
.....  
.....

In case of the payment by bank card the amount will be refund in the card account.  
In case of the payment has not been made with bank card the amount will be refund:  
 - to the postal address: city.....country.....  
Street.....No..... floor ..... flat .....Postal code.....  
**Or**  
 - in IBAN account no.....opened at the bank.....  
branch.....city.....country.....  
Name and the first name the holder of account.....  
Personal Number Code.....

***The personal data are collected and processed in order to refund travel tickets and/or reservations in the CFR Calatori conditions.***  
***The legal foundation: UE Regulations 679/2016, art.6, alin.1, point f.***  
Date ..... Signature .....

<sup>1)</sup> Name and first name/ name of Society  
<sup>2)</sup> Please write just the tickets or reservations which to refer refunds and order ID number  
<sup>3)</sup> The reasons which determined waiver of travel  
<sup>4)</sup> The new tickets buy in connection with the tickets for the refund or another supporting documents (medical certificates, death certificates, etc.)

## **Useful information for customers on the refund of tickets and reservation tickets in international traffic**

- **Refund:**
  - when the travel ticket without integrated reservation (NRT), totally or partially unused, is submitted by the passenger for the price refund from the first day of validity;
  - when the travel ticket with integrated reservation (IRT), unused by the passenger, is submitted for the price refund before the day / time of train departure.
  - when the unused pass-type ticket (RPT) is submitted by the passenger for refund before or after the first day of validity, within 1 year from the date of issue.
  - when the reservation tickets (seat reservation) are submitted by the passenger to refund before the day / time of train departure.

In these cases, the price is refunded by retaining a commission.

The refund are requested by the customer through a claim for refund to the issuing railway company.

- The claim for refund must be submitted in writing by the passenger and filed:
  - no later than one month after the expiry of validity period, for tickets without integrated reservation (NRT),
  - before the day / time of train's departure, for tickets with integrated reservation (IRT) or reservation tickets,
  - at the latest 1 year from the date of issue, for pass-type tickets (RPT) to any issuing unit (stations or agencies).
- The claim for refund is addressed and treated only by the issuing railway company. When the passenger does not directly address to the issuing railway company, he can get the address of that railway undertaking from any issuing office (the addresses of the carriage undertakings are in SCIC NRT).
- The claim for refund must be necessarily accompanied by the original travel ticket/reservation tickets, including its own cover, if any (i.e. tickets issued manually, pass-type offers).
- If the travel tickets/reservation tickets are damaged or the markings on them are not legible or are changed, the carrier may refuse the claim for refund of tickets / reservation tickets.
- The travel tickets/reservation tickets submitted for refund must be endorsed in advance with notices of non-use by the railway staff.. In all cases, the passenger is the one who must request the railway staff to apply the non-use visa.
- The passenger must correctly, legibly and completely (name and surname, address, identity number, telephone, personal current account, etc..) fill in the claim for refund / return.
- For individuals living abroad, the claim for refund will necessarily have the passenger's bank details (account holder name and surname, identity number, IBAN code, bank, branch, city, country), because in this case, sending money is not possible by post. Please note that if the applicant does not possess these data, he will need to appoint a contact person residing in Romania, so as the refunded amount can be sent to that person.
- The claims for refund can be solved on the spot, if possible, or within a period of 1-3 months by a specialized central centre (after the receipt of the file with all the supporting documents provided by the passenger).
- The claim for refund that can not be immediately solved, will be recorded in the unit and the passenger will receive a registration number for that file. Then, the file will be sent to the specialized central centre as soon as possible.
- The specialized central centre performs refunds for:
  - partially used travel tickets without integrated reservation;
  - travel tickets that were not paid in cash (paid by other banking means, with the entry „CB-bank card”) or for which an invoice was issued;
  - travel tickets manually issued in a different month than the one in which the refund is claimed or the application is filed in a different unit than the issuer;
  - travel tickets for group in which the refund is claimed at the latest 3 days before departure
  - Interrail passes for which the claim will make in the period of validity of pass
  - situations in which the refund operations can be performed through the electronic issuing system (with warning message in the specific application or for technical reasons).
- The special conditions of international carriage (SCIC) determine whether a travel ticket, with or without a reservation tickets may or may not be refunded and under what conditions. These can be found in ticket sales offices in international traffic.
- When the journey becomes impossible due to the railway undertaking's fault (strike, train cancellations, lost connections, etc..), the refund will be without retaining any commission, except for pass-type tickets (InterRail) which will be treated according to their specific provisions.