

## INTERNATIONAL TRAFFIC

Receiving unit .....  
 Registration no.....Date.....

CHECKED BY THE HEAD OF UNIT*		
Name and surname	Signature	Head of unit stamp

## COMPENSATION REQUEST FOR TRAIN DELAY

### 1. Journey details

***Journey according to the ticket/reservation purchased:***

Departure date (day/month/year): .....  
 Departure station: .....  
 Destination station: .....  
 Scheduled time of departure indicated on the ticket/reservation (hour/minutes):.....  
 Scheduled time of arrival (hour/minutes): .....  
 Train number:.....  
 Ticket number /Booking reference: .....

***Actual journey:***

Date of actual arrival (day/month/year): .....  
 Actual time of departure (hour/minutes): .....  
 Actual time of arrival at final destination (hour/minutes): .....  
 Missed connection in (station): .....  
 Train number used instead of the missed connection: .....

### 2. Personal details of the passenger

Name and surname: .....  
 Address : Street name..... No.: .....Country: .....  
 City/Town.....Postal code: .....

Contact details: Email address..... Telephone number .....

Payment details (please mark only one box):

Money

- for tickets/reservations paid by bank card: the amount related to the compensation for delay will be transferred to the account from which the payment was made.
- for tickets/reservations paid in cash:
  - IBAN (account number): .....
  - SWIFT/BIC (routing number): .....
  - Bank:.....
  - Currency:.....
  - Social Security Number:.....
  - Name of account holder (first name, last name) :.....

Voucher

**PLEASE ATTACH RELEVANT DOCUMENTS**

(e.g., ticket(s) or reservation(s), confirmation of train delay and if applicable, the documentation for additional costs incurred)

Personal data are collected and processed for the purpose of granting compensation for delay under the conditions established by SNTFC CFR Călători.

**Legal basis: legitimate interest of SNTFC CFR Călători according to art.6, par.1, letter f, of the EU Regulation 679/2016.**

DATE.....

SIGNATURE

## Useful information for passengers on granting compensation for delay

1. The issuing company is liable to pay, at the passenger's request, a compensation corresponding to:
  - 25% of the transport price in case of a delay between 60 and 119 minutes;
  - 50% of the transport price in case of a delay of 120 minutes or more.The amount taken into account for the calculation of the compensation is the price mentioned on the ticket or the cumulative amount mentioned on the ticket, representing a single transport contract (through-ticket).
2. The compensation request for delay must be submitted by the passengers to the railway undertaking with which they concluded the transport contract (which issued the ticket), within no more than three months from the arrival date.  
Please be informed that passengers will be able to submit this form as follows (in Romanian or English):
  - **in stations/offices open to sales in international traffic;**
  - **by post** at: SNTFC CFR Călători SA – Compartiment Relații cu Clienții - B-dul Dinicu Golescu, nr.38, cod 010873 sector 1, București;
  - **online** at the email address: [petitii@cfrcalatori.ro](mailto:petitii@cfrcalatori.ro).
3. The compensation for the ticket price is paid within one month from the submission of the compensation request.
4. Passengers **are not entitled to any compensation** if they are informed of the delay before purchasing the ticket or if the delay due to rerouting or continuing the journey by another train does not exceed 60 minutes.
5. CFR Călători **is not liable to pay compensation** if it can prove that the delay, missed connection or cancellation was directly caused by or is indissolubly linked to:
  - extraordinary circumstances independent of the railway operation, such as extreme weather conditions, major natural disasters or major crisis in public health, which the railway undertaking, despite taking the measures required by specific circumstances of the case, could not avoid or whose consequences could not prevent them;
  - passenger's fault;or
  - the behavior of a third party, which the railway undertaking, despite taking the measures required by specific circumstances of the case, could not avoid or whose consequences could not prevent, such as the presence of some people on the tracks, cable theft, train emergencies, law enforcement activities, acts of sabotage or terrorism.