

## 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 tickets;
- 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 (SCIC) [link](#)
- CFR Călători's conditions for the online sale of international tickets, shown below.

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

#### 2.1. For tickets to be picked up from a CFR Călători station or to be delivered via courier

International tickets ordered and paid online are printed in a CFR Călători station.

For the international journey, the passenger must hold printed international tickets, 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, 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.

The courier delivery option will be available only if the value of the order is at least 50 lei.

#### 2.1.1. 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.

### **2.1.2. International tickets**

International tickets 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 country.

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

### **2.1.3. Picking up and delivering international tickets**

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

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

After making the payment, the picking up/ delivering method cannot be changed.

#### **2.1.3.1. 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 is indicated. If this email has not been received, we recommend you to check the Spam folder. Also the details about the order as well as the pick-up code are available in the user account in the section *My orders – Order details*. If applicable, you can contact the CFR Călători CallCenter at [international@cfrcalatori.ro](mailto: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 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 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.

#### **2.1.3.2. 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.

#### **2.1.4. Waiving the trip, cancelling the order, refunding the ticket price**

In the event of trip waiver, depending on the refund conditions of the purchased offers, the order may or may not be refunded. The order refund is made with withholding of fee.

International ticket/reservation prices in an order may be refunded under the conditions stated at points 2.1.4.1 and 2.1.4.2. No international ticket refund is possible after the beginning of the trip (date and time of departure of the first train in the journey).

##### **2.1.4.1. Online refund of the fare**

In case of waiving the trip and cancelling the order, depending on the conditions for the refund of the purchased offers, ticket/reservation fares can be refunded online.

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

- tickets may not have been collected/printed;
- at the latest the beginning of the journey – departure hour of the first train.

During the refund process, the user shall be informed by email of the amount refunded and the additional fee. After the conclusion of the refund process, the user shall receive a confirmation email confirming the refund of the order.

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. In case in which the tickets were collected/printed, refund shall be performed under the conditions stated at point 2.1.4.2.

##### **2.1.4.2. Refund of the fare based on the refund request**

After picking up/delivering the international tickets purchased online, in the event of trip waiver, depending on the conditions for the refund of the purchased offers, 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 to which you will attach your original tickets and reservations.

#### **2.2. For A4 (.pdf) tickets received via email**

Depending on the user's choice, the international tickets for the Romania – Moldova/ Bulgaria/ Hungary/ Austria/ Slovakia/ Czech Republic routes and return, which includes seat reservations for all trains, ordered and paid online, can be sent as well via email in .pdf (A4) format.

A4 (.pdf) tickets are nominal.

For the international journey, the passenger must show on board the train:

– The A4 ticket printed at home or the A4 ticket in pdf format on a mobile device (tablet, phone etc.)

In case of travel with the sleeping/ couchette car, we recommend printing the A4 ticket at home. This way, you will not be bothered, at night, for checking the tickets by the train staff of the carriers participating in the transport.

– ID document (original ID card, passport)

The user receives the following information at the email address and phone number declared during the purchase process:

– At the email address:

- Details regarding the ticket order: order ID, ticket price, date of the journey etc.;
- The A4 ticket in pdf format, only after generating the ticket from the user account;
- The entire correspondence related to the online transactions performed by accessing this service.

– Via SMS: order ID.

### **2.2.1. 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.

### **2.2.2. International A4 (.pdf) tickets**

International tickets are the contract of carriage between the passenger and the carriers responsible for the performance of the railway service. The international ticket covers the passengers journey on the route mentioned on the A4 ticket. The A4 tickets are nominal. The first names, last names and dates of birth for all passengers shall be written on the A4 ticket.

### **2.2.3. Generating and receiving the A4 ticket**

The user must generate his/her A4 ticket from the user account before the start of the journey. The ticket can be generated at least 10 minutes after confirming the payment. We recommend generating the ticket as close as possible to the start of the journey. After generating the A4.

ticket, the client received an email confirming the generation of the A4 ticket and the A4 ticket itself attached to this email. After its generation, the A4 ticket can be also downloaded from the user account, from My Orders menu.

Attention! The A4 ticket must be generated before the start of the journey. The passenger which does not show the ticket on board the train shall be considered as travelling without a ticket.

### **2.2.4. Waiving the trip, cancelling the order, refunding the ticket price**

In the event of trip waiver, depending on the refund conditions of the purchased offers, the order may or may not be refunded. The order refund is made with withholding of fee During the refund process, the user is informed regarding the refunded amount and the fee substracted. After the conclusion of the refund process, the user shall receive an email confirming the A4 ticket refund and an email with the refund ticket attached.

Cancelling the order and refund of the A4 ticket price can be made only online from the user account before the start of the journey at the latest – the departure time of the first train.

The respective amounts shall be transferred automatically to the card account from which the payment has been performed:

– In the shortest possible time, if the A4 ticket has not been generated/received via email.

– In 5 working days since the conclusion of the journey (the last day of validity for the last journey), if the A4 ticket has been generated/received via email, after the journey has been verified as not having been performed with the foreign partners.

The transfer deadline for these amounts depends on the deadline established by the card's issuing bank.

When the journey becomes impossible due to railway's fault (strikes, train cancellations, missing connections etc.), the ticket price for the journey which has not been performed shall be refunded without subtracting a fee, on the basis of a request submitted to a CFR Călători international ticket office or sent to the email address [international@cfrcalatori.ro](mailto:international@cfrcalatori.ro).

### **2.3. Fees**

For tickets that do not include reservations, the fee is at least 10%, but no less than 3 Euros/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.

### **2.4. Exchange of international tickets**

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

### **2.5. Timetable**

Attention!

Changes may occur in the train running and timetable.

Please check the timetable before traveling.