



INTERNATIONAL UNION
OF RAILWAYS

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Special Conditions of International Carriage (SCIC)

for Journeys using East-West Traffic Tickets (EWT)

Parts I – III

General Conditions

General Conditions of Carriage

Special Conditions of Carriage and of the Tariff

Applicable from 11th December 2016

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GLOSSARY

Term	Definition
General Conditions of Carriage (GCC-EWT)	The General Conditions of Carriage according to Section II of this EWT
General Conditions of Carriage (GCC-CIV/PRR)	General Conditions of Carriage for Rail Passenger (CIT - International Rail Transport Committee)
Country of issue	The country in which the ticket is issued
Issuing undertaking	Undertaking that issues the ticket and collects payment of the carriage charge
Foreign carrier	Carrier in a country other than the country of issue
Carrier	A railway undertaking, road transport undertaking or shipping company and all successive carriers
Successive Carrier	A legal entity that has assumed liability from the contracted carrier for onward carriage of the passenger to the destination or for transferring the passenger to a successive carrier and is liable on the basis of the contract of carriage concluded with the passenger
Substitute carrier	A legal entity that has not concluded a contract of carriage with the passenger, but which has been entrusted by the contractual or successive carrier with the performance of carriage by rail over a specific route
Contractual carrier	A legal entity that has concluded a contract of carriage with the passenger pursuant to the CIV Uniform Rules or the SMPS, according to which it is liable for carrying the passenger from the starting point to the destination point or transferring the passenger to the successive carrier
Ticket	Document that adheres to the contract of carriage between the passenger and the carrier. The ticket may consist of one or more coupons (including reservations, charges, supplements etc.) and related discount entitlements
Group ticket	Group ticket, which on its own or together with several coupons forms an authority to travel for groups
Carriage charge	The fare applicable on the day of issue
Special Conditions of Carriage and of the Tariff (SCCT)	Conditions specified by carriers supplementing the General Conditions of Carriage (Section III of this EWT)
CIT	International Rail Transport Committee
COTIF	Convention concerning International Carriage by Rail
International ticket	Ticket issued for continuous sections in at least two countries or from a border point to a destination in another country
Individual passengers	From 0.5 to a maximum of 5.5 fare-paying passengers, travelling singly or together
Supplementary ticket	Additional ticket for change of class, change of route or a supplement, or that permits a change of carrier
CIV Uniform Rules	Uniform Rules concerning the Contract of International Carriage of Passengers by Rail
Global price	Contractual price including the carriage charge and charges for additional services
Globally priced trains	Trains for which tickets are issued and executed on a single form (ticket and reservation) with indication of the total price of the trip (the contractual price)
Border point	The point at which the Infrastructure Managers of different

Term	Definition
	States meet each other and which normally coincides with the tariff break point
Group	Group of passengers comprising at least 6 paying adults, who are travelling together
National ticket	Ticket issued for domestic routes in another country
Night trains	Are trains that include sleeping cars or couchette cars
Location / locations	Departure or destination point. This can mean railway stations, bus stations or ports
Seat reservations / booking confirmations	Tickets for raising reservation fees and supplements/charges for the occupation of accommodation during the journey in a sleeping, couchette or seating car in which a reservation is required or possible
PRR	Regulation (EC) No. 1371/2007 on Rail Passengers' Rights and Obligations
RID	Règlement concernant le transport international ferroviaire des marchandises dangereuses (Regulations concerning the International Carriage of Dangerous Goods by Rail)
SMPS	Agreement on International Passenger Transport by Rail
Special train (or coach)	A special train (or coach) is a train (or coach), which is intended for a journey ordered by a legal or natural person for the exclusive use of the orderer in accordance with the agreement with the participating carriers.
Tariff point	A location from which and to which tickets may be issued, if it is included in the special annexes to particular offers and/or the electronic distribution systems of the issuing undertakings
UIC	Union Internationale des Chemins de fer (International Union of Railways)

Part I

General Provisions

1 Scope of application of the Special International Conditions of Carriage (SCIC) for journeys using East-West Traffic tickets (EWT) (hereinafter referred to as: Special Conditions)

- 1.1** The Special Conditions shall apply to carriage between CIV and SMPS participating States for which international tickets and domestic tickets are issued.

The carriers may specify special conditions of carriage for certain traffics (routes or trains), which derogate from the Special Conditions. Such derogations must be clearly highlighted in the special conditions of carriage.

The Special Conditions do not apply to routes between locations in the country of the issuing country.

Special provisions may apply for globally-priced trains; these can be found in special appendices.

- 1.2** Publication of details of the introduction or amendment of the Special Conditions, or withdrawal of the same, is to be in accordance with the national law to which the participating carriers are subject (Appendix I).

- 1.3** The managing railway for the special conditions are Czech Railways JSC (CD).

2 Legal and contractual basis for carriage

- 2.1** Carriage is subject to these Special Conditions.

In mixed rail/sea carriage they are subject to the law to which a carrier by sea is subject and to the special conditions he lays down for maritime sections.

- 2.2** For matters that are not regulated in the Special Conditions, carriers within the scope of application of the Convention concerning International Carriage by Rail (COTIF) are subject to the CIV Uniform Rules (Appendix A to COTIF) and, where appropriate, to the PRR.

- 2.3** For matters that are not regulated in the Special Conditions, carriers within the scope of application of the SMPS are subject to the Agreement on International Passenger Transport by Rail (SMPS).

- 2.4** For matters that are not regulated in the Special Conditions, the CIV Uniform Rules or by the SMPS, national law applies.

Mandatory national law takes precedence.

- 2.5** Domestic journeys that are made with a domestic ticket issued in a different CIV or SMPS participating State, and which do not form part of an international journey, are subject:

- to the respective national law,
- to the provisions of these conditions of carriage and,
- where applicable, to the conditions of the domestic tariffs or the conditions applied by the participating carriers, provided that these do not preclude the provisions of the Special Conditions.

- 2.6** The contract of carriage obliges the contractual carrier(s) participating in its execution to carry passengers from the starting point to the destination point. The successive contractual carriers shall be shown in order on the ticket and are liable vis-a-vis the passenger on their sections of route.

3 Not used

4 Classification of the Special Conditions

The Special Conditions comprise:

- the present Parts
- I General Conditions
- II General Conditions of Carriage for East-West Traffic (**GCC-EWT**)
- III Special Conditions of Carriage and of the Tariff (**SCCT**)

The **Special Conditions** are produced in English, followed by a translation into German, French and Russian.

In case of doubt, the English version shall prevail.

- the “**Special provisions for services between certain countries**”, which lay down the permitted routings and destinations. Publication is optional. They are issued for each of the participating carriers’ services and may also be published in any other appropriate form.

- the “**Special Appendices concerning particular offers and trains with global pricing**”

Appendix II contains a list of "Special Appendices for particular offers".

These Appendices contain the participating undertakings and may contain different provisions for carriage, the calculation of prices and the issuing of tickets.

5 Participating carriers

Appendix I contains the list of all carriers participating in the **Special Conditions**, and their addresses.

Part II

General Conditions of Carriage for East-West Traffic (GCC-EWT)

6. Tickets, reservations and supplementary services

6.1 General

At the conclusion of the contract of carriage, one or several tickets are issued and generally handed to the passenger. Tickets are only sold by the authorised carriers or agents appointed by them.

Any further trading of such paid-for tickets is prohibited.

Tickets may consist of electronic data records that are made legible in letters.

The right to carriage exists only if the passenger has a valid ticket.

As well as details of the carrier(s), the ticket contains the details necessary to prove the conclusion and content of the contract of carriage; it lays down the rights and obligations of the contracting parties.

The SCCT lay down the ordering, payment and issuing methods for tickets. A specific ordering deadline can be laid down for particular offers and/or for certain routes.

In general, tickets are not issued more than three months before their first day of validity at the earliest. This limit may be extended to eleven months. In exceptional cases, the advance purchase period may be reduced (for example, change of timetable or for special offers).

Upon receipt of the ticket(s), the passenger must check whether it has / they have been issued according to his instructions.

6.1.1 Conditions of use

Tickets that contain information about the date and time of departure and arrival of a passenger are valid for the period of running of the train or car, which should bring the passenger to the destination.

The validity of tickets that do not contain the above information is 4 days in case of tickets issued within CIV railway or 15 days in case of SMPS railway¹.

The SCCT may lay down a different period of validity for certain fare offers, certain services or certain sales channels (e.g. International Rail Ticket Home Printing – IRTHP).

The journey must take place within the period of validity of the ticket. In the case of force majeure or if the passenger is unable to begin or end the journey as a result of the cancellation of or delay to a train or of missing the connecting train, the period of validity shall be extended where necessary.

The SCCT determine whether the passenger must validate his ticket himself at the station or immediately before boarding the means of transport.

Tickets that don't contain information about the date and time of departure and arrival of a passenger also permit carriage in a lower category of train or in a lower class.

Generally, tickets do not permit the use of public transport between the stations of a city.

¹ In case of LG, LDZ and EVR tickets are valid 15 days.

6.1.2 Invalidity of tickets

A ticket is invalid, if

- it does not include the necessary details, entries and, where appropriate, the signature;
- it has been damaged or its content has been altered or defaced;
- the identity document or entitlement card that is required according to the SCCT - with photograph if applicable, cannot be presented or has expired;
- the validity has not yet commenced or if it has expired;
- the possible validation requirement that is also laid down in the SCCT and for which the ticket bears a reminder has not been complied with or the passenger has not performed the tasks incumbent on him. The SCCT may however lay down a procedure for dealing with the validation subsequently.

6.1.3 Routes / Changes of route

For tickets indicating details of the date and time of departure and arrival of a passenger, the route of the specified train is deemed to be the permitted route.

For any other tickets, the routing can be changed a route against payment of any difference in fare. For such cases, the SCCT may lay down that

- originally granted reductions are no longer considered,
- a fee is raised for issuing the change of route, even though the new route is shorter,
- changes of route are prohibited for certain fare offers.

If the new route is shorter there is no right to a refund.

6.1.4 Change to a different class of travel or to a different category of train or coach

Change to a higher or lower category of train or coach or class of travel is governed by the SCCT.

For fare offers that are tied to specific trains or reservations, such changes are excluded.

6.1.5 Break of journey

The SCCT specify whether the journey may be broken.

6.1.6 Change of carrier

In principle, every carrier only accepts tickets that commit him in accordance with the conditions of carriage.

If several carriers offer carriage services on the same route - possibly with different conditions of use and fares –, any change from one carrier to a different carrier takes place in accordance with an agreement between them, which is incorporated in the SCCT.

6.1.7 Reservations

The SCCT lay down the conditions under which the reservation of seating, couchette and sleeping car accommodation is possible or obligatory.

6.1.8 Supplementary services

The SCCT lay down the conditions under which supplementary services are offered.

6.2 Tariffs

The right to carriage requires payment of the fare specified by the carrier(s) in the SCCT by the passenger. The fare must usually be paid prior to commencement of the journey.

The tariff offer may consist of different fare levels. Every fare may contain one or several services and be subject to different conditions.

These conditions may consist in particular of:

- conditions that depend on the sale (time of issue, order or use, sales channel, method of payment, etc.),
- conditions that depend on the route or the chosen service, e.g. use of a particular train or a train with compulsory reservation,
- conditions for limiting the number of available places for each special fare offer,
- conditions for time restrictions for particular special fare offers or for particular means of transport,
- conditions of admission,
- conditions of validity,
- exchange and refund conditions.

As a rule, the above-mentioned conditions for individual passengers are different for groups. The conditions for groups may in particular specify special rules for reservations, admission, payment and cancellations.

Special conditions may be specified for the purchase of tickets on trains, surcharges in particular. The procedures foreseen for such cases are included in the SCCT.

The changes introduced in the SCCT will enter into force with the procedures applicable and periods of notice required in the individual countries.

6.3 Return, exchange and refund of tickets

6.3.1 General

Return means that a ticket that has already been issued is returned before commencement of its period of validity and the full price is refunded.

Exchange means that a ticket that has already been issued is exchanged for a different ticket with or without additional payment.

Refund means that the price of a ticket, if it has not been used or has only been partially used for a journey, after commencement of the period of validity, will in principle be totally or partially refunded, and subject to the deduction of a fee.

The return, exchange or refund may only be requested by the holder of an impersonal ticket or by the person whose name is shown on the ticket; the original ticket must be returned.

The return, exchange or refund may be refused if the tickets are damaged or defaced or altered, or if non-use cannot be proven or the refund time limit has been exceeded.

For tickets that were paid for other than by cash, the refund shall only take place via the original method of payment.

The carriers may offer vouchers for returns, payment of the lower amount for exchanges and refunds, and specify special conditions for the purpose.

The return, exchange and refund of tickets that consist of electronic data records, are subject to special provisions.

6.3.2 Return

Return may only be made to the issuing point and within the period laid down by the carrier.

The SCCT may lay down special conditions for returns.

6.3.3 Exchange

Exchange may only be made within the period laid down by the SCCT. The lower amount will be refunded or the passenger must pay the additional amount, as appropriate.

The SCCT may lay down special conditions for exchanges.

6.3.4 Refund

Applications for refund for unused or partially used tickets must be submitted to the location where the passenger totally or partially abandons his journey, in the case of CIV railways within one month, **period laid down by the SCCT may be extended up to three months**, and in the case of SMPS railways within nine months after expiry of the period of validity. They can be sent either to the point of issue or to another carrier that was a participant in the carriage, as appropriate. In this case, the passenger must obtain a corresponding confirmation from the station where he completely or partially abandoned his journey, before expiry of the period of validity of his ticket. If he is unable to produce this evidence, then he must otherwise prove actual non-use of his ticket.

If the passenger turns to another carrier, the latter shall advise him the address of the carrier to which the application must be sent, if necessary.

The SCCT may exclude the refund of the carriage charge or lay down special provisions.

The carriers shall make refunds within three months at the latest (in the case of CIV carriers) and one hundred and eighty days at the latest (in the case of SMPS carriers) after receipt of the application and the supporting documents to be submitted by the passenger.

6.3.5 Loss, theft and misuse of tickets

The carrier assumes no liability for the loss, theft or misuse of the ticket. Subject to other provisions, such tickets will not be refunded.

In the event of damage to the data of tickets that consist of electronic data records, any replacement procedures shall be governed by special provisions.

6.4 Children

Children under four years of age accompanied by an adult are generally carried free-of-charge, insofar as they do not occupy separate accommodation.

The SCCT may lay down child fares for the carriage of children over four years of age, and for those below four years of age who occupy separate accommodation. The SCCT contains the conditions, the applicable age limits and, where appropriate, the fares for each carrier.

Additional reductions for children (e.g. for family travel) are regulated in the SCCT through the respective tariff provisions and apply to carriers participating in such offers.

Carriage within the scope of SMPS transportation of unaccompanied children under the age of twelve is not allowed.

6.5 Carriage of animals

Small, living, non-dangerous pets can be taken in containers as hand luggage, insofar as none of the carriers participating in the contract of carriage excludes the carriage of animals in their SCCT.

The containers must be so constructed that they cannot cause injury or damage people or property.

In general, passengers may take dogs which are not in containers provided that they are on a lead and fitted with a suitable muzzle.

The SCCT lay down the fares that are applicable for animals.

Special conditions may apply for assistance dogs.

The passenger must supervise accompanying animals.

Dangerous and sick pets, including dogs, may not be carried.

Animals, with the exception of assistance dogs, are not permitted in train restaurants or bistro cars, nor in coaches in which meals are served at seats

In night trains, special provisions apply for small pets and dogs.

6.6 Hand luggage

6.6.1 Hand luggage allowance

The passenger is only authorised to carry personal objects, which serve the purpose of the journey. Valuable objects or products which are trade goods or are intended to be traded, may not be carried.

Hazardous goods may only be carried as hand luggage in accordance with the provisions of the Regulations Concerning the International Carriage of Dangerous Goods (RID - Appendix C to COTIF) or **in accordance with § 1 Article 16 SMPS**. Passengers may only carry substances and articles that are retail-friendly packaged and are for personal or domestic use or are intended for leisure and sport.

Weapons and ammunition may not be carried as hand luggage, unless the SCCT permit them and simultaneously lay down the conditions of carriage.

Objects and products that annoy other passengers are not permitted.

Each passenger may take no more than three easy-to-handle items as hand luggage, which fit in the storage areas provided in the train. The SCCT specify to what extent more and larger pieces of luggage and bulky items (skis, surfboards, bicycles) are permitted. Bulky

items must be dismantled, folded or packaged, as appropriate. In such cases, the passenger must inform himself in advance regarding the special conditions for acceptance.

Only pieces of hand luggage are permitted, whose condition, locks, volume and mass allow them to be easily carried and stowed and which can cause no damage. The pieces of luggage may under no circumstances obstruct passage in the coach.

6.6.2 Passenger's obligations

Hand luggage is carried under the sole responsibility of the passenger. He must supervise his hand luggage.

The Customs and administrative authorities must be able to examine the luggage at any time during the journey.

The passenger must be present during formalities prescribed by the Customs or other administrative authorities.

It is the passenger's responsibility to ensure that he complies with the regulations of the Customs and administrative authorities of the countries that he touches in the course of his journey.

6.6.3 Forgotten and lost hand luggage

Every piece of luggage found on a train must be reported to the train staff.

The carrier reserves the right to open and examine any piece of luggage left on trains or in his buildings.

Fees may be charged for the return of objects or pieces of luggage that have been found on trains or in buildings, depending on the type of object and the period of storage waiting collection. The carrier or the person or agent entrusted by him with the storage and safekeeping of the lost property shall not be liable for any loss, damage or delay that occurs in the course of such storage, safekeeping or delivery to the place of storage and safekeeping or, if provided for, to the residence of the authorised person.

The carrier may move or destroy any piece of luggage or its contents, if in his opinion it represents a danger to safety or could cause injury to or trouble for people, or damage to property, without liability.

6.7 Failure to adhere to the timetable

6.7.1 Cancellation, late running or failure of the last service of the day

This regulation applies to late running or failures the cause or occurrence of which lies within the scope of application of the CIV Uniform Rules (and/or PRR).

In the event of cancellation, late running or a missed connection in an international journey, the carrier shall refund appropriate costs for notification, taxi and overnight accommodation, if

- the passenger is unable to continue his journey on the same day or
- he cannot reasonably be expected to continue his journey under the given circumstances.

6.7.2 Late running during the day

This regulation applies to international through trains for the following carriers: BDZ, CD, CFL, CFR, DB, DSB, EVR, HZ, LG, LDZ, MAV-START, NS, NSB, ÖBB, TRAINOSE, PKP, RENFE, SNCB, SNCF, SJ, SBB/CFF, SZ, Trenitalia, VR, ZSSK, if the cause and occurrence of the late running lie within the scope of application of the CIV Uniform Rules and PRR. This remains subject to derogations accorded by the Member States.

If an international day train is delayed by 60 or 120 minutes or more, or if the train is cancelled, the issuing undertakings, who are subject to the PRR, shall pay a compensation the passenger 25% or 50% of the single fare that would be payable for the PRR section, if

- the beginning and end of the journey lie within the European Community, Norway or Switzerland.
- the delay has occurred in the geographical area of the EU
- the decisive carriage charge for compensation includes ancillary charges (reservations, supplements, etc.), but excludes any service charges. Amounts of compensation below 4 Euro shall not be paid.

Compensation takes the form of a voucher or equivalent payment. At the passenger's request, the carrier shall provide the compensation in the manner specified by him in money, for example by means of bank transfer, credit note or cash payment.

The passenger shall submit his claim to a participating carrier within three months after conclusion of the journey, together with the original of the valid and validated ticket and the reservation. If the carrier provides for it, a confirmation of delay form may be used instead of a reservation.

6.7.3 Exceptions

Passes (e.g. **Interrail**) and special trains are excluded from compensation in accordance with point 6.7.2.

6.7.4 Other claims

Instead of the aforementioned claims, the passenger may (for all carriers participating in the Special Conditions)

- forego the rest of the journey and ask for reimbursement of the ticket price for the section of route not used or
- forego the rest of the journey, return free of charge to the starting station with the next suitable train operated by a participating carrier and request a full refund of the carriage charge or
- continue his journey with a train operated by the participating carriers, with which he reaches his destination with the shortest possible delay.

Other passenger rights in the EU are reserved in accordance with the PRR.

6.7.5 Grounds for exclusion

Passenger claims listed in Point 6.7.1 are void, if non-adherence to the timetable is due to

- circumstances not connected with the operation of the railway, which the carrier, in spite of having taken the care required, could not avoid and the consequences of which he was unable to prevent.
- traffic restrictions announced in good time, due to construction or maintenance work,
- strike action
- fault of the passenger,
- behaviour of a third party, which the carrier, in spite of having taken the care required, could not avoid and the consequences of which he was unable to prevent; the infrastructure manager or other undertaking using the same railway infrastructure, is not considered a third party.

6.8 Behaviour of passengers in stations and on trains

6.8.1 General

Carriers, station management organisations and infrastructure managers may impose conditions for access to station areas and trains. The passenger is obligated to comply with their instructions and those of their staff.

Insofar as certain carriers provide an access control for access to their trains, passengers must comply with this obligation.

Passengers holding tickets for named individuals or reduction cards are obligated to prove their identity with an official photograph during ticket checks, if asked to do so.

Every passenger must take appropriate care that other passengers are not disturbed.

Each passenger may only occupy one seat. In trains which have toddler compartments or seats or compartments for passengers with restricted mobility, other passengers must release these places if required.

Smoking is prohibited in non-smoking areas, even with the consent of the other passengers.

The passenger may operate the alarm and emergency devices only in case of danger to his safety or the safety of other passengers, other persons or the train. In the event of misuse, without prejudice to any other claims, the passenger must pay the fine laid down in the SCCT or in the carrier's provisions.

6.8.2 Exclusion from carriage

The SCCT may lay down that passengers,

- who cannot present a valid ticket and who refuse immediate payment of the carriage charge or supplement,
- who represent a danger to the safety and orderly running of operations or to the safety of other passengers,
- bother other passengers in an unreasonable manner,

are excluded from carriage or may be excluded from carriage en route and that such persons are not entitled to refund of the carriage charge or supplements.

6.9 Claims

Claims for reasons other than refunds, must be submitted to the carriers' claims and refunds points that are listed in Appendix V to the Special Conditions.

Part III

Special Conditions of Carriage and of the Tariff (SCCT)

7 Carriage charges

- 7.1** Carriers shall publicise carriage charges in accordance with the national provisions applicable to the carriers.
- 7.2** Eligibility for reductions on the carriage charge ceases after commencement of the journey.

8 Ticket types

- 8.1** Tickets are issued for:
- Individual passengers
 - Dogs,
 - Groups in trains or ships engaged in regular traffic or on certain bus services,
 - Special passenger trains and special coaches
- 8.2** The special appendices concerning particular offers or other publications may provide for the issue of other types of tickets.

9. Sale on board trains

Sales on board trains comply with the national provisions of the carrier.

10. Sales via the internet; online sales

If carriers sell tickets on-line, the conditions below are to apply.

- 10.1** On-line sales are made via the internet and as appropriate via the carriers' or travel agencies' sales points.
- 10.2** Tickets sold on-line which are issued on paper are to contain a security certificate.
- 10.3** E-tickets which only consist of an electronic record may be
- electronic data held on chips or other electronic data media held by the passenger or
 - held as a passenger name record (PNR) on paper or electronically (manifest on list).
- 10.4** Payment is to be made on-line for bookings which passengers make via the internet (for example, using a debit card, EC card, stored value card, or credit card such as Visa, Euro-card, Amex, etc. [payment cards]).
- 10.5** The conditions of the issuing point in question apply to on-line issue by the carriers' sales points or authorised travel agencies.
- 10.6** Online paper and e-tickets are issued as personal tickets.
- This is achieved by linking the personal data in the record with the data on the card entitling the passenger to a reduction, the charge card, credit card or an official identity document with a photograph, as appropriate.
- 10.7** As a minimum the passenger must supply the issuing undertaking with the following customer data:
- Family name, first name
 - e-mail address

- payment data (for example, type of card, account number, sort code, IBAN, BIC, etc.)

10.8 The conditions of use and details of the offers available on-line are given in the special conditions of carriage of the carriers participating in them.

10.9 Online paper tickets and e-tickets are not transferable. They are only valid in conjunction with the payment card used as identification when booking or an official identity document with a photograph. The passenger named on the ticket and the holder of the payment card/official document must be the same.

10.10 Payment must be made in accordance with the procedures permitted by the issuing undertaking.

10.11 On-line paper and e-tickets are issued to children travelling alone in accordance with the conditions which the carrier notified to the issuing undertaking.

10.12 Return, exchange and refund (supplements point 46)

Exchange, return and refund of on-line paper tickets and e-tickets may only be made via the portal or as appropriate via the carrier who issued the tickets.

Otherwise, these carriers' special conditions of carriage apply to the exchange, return and re-fund of on-line paper tickets and e-tickets.

SECTION A

INDIVIDUAL PASSENGERS

CONDITIONS OF CARRIAGE

11 Tickets

International tickets and national tickets are issued.

- 11.1** International tickets are issued from a departure point in the issuing country or from a border point up to which the passenger already holds one or several tickets
- 11.2** International single and return tickets may also be issued, within the scope of one and the same tariff system, from a departure point in another country to a destination point of the issuing carrier, if this is not precluded by this carrier's national currency exchange regulations.
- 11.3** International tickets may also be issued from or to places outside the issuing country.
- 11.4** National tickets are issued from and to places (excluding routes as per 11.1) in a single country. This does not apply to routes between places in the country of the issuing undertaking.
- 11.5** Return tickets are issued when:
- Outward and return journeys are via the same route,
 - Outward and return journeys are via different routes,
 - The return journey starts from a point different from the destination point of the outward journey,
 - The return journey is to a point different from the departure point of the outward journey.
- 11.6** A ticket (international ticket or national ticket) may only be issued for a continuous routing.
- 11.7** In principle, a separate ticket is issued for each individual passenger.
If several passengers travel together in accordance with the provisions of the special appendices to special offers or other publications, the number of passengers is to be given on the ticket.

12 Purchasing of tickets

Tickets are issued by the issuing points designated by the carriers. Minimum time limits for advance purchase may apply to special offers and/or certain routes.

13 Issuing of tickets

Tickets are not issued more than **three** months before their first day of validity at the earliest. This limit may be extended to eleven months.

In exceptional cases, the advance purchase period may be reduced (for example, change of timetable or for special offers).

Tickets for the opposite direction may also be issued to passengers before the journey commences, if this does not contradict the legislation of the country of issue.

14 Validity of tickets

- 14.1** The validity of tickets, that don't contain information about the date and time of departure and arrival of a passenger, is 4 days in case of tickets issued within CIV railway¹ or 15 days in case of SMPS railway.

The carriers may however agree a shorter or longer period of validity through bilateral or multilateral agreements.

- 14.2** Validity begins on the day that is specified by the passenger and shown on the ticket by the issuing point.

The ticket's first day of validity counts as a full day. Passengers may start their journeys on any day on which their ticket is valid at their discretion but passengers must finish their journeys on a train which is timetabled to arrive at their destination point by 24.00 hours on the last day of validity. On special services, the special appendices to special offers or other publications may provide for derogations.

- 14.3** The period of validity may be extended without charge if the ticket cannot be used within its period of validity for unavoidable reasons (illness, serious accident, etc.) For this purpose, the conditions of the carrier to whom application is made apply.

15 Use of tickets

- 15.1** Special charges/supplements may apply to the use of certain trains or coaches (sleeping cars, couchette coaches, seated coaches, etc.).

- 15.2** On routes on which the higher class of travel is unavailable, tickets are only valid in the lower class of travel, on which basis the fare is also calculated.

- 15.3** Where there is a choice of route, the journey must be made by one of the routes shown. Changing from one route to another route shown in the routing field is not permitted.

- 15.4** Handwritten international and national tickets are only valid if they are stapled into a cover.

- 15.5** Outbound halves of return tickets become invalid after the inbound journey has started.

- 15.6** Tickets issued by SNCF in France and by Trenitalia in Italy must be validated before the start of the journey. After having been date-stamped, these tickets are valid on those carriers' transport services for a maximum of 4 hours if issued by Trenitalia and for a maximum of 24 hours if issued by SNCF.

Tickets issued by SNCB in Belgium and by NS in the Netherlands are valid on their own transport services on the day of departure only.

- 15.7** The charges for transport between two stations inside a city (for example in Paris, London, Vienna, Kiev or Moscow) are in principle not included in the given fares.

- 15.8** Passengers must carry with them all tickets (coupons, reservations, upgrades, supplements etc.) and any documents required for supporting an entitlement to reductions (national reduction cards, disability certificates etc.) until the end of the journey.

If necessary, the carrier can withdraw the ticket and must then issue a replacement ticket.

¹ In case of LG, LDZ and EVR tickets are valid 15 days.

16 Change of route

- 16.1** In order to change the route for international or national tickets, a CIV travel supplement or SMPS excess fare receipt must be issued, if the issuing point has the required tariff information. Otherwise the domestic provisions of the individual countries apply. Exceptions may be provided for in the special appendices to special offers or in other publications.
- 16.2** If necessary, the difference between the single fare for the new route and the single fare for the original route will be charged for the change of route.
Any eligible fare reduction will be taken into account in determining these rates, with the exception of the reduction that is granted for return tickets on some carriers' services. This routing price difference will be calculated from the tariff point at which the two routes separate (or the tariff point that is immediately ahead of it) up to the tariff point at which the routes meet again (or the tariff point that immediately precedes it).

For children, the reductions that were originally applied must be taken account of in accordance with the child age limit (point 31).

17 Change of carrier

Where a route is used by several carriers, changing between them is possible if this has been agreed between them.

If this is not the case, the passenger must purchase a new ticket in accordance with the conditions of the carrier he has chosen.

This carrier may also specify that only a supplement to the existing ticket must be purchased for the change of carrier.

18 Change to a higher class of travel or to a higher class of train

- 18.1** A CIV travel supplement or SMPS excess fare receipt is issued for a change to a higher class of travel or to a higher class of train for international or national tickets, if the issuing point has the necessary documents. Otherwise the domestic provisions of the individual countries apply. Exceptions may be provided for in the special appendices to special offers or in other publications.

A travel supplement will only be issued for a single journey, either for the entire journey shown on the ticket or for part of the route.

- 18.2** The difference between the fares for a single journey for the class of travel or class of train to be used and that shown on the original ticket will be charged. Any eligible fare reduction will be considered when determining these rates, with the exception of the reduction that is granted for return tickets on some carriers' routes.

For children, the reductions that were originally applied must be taken account of in accordance with the child age limit (point 31).

19 – 20 (reserved)

21 **Interruption of journey**

Within the period of validity of the tickets, ~~that don't contain information about the date and time of departure and arrival of a passenger~~, passengers may in principle interrupt their journeys as often as they please without formality

Exceptions may be provided for in the special appendices to special offers or in other publications.

~~Tickets issued by SNCF in France and by Trenitalia in Italy must be validated before the start of the journey; after having been date-stamped they are valid on those carriers' transport services for a maximum of 24 hours.~~

~~Tickets issued by SNCB in Belgium and by NS in the Netherlands are valid on their own transport services on the day of departure only.~~

The period of validity is not extended to take account of interruption of journey.

Passengers may only resume their journeys at the point their journeys were interrupted or at a point further along the route they have not yet travelled.

Where the journey is interrupted on BC, CFM, EVR, KZH, RZD and UZ routes, the passenger must present his ticket at the ticket counter for annotation up to three hours after the train arrives, at the latest.

After interruption a journey, or when changing trains, to continue the journey in a sleeping car the passenger must hold a valid sleeping car reservation.

22 – 30 (reserved)

31 Reductions for children

31.1 Children under four years of age accompanied by an adult are carried free-of-charge.

31.1 Children under six years of age accompanied by an adult will be carried free-of-charge by the following carriers:

	BDZ
CD	CFL
CFF/SBB	DB
DSB	LG
HZ	MAV-START/ GYSEV
ÖBB	SJ
SNCB/NMBS	SZ
VR	SV
ZPCG	ZSSK

The child fare is to be paid for children (see Point 31.2) if separate accommodation is required for them. See also point 50.5

31.2 Children under twelve years of age pay half the adult fare (child fare).

For the following carriers, half fare is payable up to the following age limits:

Carrier	Age limit	Special features
CD	under 15 years of age	
CFF/SBB	under 16 years of age	
DB	under 15 years of age	
DSB	under 16 years of age	
MAV-START/GYSEV	under 14 years of age	
NSB	under 16 years of age	
ÖBB	under 15 years of age	
SJ	under 16 years of age	
SV	under 14 years of age	
VR	under 17 years of age	
ZPCG	under 14 years of age	
ZSSK	under 15 years of age	

31.3 For the purposes of this provision, the criterion for the age of a child is its age on the day the journey is begun. The ticket held by the accompanying person is valid for the carriage of children free-of-charge.

31.4 The special appendices to special offers or in other publications and the tariff provisions for global prices may provide for derogations.

32 Special reductions

Special reductions for certain passengers are listed in the special appendices to special offers or in other publications together with the levels of reduction and the conditions of use for such reductions.

33 – 35 (reserved)

36 Calculation of carriage charges

36.1 Fares are calculated on the basis of the tariff valid on the day of issue of the ticket.

The special appendices to special offers or in other publications provide information on where and in what form the fares for adults are published. Ticket prices are calculated in accordance with points 36.2 and 36.3 below for each carrier and route, according to distance and class.

36.2 International tickets:

36.2.1 Single journey; the fare set by the carrier.

36.2.2 For outward and return journeys via the same route:
double the single fare, or the special fare for the complete outward and return journey.

36.2.3 For outward and return journeys via different routes:

- If the same carrier is used for the outward or the return journey:
single fare, as set by the respective carrier;
- If the same carrier is used for the outward and the return journey:
 - the sum of the fares for the single outward and return journeys will be charged, provided there is no special fare for the complete outward and return journey;
 - half the fares for the single outward and return journeys will be charged if fares exist for the complete outward and return journey.

36.2.4 For out-and-return journeys where the return journey starts from a point different from the destination of the outward journey or a return journey to a destination other than the departure point of the outward journey:

- for the carrier(s) to which these different stations belong, the sum of the single fares for each leg will be charged; if, however, both these stations are border points or if they serve the same location, the fare is calculated in accordance with point 36.2.3;
- For all other carriers: Fare calculation as per paragraphs 36.2.2 and 36.2.3.

36.3 National tickets:

If individual carriers apply special provisions for calculating fares for national tickets, these will be included in the special appendices to special offers or in other publications of the carriers concerned; otherwise the provisions of point 36.2 apply.

36.4 Children

Children, as defined in point 31, pay half the adult fare. However, special fares may apply to maritime routes, bus routes or certain fare offers.

36.5 Dogs

For dogs, a ticket is issued. Half the normal 2nd class adult single or return fare is charged, irrespective of class of travel (1st or 2nd class). A special supplement is not charged. Special provisions may apply for globally priced trains.

36.6 Fees

Additional fees are added to the standard fares (local supplements, port taxes, etc.), which are included in the special appendices to special offers or in other publications. Reductions allowed from standard fares (including reductions for children) do not apply to additional fees and charges, unless otherwise specified.

37 Exclusive use of complete compartments

The exclusive use of complete compartments is permitted.

However, carriers have the right to restrict or refuse such use, or to make it subject to special conditions.

Only the actual passengers may take advantage of the reductions they may be entitled to.

The standard fare is to be paid for all the other accommodation in the compartment.

38 – 40 (reserved)

41 Taking dogs and small pets

Dogs are permitted in passenger accommodation, if the appropriate carriage charge is paid for them and if they are carried on the lap or remain on the lead and muzzled on the floor, so that they cannot cause injury or damage to people or property. An accompanying dog must be supervised by its owner. He is liable for any damage caused by the dog.

Furthermore, small dogs and other pets are permitted, if they are in cages, boxes, baskets or other suitable containers that prevent injuries or soiling of the car and hand luggage. The containers must be kept on the lap or accommodated as hand luggage. Such animals are carried free of charge.

These animals may be taken into sleeping, couchette and seated accommodation in night trains, if tickets and sleeper or couchette supplements or seat reservations have been purchased for the owner and any accompanying persons for all the available places in the compartment.

Carriage within the scope of SMPS are allowed to transport animals (dogs, cats, birds) in a container intended for this purpose within the hand luggage norms in the places designed to accommodate hand luggage without the need to buy all places in the compartment.

These animals (with the exception of guide dogs) are not permitted on journeys to and from ~~Italy and~~ Norway.

In Sweden, each fare paying passenger may take a maximum of two dogs or other small pets without charge in specially marked second class compartments (not in sleeping cars, couchette cars or restaurant cars).

In the Czech Republic and Slovakia, dogs and small pets are not permitted in first class or in sleeping cars.

In FPC trains, a maximum of 2 small dogs or 2 small pets may be carried in a compartment.

Railways involved in a coach movement in night trains may specify general, or in individual cases, different conditions.

42 Hand luggage

As a rule, every passenger may carry personal items or objects that serve the purpose of the trip as hand luggage.

Every passenger may carry easy-to-handle items (hand luggage) free of charge, provided that they do not contravene Customs or other administrative regulations.

The total weight of the hand luggage that may be carried in the coach may not exceed

- 36 kg for adults or per ticket and
- 15 kg for children up to 12 years of age

Each individual piece of hand luggage may not have total dimensions that exceed 200 cm (e.g. 100 x 40 x 60 cm).

Items carried as hand luggage must be supervised by the passenger himself. The passenger is liable for damage that arises from hand luggage he carries, insofar as he cannot prove that the damage is not the fault of the participating railways or shipping companies.

The following items may not be carried:

- a) items that damage or contaminate the coaches, other passengers or their belongings,
- b) combustible, highly flammable, spontaneously inflammable, explosive, corrosive, radioactive and toxic substances,
- c) loaded firearms,
- d) infectious or foul-smelling items,
- e) items the carriage of which is prohibited by Customs and other regulations,
- f) animals, with the exception of dogs and small pets (see point 41).

The passenger is liable for any breach of the provisions and is obliged to compensate any damage caused to the railway company.

43 Bicycles

The passenger can carry a bicycle which is stripped down and packaged as hand luggage, insofar as it can be accommodated in storage spaces provided for hand luggage.

44 Reservation and occupation of accommodation

Timetables will indicate whether and under what conditions accommodation may be reserved in specific trains.

For the allocation of accommodation, the provisions of the individual carrier will apply.

Passengers may indicate that an empty seat is occupied.

If passengers leave seats without a clear indication of occupation, they shall lose claim to them.

45 Refunds

- 45.1** The fare for a ticket will be completely or partially refunded if the ticket is not used at all or is only partially used
- The special appendices to special offers or in other publications may however exclude the refund of fares or supplements for sleeping or couchette accommodation or make them subject to special conditions.
- 45.2** In the case of global prices, the refund of partially unused tickets is precluded, **except cases when a passenger interrupts the trip due to illness or accident.**
- 45.3** Applications for ticket refunds will be processed by the carrier that has issued the ticket or for which the ticket was issued.
- Every carrier will provide customers with the addresses of the other carriers to which applications for refund are to be submitted, if required, in Appendix V to the Special Conditions, or forwards such applications to the issuing carrier.
- 45.4** Applications for refund must be accompanied by the original ticket(s) as evidence, together with the cover if applicable. **To the request for refunds in accordance with paragraph 45.2 travel documents with a note about the reason for interruption of the trip, an act of any form drawn up by the carrier, and a certificate from medical institution should be attached.**
- 45.5** Refunds may be refused if the tickets have been damaged, defaced or altered.
- 45.6** Non-use or partial non-use must be confirmed on the ticket and on the reservation coupons by the carrier concerned. If the tickets and reservation coupons bear no confirmation of non-use or partial use, appropriate evidence is to be submitted with the application for refund (medical certificate, new ticket bought instead of the unused ticket, etc.)
- 45.7** A refund fee will be deducted from the amount to be refunded. This amount will be set by the carrier making the refund.

46 Exchange and return of tickets

The special appendices to special offers or in other publications may provide for special provisions for the exchange and return of tickets, especially those with global pricing.

47 – 49 (reserved)

50 Use of sleeping cars, couchette cars and seated accommodation in night trains

Carriers may specify that seated accommodation in night trains may also only be used with a special supplement. Furthermore, they may specify whether sleeping, couchette and seated cars are freely accessible during the daytime sections of night trains.

50.1 Use of accommodation

Trains that include sleeping, couchette and seated cars, which are only accessible under certain conditions, are specially indicated in the carriers' timetables and timetable media.

In addition, supplements or upgrades (bed, couchette and seat supplements/upgrades) must be charged for the use of these sleeping and couchette berths and seated cars.

Passengers not holding such supplements or upgrades may not travel in these cars – including the corridors and the vestibules.

Sleeping and couchette berth and seat reservation coupons are valid only in connection with a ticket and only on the date and train and in the coach shown.

For some services conveying sleeping, couchette and seated cars, globally-priced tickets are issued, which include the reservation and the supplements or upgrades.

Boarding and alighting may be restricted.

50.2 Sale of sleeping and couchette berth and seat reservation coupons

The booking horizon for reservations depends on the provisions of the carrier at the point of departure.

50.3 Classes of travel and tickets

Depending on availability, reservation coupons for sleeping and couchette berths and seats are issued for 1st and 2nd class.

For every reservation in a night train, a ticket (normal fare, special offer) is required for the corresponding type of train and class of travel for the distance to be travelled in a sleeping, couchette or seated car, as per the following table:

Coach class	No. of places per compartment	Compartment class	Ticket
<u>Sleeping car</u>			
Tourist	4	Tourist 2/4	2nd class
Tourist	3	Tourist 2/3	2nd class
Double	2	Double 1/2	1st class ¹⁾
Single	1	Single 1/1	1st class
Business	2	Double 1/2	1st class
Business	1	Double 1/1	1st class
<u>Couchette car</u>			
2nd class	6	CC 6	2nd class
2nd class	4	CC 4	2nd class
<u>Seated car</u>			
1st class		1/S, A	1st class
2nd class		2/S, B	2nd class,

1) on BDZ, CFR Călători, CD, ~~DB~~, DSB, HZ, MAV-START, MZ, NS, NSB, ÖBB, PKP, SBB, SJ, SV (ZS), SZ, UZ, ZPCG, ZSSK, TCDD lines, can be used with a 2nd class ticket;

Travelling in double- or triple-berth compartment the passenger may buy one first-class ticket and one berth "SINGLE" (category 1/1). When two passengers are travelling in triple-berth compartment, they can pay the price for two first-class tickets and two berths "DOUBLE" (category 1/2).

50.4 Starting a journey at a location that is not included in the tariff

If the passenger completes a journey at a location that is not included in the tariff, the supplement will be calculated to the next location listed in the tariff.

If the passenger commences a journey at a location that is not included in the tariff, the supplement will be calculated to the previous location listed in the tariff.

50.5 Use of sleeping cars, couchette cars and seated accommodation by children

A berth may be shared by a maximum of 2 persons, of whom at least one must be under ten years of age. For the use of accommodation by children, the following must be purchased:

Number	Age	Use of sleeping or couchette berth	Reservation coupon	Ticket
1	under four years of age (or under six years of age as per point 31)	with no separate berth	free	free
		one sole berth	1 x full price	1 x child price

1	four or six years old or over (as per point 31) under 10 years of age	with no separate berth	free	1 x child price
		one sole berth	1 x full price	1 x child price
1	from ten years of age or over but under twelve years of age	always a separate berth	1 x full price	1 x child price
2	A child under four or six years of age and a child under twelve years of age	one shared berth	1 x full price	1 x child price
2	two children under four or six years of age	one shared berth	1 x full price	1 x child price
		separate berth	2 x full price	2 x child price

A seat reservation must be purchased for the use of an individual seat by a child.

50.6 Exchange of sleeping and couchette berth and seat reservation coupons

Exchange regulations in the case of CIV carriers

A free-of-charge exchange of sleeper berth, couchette berth or seat reservation is not possible. An exchange counts as a refund. The regulations in point 50.7 apply.

Exchange regulations in the case of SMPS carriers

An unused sleeper or couchette reservation coupon with allocated accommodation details can be exchanged once free of charge for a different coupon that is valid for the same section of route and category, if

- the exchange is requested at the latest six hours prior to the departure time shown on the original coupon and
- the new day of departure is no more than a month after the day on which the exchange is requested.

The receipt that was issued together with the coupon to be exchanged must also be returned.

The exchange must be noted on both the original and the new coupon.

If the supplement has changed in the intervening period, the tariff level on the day of exchange shall apply.

Seat reservation coupons are not exchanged.

50.7 Refund of sleeping and couchette berth and seat reservation coupons

Refund regulations in the case of CIV carriers

The following will be refunded against the return of the unused sleeper, couchette or seat reservation:

- the full price, if the accommodation was unused for reasons attributable to the carrier and this has been certified by the carrier,
- the price minus a deduction of 10% per berth or seat, if it was cancelled one day prior to departure at the latest
- the price with a deduction of 50% per berth or seat, if it was cancelled no later than one day prior to departure

If the coupons are returned later, no refund will be made.

Refund regulations in the case of SMPS carriers

The following will be refunded against the return of the unused sleeper, couchette or seat reservation:

- the full price, if the accommodation was unused for reasons attributable to the carrier and this has been certified by the carrier,
- the price minus a deduction of a fee, which is determined by the carrier, if it was cancelled six hours prior to departure at the latest

If the coupons are returned later, no refund will be made.

51 Allocation of a different berth or seat

If a different berth or seat is allocated in a higher category or in coaches owned by a different carrier, for reasons attributable to the original carrier, no additional payment will be requested.

If the passenger is allocated a berth or seat in a lower category, this will be certified on the reservation coupon by the train attendants or on the receipt for the reservation coupon. The difference will be refunded.

52 – 60 (reserved)

SECTION B

GROUPS

61 General

Carriage is subject to the Special Conditions in Section A, unless otherwise provided for below.

Groups can only be accepted for travel if the carrier is able to accommodate the group in timetabled trains, ships or buses.

A reduction for a group will be allowed if the reduced fare is paid for at least 6 adults. Two children count as an adult.

A group leader must be nominated, who is responsible for observing the instructions given him by the participating carriers and for the behaviour of members of the group.

The passengers forming the group must travel together in the same train, ship or bus for the whole journey for which the reservation was made.

Carriers reserve the right to withdraw the provisions of this section for specific periods of time or for certain trains, ships and buses.

62 Reductions

The reductions for groups are given in Appendix III. The special appendices to special offers or in other publications may provide for other reductions.

63 Child reductions

Children pay half the reduced price for adults.

Special prices may apply to globally priced offers and certain maritime sections.

The age limits for children shown in point 31 apply to the application of child reductions.

If charges are included in adult fares (in particular local supplements, or port taxes), other fares for children than half the adult fare may be laid down in the special appendices to special offers or in other publications.

64 Reservation

The organiser must notify the journey to the carrier at the departure point at least 30 days in advance. Later notifications will be considered if the carriers are still able to ensure carriage.

The group registration must include the following details:

- the name of the group;
- the complete route with the dates and departure times of the trains or ships to be used;
- the exact number of participants;
- the category of accommodation to be used;
- any catering which may be required;
- if possible, the name of the group leader;
- the address and signature of the applicant.

65 Booking the tickets

The group ticket must be ordered at least 24 hours before the last date for payment (three days prior to departure) and the following information must be provided:

- the name of the group;
- the complete route, the date of departure;
- the total number of participants and
 - the number of adults,
 - the number and age of any children;
- the name of the group leader;
- the address and signature of the applicant.

The applicant is responsible for the accuracy of the information given in the booking.

66 Tickets

Group tickets are issued for the group, either for the whole route or for each carrier (single journey, outward and return journey or round trip). The special appendices to special offers or in other publications may provide for other procedures.

The group journey must be paid for 3 days before departure at the latest, provided the issuing carrier has no special regulations.

67 Calculation of carriage charges

The distance for individual passengers is the basis for the calculation of the carriage charge, even if it affects a choice of route.

Fares for adults are either

- calculated as per point 36 and applying the rates of reduction in Appendix III, or
- determined on the basis of the different rates of reduction in the special appendices to special offers or in other publications.

Global prices apply to some services. In such cases the group must use the train, for which the reservation was issued.

If special measures are required because of the size of the group, they will be notified by the participating carriers

68 Exclusive use of a compartment

If the group requires the exclusive use of one or more compartments, the group ticket must be made out and calculated for the total number of seats in the compartment(s)

69 Exchange and refund of group tickets

The exchange, refund and partial refund of group tickets are permitted, in the case of CIV carriers up to three days prior to departure and in the case of SMPS carriers before expiry of the period of validity, with an appropriate annotation and against payment of a charge.

Different provisions apply to globally priced offers

70 Use of sleeping cars, couchette cars and seated cars in night trains

70.1 Sleeping and couchette berth and seat reservation coupons

A sleeping berth, couchette berth or seat reservation coupon is issued for every group, insofar as all participants are accommodated in the same coach and the same type of accommodation.

If the passengers are travelling in more than one coach or in different types of accommodation, they are issued a sleeping berth, couchette berth or seat reservation coupon for each coach.

If more than one sleeping berth, couchette berth or seat reservation coupon has been issued, then each reservation coupon will bear the number(s) of the other reservation coupon(s).

70.2 Exchange and refund of reservations

The exchange of unused sleeper / couchette reservation coupons is possible on one occasion free of charge, if

- it is requested at the latest five days and nights prior to the original departure time and
- the new day of departure is no more than a month after the day on which the exchange is requested.

The provisions of the carrier concerned apply to the refund of sleeper or couchette reservations:

- for CIV carriers, the SCIC-NT Night Trains apply.
- for SMPS carriers, the SMPS Agreement applies.

71 – 74 (reserved)

SECTION C

SPECIAL TRAINS AND SPECIAL COACHES

75 Requests for conditions and registrations and orders for special trains and special coaches must be addressed directly to the departments of the individual carriers listed in Appendix IV to the Special Conditions.

76 – 80 (reserved)

SECTION D

LIABILITY PROVISIONS

81 Liability for personal injury and damage to property

The liability for the death of or injury to passengers and for the loss or damage to hand luggage is based on the law of the country in which the accident or event occurred. In cases in which the accident or event occurred in a Contracting State to COTIF and the passenger is a national of a Contracting State to COTIF or his habitual residence is in a Contracting State to COTIF, the liability provisions of the CIV Uniform Rules apply.

82 Place of jurisdiction

The courts where the carrier who has provided the service on which the accident occurred has his registered office have sole responsibility.

83 – 115 (reserved)

List of addresses of participating carriers
Список участвующих перевозчиков
Adressenverzeichnis der beteiligten Beförderer
Liste des transporteurs participants

Carrier/перевозчик/ Beförderer/Transporteur/ Carrier Code/ код перевозчика/ Carriercode/Carriercode Law on Carriage/ Транспортное право/ Beförderungsrecht/Droit de transport		Details of commercial departments Данные о коммерческих службах Angaben über kommerzielle Dienste Coordonnées des services commerciaux	
Abbreviation Сокращение Abkürzung Sigle	Name Обозначение Bezeichnung Nom	Postal address Почтовый адрес Postanschrift Adresse postale	a) Telephone a) E-Mail c) Fax
Attica 3062 CIV	Attica Group	Attica Group 123-125, Syngrou Avenue&3, Torva street. GR - 11745 ATHENS	a) +30-210-89 19020 b) mkalimeri@superfast.com c) +30-210-89 19029
BDZ БДЖ 1152 CIV	Bulgarian Railways	BDZ Bulgarian State Railways Passenger Traffic Department 3, Ivan Wazov BG-1080 SOFIA	a) +359-2-988 5358 b) AGalabova@bdz.bg c) +359-2-981 8940
BC БЧ 0021 SMPS	Belorussian Railways	Belorussian Railways Head Office Ul. Lenina 17 BY-220030 MINSK	a) +375-172-25-48-60 b) ns@rw.by c) +375-172-27-56-48
CD ЧД 1154 CIV	Czech Railways JSC	Czech Railways JSC Head Office Passenger Transport Sales Department Nábřeží Ludvíka Svobody, 1222/12 CZ – 110 15 PRAGUE 1	a) +420-972-232- 235 b) EWT@gr.cd.cz c) +420-972- 233-306
CFL ЦФЛ 0082 CIV	Luxembourg Railways	Luxembourg Railways Service des Activités Voyageurs Activité Internationale Place de la Gare, 9 L - 1616 LUXEMBOURG	a) +352-4990-4810 b) jean.ewen@cfl.lu c) +352-4990-4819
CFR CALATORI ЧФР 1153 CIV	Romanian Railways	SNTFC "CFR CALATORI" S.A International Traffic Regulations Department Bd. Dinicu Golescu 38, Sector 1 RO-010873 BUCHAREST / Romania	a) +40-21-310 63 68 b) lili.coanda@cfr.ro c) +40-21-310 63 68
CFM ЧФМ 0023 SMPS	Moldavian Railways	Ministerul Transporturilor si Comunicatiilor al Republicii Moldova Intreprinderea de Stat Calea Ferata din Moldova Str. Vlaicu Pircalab 48 MD-2012 CHISINAU	a) +373-2-221380 c) +373-2-221380
DB ДБ 1080 CIV	Deutsche Bahn AG	DB Fernverkehr AG International Pricing Management, V.FMV13 Stephensonstrasse, 1 D - 60326 FRANKFURT AM MAIN	a) +49-69-265-28760, b) roland.schmidt@ deutschebahn.com c) +49-69-265-7615
DSB ДСБ 1186 CIV	Danish State Railways	DSB Salg Markedsanalyse- og samarbejde International Sølvgade 40 DK - 1349 COPENHAGEN K	a) +45-33-54 25 45 b) shl@dsb.dk c) +45-33-54 45 69

Carrier/перевозчик/ Beförderer/Transporteur/ Carrier Code/ код перевозчика/ Carriercode/Carriercode Law on Carriage/ Транспортное право/ Beförderungsrecht/Droit de transport		Details of commercial departments Данные о коммерческих службах Angaben über kommerzielle Dienste Coordonnées des services commerciaux	
Abbreviation Сокращение Abkürzung Sigle	Name Обозначение Bezeichnung Nom	Postal address Почтовый адрес Postanschrift Adresse postale	a) Telephone a) E-Mail c) Fax
EVR ЭВР 0026 SMPS	Estonian Railways	Eesti Raudtee Pikk Street 36 EE-15073 TALLINN	a) +372-615-86-10 b) raudtee@post.evr c) +372-615-87-10
FPC ФПК 1120 SMPS	Federal Passenger Company AG	FPC Mashi Porivaevoy-Str. 34 RU-107078 MOSCOW Russian Federation	a) +7-495-988-10-00 direct line 3-07-41# (German) a2) +7-495-988-10-00 direct line 3-66-15# (English) b) EKapitonov@fpc.ru; b) Klonochkina@fpc.ru c)+7-499-262-33-49 direct line 3-33-32
FS Trenitalia ФС 0083 CIV	Italian Railways	Trenitalia S.p.A. Divisione Passeggeri LH Commerciale Mercato - Vendita Internazionale e Charter Divisione Passeggeri Regionale Commerciale Regionale Piazza della Croce Rossa 1 00161 ROME	b)international.sales@trenitalia.it b)segreteria.regionale@trenitalia.it
GYSEV 0043 CIV	GYSEV Zrt./ Raaberbahn AG	Győr-Sopron-Ebenfurti Vasút Zrt Raab-Ödenburg-Ebenfurter Eisenbahn AG Mátyás király u.19 H-9400 Sopron	a)+36-99-577-365 b) plendvay@gysev.hu c)+36-99-577-384
HML 3061 CIV	Hellenic Mediterranean Lines Shipping Company	Hellenic Mediteranean Lines Co. Ltd. 4, Loudovikou Sq. P.O.Box 80057 GR - 18510 PIRAEUS	a) +30-210-4225341 b) +hml@otenet.gr c) +30-210-4223018 or +30-210-4225317
HZ X3 1178 CIV	Croatian Railways	HZ – Hrvatske željeznice, d.o.o. Putnicki prijevoz Profitna jedinica Medjunarodni vlakovi Mihanoviceva 12 HR - 10000 ZAGREB	a) +385-1-378-3022 b) Miroslav.Fumic@hzpp.hr c) +385-1-4577-604
KZH K3X 0027 SMPS	Kazakh Railways	JC National Company "Kazakhstan Temir Zholy" Prospekt Pobedy 98 KZ – 010000 ASTANA	a) 007-3172-93-44-15 or 007-3172-93-45-80 b) temirzhol@railways.kz c) 007-3172-93-95-90 or 007-3172-93-59-29
LDZ ЛДЗ 0025 CIV	Latvian Railways	VAS Latvijas Dzelzceļs Gogola iela 3 LV – 1547 RIGA	a) +371-67233360 b) olga.ulme@ldz.lv c)+371-67234635
LG ЛГ 0024 CIV	Lithuanian Railways	AB "Lietuvos Geležinkeliai" Keleivių vežimo direkcija Pelesos g. 10 LT-02111 VILNIUS	a)+370-5-269-20 54 b) passenger@litrail.lt c) +370-5-269-39 44
MAV-START/ МАВ-ШТАРТ 1155 CIV	MAV-START Rail Passenger Transport AG	MAV – START Rail Passenger Transport AG Sales Department Könyves Kálmán Krt.54-60 H - 1087 BUDAPEST	a) +36-1-511-1639 b) haragos.pal@mav-start.hu c) +36-1-511 1001

Carrier/перевозчик/ Beförderer/Transporteur/ Carrier Code/ код перевозчика/ Carriercode/Carriercode Law on Carriage/ Транспортное право/ Beförderungsrecht/Droit de transport		Details of commercial departments Данные о коммерческих службах Angaben über kommerzielle Dienste Coordonnées des services commerciaux	
Abbreviation Сокращение Abkürzung Sigle	Name Обозначение Bezeichnung Nom	Postal address Почтовый адрес Postanschrift Adresse postale	a) Telephone a) E-Mail c) Fax
MZ Transport 1065 CIV	Macedonian Railways Transport AG-Skopje	Macedonian Railways Transport AG-Skopje Head Office Tariff Department Ul. treta makedonska brigada bb 1000 SKOPJE, Macedonia	a) +389-2-2449 771 b) mz65dir5@t-home.mk c) +389-2-3248 719
NS HC 1184 CIV	Dutch Railways	NS Internationaal BV Postbus 767 NL – 1000 AT Amsterdam	a) +31 6 22720197 b) ilona.gaasendam@ns.nl
NSB НСБ 1076 CIV	Norwegian State Railways	NSB Persontraffikkdivisjonen Prinsensgt. 7-9 N - 0048 OSLO	a) +47-23-152404 b) geiramee@nsb.no c) +47-231-154154
ÖBB ОББ 1181 CIV	Austrian Federal Railways	ÖBB-Personenverkehr AG Long Distance Traffic Am Hauptbahnhof 2 A - 1100 VIENNA	a) +43-1-93000 33698 a) +43-664-6173499 (mobile) b) karl.winkler@pv.oebb.at c) +43-1-5800 830 33698
PKP ПКП 1251 CIV	Polish State Railways AG	PKP INTERCITY S.A. Ul. Żelazna 59a PL – 00-848 Warsaw “Przewozy Regionalne”, sp. z o.o. ul. Wileńska 14a PL – 03-414 Warsaw	a) +48-22-4742-713 b) daria.dymowska@intercity.pl c) +48-22-4742-751 a)+48-783-830-314 b)marcin.rechlowicz@p-r.com.pl c)+48-22-47-44-039
RENFE РЕНФЕ 1171 CIV	Spanish Railways	RENFE- Alta Velocidad-Larga Distancia Distribucion y Servicios Comerciales Jefatura de Internacional, 1 Planta Avda.Ciudad de Barcelona 6 ES - 28007 MADRID	a) +34-91-774 9621 b) jscarrascal@renfe.es c) +34-91-774 9653
RZD РЖД 0020 SMPS	Railways of the Russian Federation	Joint Stock Company "Russian Railways" Management of International Relations Novo-Bassmannaja Str.2 RU-107174 MOSCOW	a) +7-499-262-1628 b) rzd@rzd.ru c) +7-499-262-2880
SBB/CFF СББ/ЦФФ 1185 CIV	Swiss Federal Railways	Swiss Federal Railways Passenger Traffic Long Distance / International Wylersstr. 125 CH 3000 Bern 65	a) +41-51-220 24 84 b) lukas.stauffacher@sbb.ch c) +41-51-220 28 91
SJ СЖ 1174 CIV	Swedish Railways	SJ AB Sales Division Vasagatan 7, 3rd Floor S - 105 50 STOCKHOLM	a) +46-10-75 15 422 b) thomas.mann@sj.se malin.boshuis@sj.se c) +46-10-75 15 373
SL 3052 CIV	Silja Line AB	Silja Line AB PL / PB / B.P. 880 FIN - 00101 HELSINKI	a) +358-9-18041 c) +358-9-1804279
SNCB/NMBS CHЦБ 1088 CIV	Belgian Railways	SNCB Marketing & Sales Europe Pricing Definition Avenue de la porte de Hal, 40 B - 1060 BRUSSELS	a) +32-2-528-82 53 b) natascha.hooft@b-rail.be c) +32-2-528-25 69

Carrier/перевозчик/ Beförderer/Transporteur/ Carrier Code/ код перевозчика/ Carriercode/Carriercode Law on Carriage/ Транспортное право/ Beförderungsrecht/Droit de transport		Details of commercial departments Данные о коммерческих службах Angaben über kommerzielle Dienste Coordonnées des services commerciaux	
Abbreviation Сокращение Abkürzung Sigle	Name Обозначение Bezeichnung Nom	Postal address Почтовый адрес Postanschrift Adresse postale	a) Telephone a) E-Mail c) Fax
SNCF ЧНЦФ 1187 CIV	French Railways	SNCF – Voyages Développement Direction Ventes Internationales 2, place de La Défense F – 92053 PARIS La Defense	a) +33-1-74 54 05 40 b) nathalie.thomet@sncf.fr philippe.sterlingot@sncf.fr c) +33-1-74
SSL 0008 CIV	Sealink Stena Line	Sealink Stena Line Charter House - Park Street GB - ASHFORD – TN 2 4 8 E KENT	a) +44-2336-47022
SV (ŽS) ЖС 1172 CIV	Serbian Railways	SV – Srbija Voz Sektor za prevoz putnika Nemanjina 6 SRB-11000 BELGRADE	a)+381-11-361-6761 b)@srbrail.rs c)+381-11-361-6797 +381-11-361-6775
SZ C3 1179 CIV	Slovenian Railways	Slovenske Železnice Poslovna Enota potniški promet Kolodvorska 11 SL - 1506 LJUBLJANA	a) +386-1-29-14326 b) mednarodni.promet@slo-zeleznice.si c) +386-1-29 14818
TCDD ТЦДД 0075 CIV	Turkish State Railways	TCDD – Isletmesi Geneni Müdürlüğü Ticaret Dairesi Baskanligi 06330 Gar TR - ANKARA	a) +90-312-3112106 b) yusufcagatay@tcdd.gov.tr c) +90-312-3109507
TRAI NOSE OCE 1073 CIV	Hellenic Railways AG	Hellenic Railways AG Direction Voyageurs Section des tarifs (nationaux/ internationaux 1 – 3 Rue Karolou GR - 10437 ATHEN	a) +30-210-529 7405 oder +30-210-524 0996 b) m.milioni@osenet.gr m.milioni@trainose.gr c) +30-210-524 0996
UZ УЗ 0022 SMPS	Ukrainian Railways, public JSC	Public joint stock company "Ukrainian railway" (JSC "Ukrzaliznytsia") Ul. Tverska 5 UA-03680 Kiev 150	a) +380-44-465 02 00 b) uztarif@lotus.uz.gov.ua c) +380-44-228-75 20
VL 3029 CIV	Viking Line Shipping Company	Viking Line Ab PB 35 FIN - 22101 MARIEHAMN	a) +358-18-26 011 c) +358-18-15 811
VR BP 0010 CIV	Finnish Railways	VR Group Ltd Matkustajaliikenne Markkinointi PL 488 (Vihonkatu 13) FIN - 00101 HELSINKI	a) +358-307-10 b) eija.kautto@vr.fi c) +358-307-22290
ZFBH 0050 CIV	Railways of the Bosnia- Herzegovina Federation	ZFBH GENERALNA Direkcija Musala 2 BA – 71000 SARAJEVO	a) +387-33-663 344 b) ZBH@BIH.NET.BA c) +387-33-652 396
ZRS 0044 CIV	Railways of the Republika Srpska	ZRS – Railways of the Republika Srpska Revenue Management Svetog Save 71 BA – 74000 DOBOJ	b) international@zrs-rs.com c) +387-53-224 743
ŽPCG ЗЧ 1062 CIV	Crne Gore Railway	ŽPCG – Železnice Crne Gore Sektor za prevoz putnika Golootočkih žrtava 13 MN-81000 PODGORICA	a)+381-81-441-370 b) zcg.milovan@cg.yu c)+381-81-441-370

Carrier/перевозчик/ Beförderer/Transporteur/ Carrier Code/ код перевозчика/ Carriercode/Carriercode Law on Carriage/ Транспортное право/ Beförderungsrecht/Droit de transport		Details of commercial departments Данные о коммерческих службах Angaben über kommerzielle Dienste Coordonnées des services commerciaux	
Abbreviation Сокращение Abkürzung Sigle	Name Обозначение Bezeichnung Nom	Postal address Почтовый адрес Postanschrift Adresse postale	a) Telephone a) E-Mail c) Fax
ZSSK ЖССК 1156 CIV	Slovakian Railways AG	Železničná spoločnosť Slovensko, a.s. Commercial Department Pri bitúnku 2 SK – 040 01 KOŠICE	a) +421-55-229 5077 b) Dolezalova.Alena@slovakrail.sk c) +421-55-229 5048

Special Appendices concerning special offers and global price trains
Специальные приложения к определенным предложениям и поездам по
глобальным ценам
Besondere Anhänge zu bestimmten Angeboten und zu Globalpreiszügen
Annexes spéciales pour des offres déterminées et pour des trains à prix globaux

List of Special Appendices concerning special offers Список специальных приложений к определенным предложениям Liste der Besonderen Anhänge zu bestimmten Angeboten Liste des Annexes spéciales concernant des offres déterminées	Managing Carrier (official abbreviation) Управляющий перевозчик (Офици. сокращение) Geschäftsführender Beförderer (Offizielle Abkürzung) Transporteur gérant (Initiales officielles)
Special Appendix "RAILPLUS" Особое приложение „RAILPLUS“ Besonderer Anhang "RAILPLUS" Annexe spéciale « RAILPLUS »	CD
Special Appendix "Special conditions of carriage for FPC global price trains in international traffic" Особое приложение «Особые условия перевозок в поездах международного сообщения формирования ОАО «ФПК» по глобальным ценам» Besonderer Anhang „Besondere Beförderungsbedingungen für Globalpreiszüge der OAO FPK im internationalen Verkehr" Appendice particulier "Conditions particulières de transport pour les trains FPK dans le trafic international"	OAO RZD/ OAO FPC
Special Appendix "Global price FPC and RZD trains in Russian domestic traffic preceding or following international EWT or global price tickets" Особое приложение «Поезда по глобальным ценам внутреннего сообщения формирования ОАО «ФПК» и ОАО «РЖД», использованные до и после проезда с международными проездными билетами EWT или билетами по глобальным ценам» Besonderer Anhang „Globalpreiszüge der OAO FPK und OAO RZD im russischen Binnenverkehr im Vor- und Nachlauf zu internationalen EWT- oder Globalpreisfahrkarten" Appendice particulier "Trains à prix globaux FPK dans le trafic national russe en amont ou en aval de titres de transport internationaux EWT ou à prix globaux"	OAO RZD/ OAO FPC

**Reductions granted for the transport of groups by train,
 timetabled shipping services or certain bus services**
**Скидки для групп пассажиров в регулярных поездах, на судах регулярного
 сообщения или на автобусах определенных маршрутов**
Ermäßigungen für den Transport von Reisegruppen
in Zügen, Linienschiffen des Regelverkehrs oder bestimmten Busverkehren
Facilites accordées pour le transport des voyageurs en groupes par train ou
bateaux du service régulier ou certain transports d'autobus

Carrier Перевозчик Beförderer Transporteur	Groups in timetabled trains, ships or buses Группы пассажиров в регулярных поездах, на судах регулярного сообщения или на автобусах Gruppen in Regelzügen, Linienschiffen oder Bussen Groupes voyageant par trains du service régulier, par bateaux de ligne ou par certains services d'autobus		
	Number of adult participants Количество взрослых Zahl der erwachsenen Teilnehmer Nombre de participants adultes	Reductions in % Скидки в % Ermäßigungen in % Réductions en %	
		Single journey Поездка туда Einfache Fahrt Voyage simple	Outward and return journey Поездка туда и обратно Hin- und Rückfahrt Voyage AR
ATTICA Maritime section: Ancona/Igoumenitsa/Patras Venice/Igoumenitsa/Patras The Greece-Italy routes are jointly operated with ANEK LINES	6 und mehr 6 et plus 6 и больше 6 and over	20	20
BC	6 und mehr 6 et plus 6 и больше 6 and over	20	20
BDZ	6 und mehr 6 et plus 6 и больше 6 and over	35	35
CD	6 und mehr 6 et plus 6 и больше 6 and over	30	30
CFL	6 und mehr 6 et plus 6 и больше 6 and over	30	30
CFM	6 und mehr 6 et plus	30	30

Carrier Перевозчик Beförderer Transporteur	Groups in timetabled trains, ships or buses Группы пассажиров в регулярных поездах, на судах регулярного сообщения или на автобусах Gruppen in Regelzügen, Linienschiffen oder Bussen Groupes voyageant par trains du service régulier, par bateaux de ligne ou par certains services d'autobus		
	Number of adult participants Количество взрослых Zahl der erwachsenen Teilnehmer Nombre de participants adultes	Reductions in % Скидки в % Ermäßigungen in % Réductions en %	
		Single journey Поездка туда Einfache Fahrt Voyage simple	Outward and return journey Поездка туда и обратно Hin- und Rückfahrt Voyage AR
	6 и больше 6 and over		
CFR	6 und mehr 6 et plus 6 и больше 6 and over	35	35
DB	6 und mehr 6 et plus 6 и больше 6 and over	30	30
DSB	6 und mehr 6 et plus 6 и больше 6 and over	30	30
EVR	6 und mehr 6 et plus 6 и больше 6 and over	20	20
FS - Trenitalia	10 und mehr 10 et plus 10 и больше 10 and over	10	10
HZ	6 und mehr 6 et plus 6 и больше 6 and over	40	40
KZH	6 und mehr 6 et plus 6 и больше 6 and over	35	35
LDZ	6 und mehr 6 et plus 6 и больше 6 and over	20	20
LG	6 und mehr 6 et plus 6 и больше 6 and over	25	25
MAV-START/GYSEV	6 und mehr	30	30

Carrier Перевозчик Beförderer Transporteur	Groups in timetabled trains, ships or buses Группы пассажиров в регулярных поездах, на судах регулярного сообщения или на автобусах Gruppen in Regelzügen, Linienschiffen oder Bussen Groupes voyageant par trains du service régulier, par bateaux de ligne ou par certains services d'autobus		
	Number of adult participants Количество взрослых Zahl der erwachsenen Teilnehmer Nombre de participants adultes	Reductions in % Скидки в % Ermäßigungen in % Réductions en %	
		Single journey Поездка туда Einfache Fahrt Voyage simple	Outward and return journey Поездка туда и обратно Hin- und Rückfahrt Voyage AR
	6 et plus 6 и больше 6 and over		
MZ Transport	6 und mehr 6 et plus 6 и больше 6 and over	30	30
NS	6 und mehr 6 et plus 6 и больше 6 and over	30	30
NSB	6 und mehr 6 et plus 6 и больше 6 and over	20	20
ÖBB	6 und mehr 6 et plus 6 и больше 6 and over	30	30
PKP	6 und mehr 6 et plus 6 и больше 6 and over	20	20
RENFE	6 und mehr 6 et plus 6 и больше 6 and over	IRT-Preis Prix IRT IRT fare	IRT-Preis Prix IRT IRT fare
RZD	6 und mehr 6 et plus 6 и больше 6 and over	35	35
SBB/CFF ⁽¹⁾	6 und mehr 6 et plus 6 и больше 6 and over	30	30
SJ	6 und mehr 6 et plus 6 и больше 6 and over	IRT-Preis Prix IRT IRT fare	IRT-Preis Prix IRT IRT fare

Carrier Перевозчик Beförderer Transporteur	Groups in timetabled trains, ships or buses Группы пассажиров в регулярных поездках, на судах регулярного сообщения или на автобусах Gruppen in Regelzügen, Linienschiffen oder Bussen Groupes voyageant par trains du service régulier, par bateaux de ligne ou par certains services d'autobus		
	Number of adult participants Количество взрослых Zahl der erwachsenen Teilnehmer Nombre de participants adultes	Reductions in % Скидки в % Ermäßigungen in % Réductions en %	
		Single journey Поездка туда Einfache Fahrt Voyage simple	Outward and return journey Поездка туда и обратно Hin- und Rückfahrt Voyage AR
SNCB	6 und mehr 6 et plus 6 и больше 6 and over	30	30
SNCF	6 und mehr 6 et plus 6 и больше 6 and over	30 ⁽²⁾	30 ⁽²⁾
SV	6 und mehr 6 et plus 6 и больше 6 and over	30	30
SZ	6 und mehr 6 et plus 6 и больше 6 and over	30	30
TCDD	6 und mehr 6 et plus 6 и больше 6 and over	30	30
TRAINOSE	6 und mehr 6 et plus 6 и больше 6 and over	30	30
UZ	6 und mehr 6 et plus 6 и больше 6 and over	20	20
VR	6 und mehr 6 et plus 6 и больше 6 and over	20	20
ZFBH	6 und mehr 6 et plus 6 и больше 6 and over	30	30
ZPCG	6 und mehr 6 et plus 6 и больше	35	35

Carrier Перевозчик Beförderer Transporteur	Groups in timetabled trains, ships or buses Группы пассажиров в регулярных поездах, на судах регулярного сообщения или на автобусах Gruppen in Regelzügen, Linienschiffen oder Bussen Groupes voyageant par trains du service régulier, par bateaux de ligne ou par certains services d'autobus		
	Number of adult participants Количество взрослых Zahl der erwachsenen Teilnehmer Nombre de participants adultes	Reductions in % Скидки в % Ermäßigungen in % Réductions en %	
		Single journey Поездка туда Einfache Fahrt Voyage simple	Outward and return journey Поездка туда и обратно Hin- und Rückfahrt Voyage AR
	6 and over		
ZSSK	6 und mehr 6 et plus 6 и больше 6 and over	35	35

(1) Including private carriers represented by SBB/ в том числе частные перевозчики, представленные СББ/
 Einschließlich der von der SBB vertretenen privaten Beförderer./Y compris les transporteurs privés représentés par les
 CFF

(2) Reductions do not apply to certain TGV trains and on certain days, which are listed in SNCF timetable documents./
 Скидки не применяются к определенным поездам и определенным дням, приведенным в расписаниях
 CHЦФ/Ermäßigungen gelten nicht in bestimmten TGV-Zügen und an bestimmten Tagen, die in den Fahrplanunterlagen
 der SNCF aufgeführt sind./ Réductions non applicable dans certains trains et à certaines dates repris à la liste de
 réservation SNCF.

Addresses of participating carriers for calculating prices for special trains and special coaches

Список адресов участвующих перевозчиков для калькуляции стоимости проезда в специальных поездах и вагонах

Adressen der beteiligten Beförderer zur Preiskalkulation für Sonderzüge und Sonderwagen

Adresses des transporteurs participants au calcul des prix de trains et voitures spéciaux

Carrier Перевозчик Beförderer Transporteur	a) Addresses/ Адрес/ Adresse/Adresses b) Contact/ Контакт/Kontaktperson/contact	a) Telephone b) Fax c) E-Mail
BC БЧ	a) Belorussian Railways Head Office ul. Lenina 17 BY-220030 Minsk	a) +375 17 225 48 60 b) +375 17 227 56 48 c) ns@rw.by
BDZ БДЖ	a) BDZ Bulgarian State Railways Passenger Traffic Department 3, Ivan Wazov BG - 1080 Sofia b) Antoaneta Galabova	a) +359-2-988 5358 b) +359-2-981 8940 c) AGalabova@bdz.bg
CD ЧД	a) Czech Railways AG Head Office Passenger Transport Sales Department Nábřeží Ludvíka Svobody, 1222/12 CZ - 110 15 Prague 1 b) Jan Bystřický	a) +420 972 232 088 b) +420 972 233 306 c) Bystricky@gr.cd.cz
CFF/SBB ЦФФ/СББ	a) Swiss Federal Railways SBB Charter-Tour Operating Hohlstr. 532 CH - 8048 Zurich b) Marlen Bolliger	a) +41-512-22 84 46 b) +41-512-22 84 60 c) marlen.bolliger@sbb.ch
CFL ЦФЛ	a) CFL – Service Activités Voyageurs Service Activités Voyageurs 9, place de la gare L - 1616 Luxembourg b) Marc Agnes	a) +352 4990 3456 b) +352 4990 4829 c) marc.agnes@cfl.lu
CFM ЧФМ		
CFR CALATORI ЧФР	a) SNTFC "CFR-Calatori" S.A International Traffic Regulations Department Bd Dinicu Golescu 38, Sector 1 RO – 010873 Bucharest b) Ilie Popescu	a) +40-210-310 63 68 b) +40-210-310 63 68 c) aurelia.carapcea@cfrcalatori.ro elena.visoiu@cfrcalatori.ro
DB ДБ	a) DB Vertrieb GmbH DB Group Charters Stephensonstr.1 D - 60326 Frankfurt am Main b) Judith Klein	a) +49-69-265-6575 b) +49-69-265-59702 c) gruppencharter@ deutschebahn.com
DSB ДСБ	a) DSB Specialrejser Sølvgade 40 DK – 1349 Copenhagen K b) Britt Wagner	a) +45-33 54 25 85 b) +45-33 54 25 68 c) brittvp@dsb.dk
EVR ЭВР	Eesti Raudtee Pikk Street 6 EE-15073 TALLINN	
FS Trenitalia ФС	a) FS – Trenitalia S.p.A Passenger Division N/I Programmazione e Gestione Offerta Charter Via Giolitti 2	a) +39-06-47111681 b) +39-06-47111930 c) programm.gest.offerta.charter@trenitalia

	I – 00185 Roma	.it
HZ X3	HZ – Putnicki prijevoz PJ Daljinski prijevoz Profitna jedinica Posebni vlakovi Mihanoviceva 12 HR - 10000 Zagreb b) Ana Gaspavec	a) +385-1-4573 208 b) +385-1-4577 751 c) ana.gaspavec@hzpp.hr

Carrier Перевозчик Beförderer Transporteur	a) Addresses/ Адрес/ Adresse/Adresses b) Contact/ Контакт/Kontaktperson/contact	a) Telefon a) Telephone b) Fax c) E-Mail
KZH K3X		
LDZ ЛДЗ	a) VAS „Latvijas dzelzceļš“ Gogola iela 3 LV-1547 Riga b) Olga Ulme	a) +371 67233360 b) +371 67234635 c) olga.ulme@ldz.lv
LG ЛГ	AB „Lietuvos Geležinkeliai“ Keleivių vežimo direkcija Pelesos g. 10 LT-02111 VILNIUS	a) +370-5-269-20 92 b) +370-5-269-39 44 c) v.mileriene@litrail.lt
MAV-START MAB-ШТАРТ	a) MAV – START Bahnpersonenverkehrs AG Sales department Könyves K.krt. 54-60 H - 1087 BUDAPEST b) Vajas Viktória, Kocsis Csaba	a) +36-1-511-5097+5096 b) +36-1-511-1001 c) charter@mav-start.hu
MZ Transport 1065 CIV	Macedonian Railways Transport AG-Skopje Head Office Tariff Department Ul. treta makedonska brigada bb 1000 SKOPJE, Macedonia	a) +389-2-2449 771 b) mz65dir5@t-home.mk c) +389-2-3248 719
NS HC	NS Internationaal BV Postbus 767 NL – 1000 AT Amsterdam	a) +31 6 22720197 b) ilona.gaasendam@ns.nl
NSB НСБ		
OSE OCE	a) CH- Hellenic Railways Commercial department Karolou 1 – 3 GR - 104 37 Athens b) Maria Milioni	a) +30-10-524 0996 b) +30-10-524 0996 c) m.milioni@osenet.gr
ÖBB ОББ	a) ÖBB Personenverkehr AG (for special coaches and special trains) Am Hauptbahnhof 2 A – 1100 Vienna b) Sabine Höfer	a) +43-664-6178005 b) c) sabine.hoefer@pv.oebb.at
PKP ПКП	"Przewozy Regionalne" sp. z o.o. Biuro Handlowe ul. Wileńska 14 a PL-03-414 Warsaw "PKP Intercity" S.A. Biuro Organizacji Przewozów ul. Żelazna 59a PL – 00-848 Warsaw	a) +48-695 558 566 b) +48-22-474 40 39 c) krzysztof.pawlak.po@p-r.com.pl a) +48-22-473 12 14 +48-22-473 13 84 b) +48-22-473 13 84 b) wojciech.gawlinski@intercity.pl
RZD РЖД	Joint Stock Company "Russian Railways" Novo-Bassmannaja Str.2 RU-107174 MOSKVA	a) +7-499-262-1628 b) +7-499-262-2880 c) rzd@rzd.ru
SJ СЖ	SJ Event Centralplan 23 POB 604 SE-101 32 Stockholm	a) +46-8-762 30 20 b) +46-8-762 39 61 c) rentatrain@sj.se

Carrier Перевозчик Beförderer Transporteur	a) Adresse/Addresses/ Адрес/addresses b) Kontaktperson/contact/ Контакт/contact.	a) Telephone b) Fax c) E-Mail
SNCB/NMBS CHЦБ	a) SNCB Direction Générale Voyageurs Bureau B-VI 212 section 13/7 Avenue de la Porte de Hal, 40 B-1060 Brussels b) Jacques Bernier	a) +32-2-528 25 61 b) +32-2-528 25 89 c) patrick.mossoux@b-rail.be
SNCF CHЦФ	All enquiries for special trains or coaches: a) Rail Europe Italia Via Vitruvio 1 I – 20124 Milan b) Patrice Ubaldi	a) +39 02 2954 4924 b) +39 02 7428 1287 c) pubaldi@raileurope.com
SV CB	SV – Srbija Voz Sektor za prevoz putnika Nemanjina 6 SRB-11000 BELGRADE	a)+381-11-361-6761 b)+381-11-361-6797 c)@srbrail.rs
SZ C3	a) SZ – Slovenske železnice Poslovna enota potniski promet Sluzba za mednarodni potniski promet Kolodvorska 11 SL - 1506 Ljubljana	a) +386-1-29 14 326 b) +386-1-29 14 818 c) mednarodni.promet@slo-zeleznice.si
TCDD ТЦДД		
UZ УЗ	a) Public joint stock company "Ukrainian railway" (JSC "Ukrzaliznytsia") Ul. Tverska 5 UA-03680 Kiev 150 b) Department of Long-Distance Passenger Transportation JSC "Ukrzaliznytsia")	a)+380-44-465 02 00 b)+380-44-228-75 20 c) uztarif@lotus.uz.gov.ua
VR BP		
ZFBH		
ZRS	ZRS – Railways of Republika Srpska Revenue Management Svetog Save 71 BA – 74000 DOBOJ	b) international@zrs-rs.com
ŽPCG	ŽCG Železnice Crne Gore Sektor za prevoz putnika Golotočkih žrtava 13 MN-81000 PODGORICA	a)+381-81-441-370 b)+381-81-441-370 c) zcg.milovan@cg.yu
ZSSK ЗССК	a) ZSSK-Železničná spoločnosť Slovensko, a.s. Commercial Department Pri bitúnku 2 SK – 040 01 Košice b) Dipl. Ing. Ferdinand Ginelli	a) +421-55-229-5047 b) +421-55-229-5048 c) ginelli.ferdinand@slovakrail.sk

Addresses of claim and refund points
Адреса рекламационных пунктов
Adressen der Reklamations- und Erstattungsstellen
Adresses des Services de réclamation

Carrier Перевозчик Beförderer Transporteur	Postal address Почтовый адрес Postanschrift Adresse postale	a) Telephone b) E-Mail c) Fax
1	2	3
BC БЧ	Republican Enterprise «Chief settlement informational center», st. Brest-Litovskaya, 9 220039 Minsk + (375 17) 225 90 46, 225 37 06, 225 39 06	
BDZ БДЖ	Bulgarian State Railways International Accounts Department 114a, boulevard Maria Zouiza BG-1233 SOFIA	
CD ЧД	Ceské Dráhy a.s. Odúčtovna přepravních tržeb - OPT Videnska 15 CZ-77211 OLOMOUC	a)+420 972 749 340 c)+420 972 749 394 b) osobnipreprava@opt.cd.cz
CFL ЦФЛ	Société Nationale des Chemins de fer Luxembourgeois Service des Activités Voyageurs Place de la Gare, 9 L-1616 LUXEMBOURG	b) TCV.AV@CFL.LU
CFM ЧФМ	Ministerul Transporturilor si Comunicatiilor al Republicii Moldova Intreprinderea de Stat Calea Ferata din Moldova Str. Vlaicu Pirca lab 48 MD-2012 CHISINAU	
CFR ЧФР	Les Chemins de fer Roumains „CFR CALATORI“ SA International Traffic Regulations Department Bd.Dinicu Golescu 38, Sector 1 RO-010873 BUCHAREST	b)RelPublic.Calatori@cfrcalatori.ro
DB ДБ	For claims concerning EU passenger rights regulation (VO EU 1371/2007): Servicecenter Fahrgastrechte, 60647 Frankfurt am Main. For all other questions and requests: DB Fernverkehr AG Kundendialog Postfach 10 06 13 96058 Bamberg	
DSB ДСБ	DSB Kundecenter Kundeservice Udland Postboks 340	a) +45 33533035 oder +45 33533025 b) kundesint@dsb.dk

Carrier Перевозчик Beförderer Transporteur	Postal address Почтовый адрес Postanschrift Adresse postale	a) Telephone b) E-Mail c) Fax
1	2	3
	DK-0900 COPENHAGEN C	c)
EVR ЭВР	Eesti Raudtee Pikk Street 6 EE-15073 TALLINN	
FS TRENITALIA ФС	FS-Ferrovie Italiane dello Stato S.p.A. Passenger Division Amministrazione e Finanza Viale S.Lavagnini 58 I-50129 FLORENCE	
HZ ХЗ	HZ-Hrvatske Željeznice Sluzba kontrole priroda Strojarska bb HR-10000 ZAGREB	
KZH КЗХ	JC National Company "Kazakhstan Temir Zholy" Prospekt Pobedy 98 KZ – 010000 ASTANA	
LDZ ЛДЗ	VAS „Latvijas dzelzceļš“ Gogola iela 3 LV-1547 Riga	a) +371 67233360 c) +371 67234635 b) olga.ulme@ldz.lv
LG ЛГ	AB "Lietuvos Geležinkeliai" Keleivių vežimo direkcija Pelesos g. 10 LT-02111 VILNIUS	a) +370-5-269-31 25 c) +370-5-269-39 44 b) v.briliova@litrail.lt
MAV-START МАВ-ШТАРТ	MAV – START Railway Passenger Transport AG Ügyfélszolgálat (Customer Services) Kerepesi út 1-3 H - 1087 BUDAPEST	a) Call Center:+36-1-444-44-99 b) eszrevetel@mav-start.hu c) +36-1-511 2093
MZ Transport	Macedonian Railways Transport AG-Skopje Head Office Tariff Department Ul. treta makedonska brigada bb 1000 SKOPJE, Macedonia	a) +389-2-2449 771 b) mz65dir5@t-home.mk c) +389-2-3248 719
NS НС	NS Hispeed Klantenservice Postbus 2552 NL-3500 GN UTRECHT	b)klantenserviceNSHispeed@ns.nl
NSB НСБ	NSB Marked Servicecenter Prinsengate 7-9 N-0048 OSLO	b) beatebjortomth@nsb.no
ÖBB ОББ	ÖBB – Customer Services PO Box 222 A-1020 VIENNA	a) +43-5-1717 b) c) www.oebb.at
OSE ОСЕ	Hellenic Railways SA Department for International Cooperation 1-3 Rue Karolou GR-10437 Athens	
PKP ПКП	"PKP Intercity" S.A. Biuro Rozliczeń Międzynarodowych ul. Libelta 4 PL-85-080 BYDGOSZCZ (Refunds)	a)+48-52-518-54 26 c)+48-52-518-37 11 b) aldona.zehner@intercity.pl

Carrier Перевозчик Beförderer Transporteur	Postal address Почтовый адрес Postanschrift Adresse postale	a) Telephone b) E-Mail c) Fax
1	2	3
	"PKP Intercity" S.A. Biuro Sprzedaży ul. Żelazna 59a PL – 00-848 Warsaw (for reasons other than refunds)	a)+48-22-47 426 54 c)+48-22-47 426 53 b) cok1@intercity.pl
RENFE РЕНФЕ	RENFE Alta Velocidad – Larga Distancia Jefatura de G.Atención a Clientes Avda. Ciudad de Barcelona 6 Estación de Chamartin Andén 1. Edificio N° 21 E-28007 MADRID	b) avldposventa@renfe.es
RZD РЖД	Joint Stock Company "Russian Railways" Management of International Relations Novo-Bassmannaja Str.2 RU-107174 MOSCOW	
SBB CFF СББ	Swiss Federal Railways Passenger Transport Division Customer Relations & Service Kundendialog, Postfach CH-3000 BERN 65	b)customer.service.international@sbb.ch
SJ СЖ	SJ AB Kundtjänst Stationsgatan 4 SE – 775 50 Krylbo	b)www.sj.se
SNCB NMBS CHЦБ	SNCB Europe – Customer Relations Avenue de la porte de Hal, 40 B - 1060 BRUSSELS	b) customer.relations.fr@b-rail.be
SNCF	SNCF – Régularité 14, place de la Gare F-14030 Caen Cedex	For delay compensation requests only/Nur für Anträge auf Entschädigung wegen Verspätung/Pour les demandes de compensations retard uniquement
SNCF CHЦФ	SNCF- Société nationale des chemins de fer français Service Relations Clients SNCF F-62973 Arras Cedex 9	For other questions/Für andere Fragen/Pour tout autre motif
SV (ZS) CB (3C)	SV - Srbija Voz Sektor za prevoz putnika Nemanjina 6 SRB-11 000 BELGRADE	a) +381-11-361 6761 b) Ljiljana.Rajkovic@srbrail.rs c) +381-11-361 6775
SZ C3	SZ - Slovenske Železnice PE Potniski promet Sluzba za prodajo in tarife Kolodvorska, 11 SL-1506 LJUBLJANA	a)+386-1-2914 161 b) milos.rovsnik@slo-zeleznice.si c) +386-1-2914 818
TCDD ТЦДД	TCDD – İstemesi Geneli Müdürlüğü Ticaret Dairesi Başkanlığı 06330 Gar ANKARA	a)+90-312-3112106 b)yusufcagatay@tcdd.gov.tr c)+90-312-3109507
UZ УЗ	Public joint stock company "Ukrainian railway" Branch "Shared Processing Center Railway Transportations" Umanskaja Str.5 UA-03049 Kiev	a)+380-44-465-10-20 b) erc@lotus.uz.gov.ua, ercl@lotus.uz.gov.ua c)+380-44-244-09-33
VR	VR Ltd Yhteyskeskus	b) palaute@vr.fi

Carrier Перевозчик Beförderer Transporteur	Postal address Почтовый адрес Postanschrift Adresse postale	a) Telephone b) E-Mail c) Fax
1	2	3
BP	VR Contact Center Eteläinen Asemakatu 2 A P.O.Box 488 (Vilhonkatu 13) FIN-11130 Riihimäki	
ZPCG	ZCG – Železnice Crne Gore Sector za prevoz putnika Golootockih zrtava 13 MN-81000 Podgorica	a)+381-81-441-370 b)zcg.milovan@cg.yu c)+381-81-441-370
ZFBH	ZFBH Generalna Direkcija Musala 2 BA-71000 Sarajevo	a)+387-33-663 344 b)ZBH@BIH.NET.BA c)+387-33-652 396
ZRS	ZRS – Eisenbahn der Republika Srpska Einnahmekontrolle Svetog Save 71 BA-74000 Doboj	b) international@zrs-rs.com
ZSSK ЗССК	Železničná spoločnosť Slovensko, a.s. Úsek obchodu Sekcia odúčtovania tržieb železníc Železničná 1 SK – 040 01 KOŠICE	a) ++421-55 229 3750 b) miksova.viera@slovakrail.sk c) ++421-55 62 312 60