

Terms and conditions of use of integrated travel tickets as well as the online platform provided by ARF for this purpose

**Users of the integrated travel ticket purchase service need to know, comply with and agree to the following issues related to their use:**

**1. The purchase of *integrated travel tickets* can be done with a maximum anticipation of up to 30 days (period calculated starting with the current day), but not later than 15 minutes from the time of departure from the boarding station of the first train on the route. In fortuitous cases, the change of the maximum anticipated sale period can be done without notice, with notification on the online platform.**

**2. *Integrated travel tickets* consist of online travel cards issued separately for the trains of each railway operator (OTF).**

**3. *Integrated travel titles* are nominal tickets and allow the travel to be made by the persons nominated on the card, only to the trains for which (data mentioned on the integrated travel title) has been purchased.**

**4. *Integrated travel titles* do NOT allow you to interrupt the trip or change the travel data and conditions after purchasing (paying) for them.**

**5. On the train, passengers will be identified by the QR code or the number of "ID" associated with the online travel card issued for that train (which is part of the integrated travel title), their name and identity card. Persons over 14 years of age will be identified on the basis of an official identity card (identity card, identity card, passport, driving license).**

**6. In accordance with the normative acts in force on the railway journey, the categories of passengers for which *integrated travel titles* can be purchased are defined as follows:**

**6.1. "*adult*"** - any person (regardless of age) who pays the full rate is considered;

**6.2. "*child*"** means children up to the age of 10 at the latest on the date of the journey, including those up to 5 years, for which, a separate seat is required. These passengers will pay the reduced "child" rate according to the provisions of the Transport Regulations. Please note that if no separate place is required, children up to the age of 5, benefit from free travel by train (so it is not necessary to purchase a ticket for them nor to declare them when buying a ticket). On the train, the staff with verification and control attributions, has the right to request to prove the age of the children by presenting a copy of the birth certificate.

**6.3. "*Pupil*"** - young people following a form of compulsory education, (gymnasium, professional/high school, post-secondary) at an accredited/authorized education unit in Romania, who have a targeted pupil card up to date, with the CNP inscribed on the first tab. Pupils receive free domestic rail transport in all categories of trains, class II. For the trip to 1<sup>st</sup> class, sleeping car or berth, pupils will pay in full the tariff differences, respectively the class difference and 1<sup>st</sup> class/ bed supplement reservation rate (on the journey to the 1<sup>st</sup> class car or to the sleeping car) or the bed supplement fare on the journey by berth.

**6.3.1.** In order to purchase tickets online, it is necessary for the pupil to have a (pupil quality identification ID) issued by an OTF participating in the convention (to have a profile registered and validated current school year). It can be obtained, annually, from OTF ticket offices, where it is necessary to present in original (physical format) the pupil card and the identity card (if

the pupil is over 14 years old) and is valid throughout the respective school year, according to the legislation in force.

**6.3.2.** When verifying the legality of the train journey, pupils must present the targeted pupil card for the current year, and for those in high school/ accredited post-secondary or professional identity card and an original identity card (identity card or passport).

Pupils in primary and secondary education will present only the pupil card. Pupils in preparatory classes who do not have a student card will present a proving certificate and a copy of the birth certificate. Any other situation will mean the lack of a valid travel card, applying the adult train charge rate specific to the respective train.

**6.4 "student"** - Romanian/foreign students **registered in the form of education with frequency in accredited higher education institutions in Romania with a maximum age of 26 years are considered.** Students receive a 50% discount on domestic rail transport in all categories of trains, 2<sup>nd</sup> class, regardless of distance or travel routes.

6.4.1. To buy tickets online it is necessary for the student to have a (student quality identification ID) issued by a participating OTF. This ID can be obtained annually directly from OTF ticket offices, where it is necessary to present in original (physical format) the card for discount/free transport and is valid throughout the respective academic year, according to the legislation in force.

6.4.2. At the current stage, for orphaned students or those from orphanages, for whom it is necessary to verify the special certificate issued by the membership education unit, discounted travel cards can only be purchased from ticket offices.

6.4.3. When checking the legality of the train journey, students must present in addition to the travel card and the student ID for discount/free transport, targeted for the current academic year in original (physical format) the model for which is provided within the legislation in force, respectively within GD no. 42/2017. Any other situation will mean the lack of a valid travel card, applying the adult train charge rate to that train.

7. By using the online platform you can purchase integrated travel titles only:

- a) for the categories of customers defined in point 6 for a simple journey (meaning one way only);
- b) for trains running in domestic traffic for which purchasing functionality is available;
- c) for a maximum number of passengers per transaction, depending on the type of car, according to the provisions of point 13 below;
- d) if for each train in the selected route, the same type of car is required for all passengers in the transaction;
- e) if a separate seat is required for each passenger, for trains with a reservation regime.

8. OTF will notify by e-mail any changes related to the travel of customers who have purchased integrated travel titles, **if they are known (arranged) more than 24 hours before the date and time of departure of the first train on the route** (before the date and time of embarkation of the passenger on the first train on the route). As far as possible, notices will also be made within 24 hours. A registered user / customer of the integrated travel ticket purchase service is obliged and remains directly responsible for checking the mail before boarding, to take note of any changes in the course of his journey. OTF participants do not assume any responsibility

if they have advised the user on the changes, but he has NOT read this information in advance. That information will also be available to train staff.

**9.** OTF participants reserve the right to change the number of trains, types of wagons and tariff offers made available for online sale at any time, without prior notice.

**10.** Selection of the type of traveler as well as the correct recording of the other data necessary for the trip, respectively:

- Type of passengers in terms of tariff (adult, child, pupil, student);
- Name and surname of passengers for the type of passenger: "adult" and "child";
- Travel date, train / trains on the route, class / type wagon

**is made at the sole responsibility of the service user.**

**11.** Before accessing the "*Passenger Validation*" button" and then the "*Card data entry*" user is required to verify the selected and displayed data ( relating to the names of the declared persons who will travel and those related to the details of the trip: travel date, train, relationship, number and type of passengers, wagon class / type ).

**12.** Please note that in situations where passengers do not have a valid train ticket on the date of the trip or the identity of that person (cannot be proved in the case of tickets to which it is passed the names of the passengers) and/or of the declared quality, respectively by: child, pupil, student, according to the provisions of point 6, they will be considered as free of valid travel ID and will be obliged to pay the increased train charge for adults, specific to the railway operator to which the train belongs.

**13.** The maximum number of places that can be booked in a single online transaction differs depending on the type of wagon, as follows:

- **6 seats** for class wagons - seat ( 1<sup>st</sup> Class, 2<sup>nd</sup> Class);
- **6 seats** for berth wagons with 6 beds in the cabin;
- **4 seats** for berth wagons with 4 beds in the cabin;
- **2 seats** for sleeping cars with 2 beds in the cabin and for sleeping cars in "Single" mode" (single in the cabin);
- **3 seats** for sleeping cars with 3 beds in the cabin.

**14. Integrated travel tickets do not entitle to change them.** If you want to change the travel data ( type of passenger, number of passengers, initially declared departure / arrival stations, date of departure and / or trains on the route, the declarant name of the passengers for the online tickets that have this mention, etc. ) it is necessary that the respective travel titles ( which do not meet the new requirements ) or returned by application in accordance with the provisions of point 15, and other travel tickets will be purchased, which meet the new requirements.

**15. Waiver of travel and refund of fares - under standard conditions -** for an integrated travel title purchased may be made only on the basis of a refund request ( by completing the online form ), subject to the following conditions: a) refund request is required to be completed online from your own account (directly in the application by the registered user) and will only be considered if it is registered by 15 minutes before the time of departure of the first train from the boarding station. After the expiration of this term, integrated travel titles are NOT refundable. Exceptions are the special cases provided in points 16 and respectively point 17.

b) the request is made for a ticket as a whole, that is, for all passengers on that ticket and for all trains that make up that route ( NO, a refund request is allowed only for part of the journeys registered as a journey or only for part of the trains on the route );

c) **the related amounts to be reimbursed are automatically calculated by withholding the corresponding processing tariffs**, according to the legal provisions in force, as follows:

c.1. **The value of the booking tickets for the seats from the class wagons is NOT refunded** (the value of the booking tickets for each train and the reserved place on the route is deducted from the amount paid);

c.2. **The value of bed supplements for seats reserved for sleeping cars or berths shall be refunded with the retention of commissions**, as follows:

c.2.1. **10% commission** if the application is made no later than one day before the date of departure of the train from the first station on the train route (guidance / training)

c.2.2. **50% commission** if the request is recorded on the day of departure of the train, but not later than 1 hour before the departure of the train from the first station on the route of the train guidance / training.

c.2.3. **after the expiration** of the term provided in point c.2.2., **The rate of the bed supplement is NOT refunded.**

c.3. **The amount of transport tariffs (without reservation) is refunded with a fee of 10%.**

c.4. **The amounts will be transferred directly to the account associated with the card with which the payment (under no circumstances, the related amounts are NOT refunded on the spot in cash at OTF).**

c.5. the total amount due to be returned, calculated according to the provisions of letter c1 - c 4, shall be transmitted to the payment provider and transferred automatically, in the account associated with the card with which the payment was made.

**16. CF-blame refund - outside standard conditions** - in special cases, if the journey cannot be performed through CF fault (reasons directly or indirectly attributable to OTF ), for the total or partial return of the amounts paid ( relating to the unmade package or services not used ), the application shall be accepted, based on the conditions bellow:

**16.1. The total amount paid**, ie the total amount of travel charges (transport fare and the reservation fee ) for all trains on the route, shall be reimbursed in full, if for reasons beyond CF's fault, the traveler waives the trip in full and completes the related form (online from the travel account user) **no later than the actual departure time of the first train on the route** (departure time according to the train run to which are added any delays ), in the following situations:

a ) cancellation of a train on the route;

b ) the train has an approved delay of 60 minutes or more in the railway station (initial departure station );

c) if the approved train delay at the boarding station (initial departure station) makes it impossible to secure a minimum of 15 minutes ( from the arrival of the delayed train until the departure of the connecting train);

d) due to the operative change of the composition of the first train on the route, no place can

be provided in the booking class for which the integrated travel title has been purchased and the passenger does not wish to travel under the new conditions offered

**16.2. The transport fare is partially refunded**, for the non- used route portion (without withholding the processing tariff) from trains in the route not used in whole or in part for reasons incubating CF fault, in the following situations:

a) loss of connecting train (provided under the integrated travel title), due to the delay of the train with which it traveled (to the connecting station);

b) interruption of train traffic in the course or cancellation of a train in the route (not observed / unknown before leaving the initial station)

c) suppression of the movement of a wagon in the train composition, leading to the impossibility of securing the trip to the commercial class or booking class for which the integrated travel title was originally issued and the traveler waives the continuation of the journey (under the new conditions offered).

**16.3.** The requests mentioned in pt. 16.2 letter c) shall be taken into account only if they are registered online from the user account no later than the time of departure of the train at which the composition has changed and the passenger waives making the trip in the new conditions offered.

**16.4.** In situations where the integrated travel title was used through CF's fault, at a lower booking class (lower services in terms of tariff) compared to the travel conditions for which it was purchased, either over the entire distance or only over a part of the journey, passengers will be fully reimbursed for the tariff differences for services used under conditions lower than those for which they were issued.

**16.5.** In the situations mentioned in point 16.2, the reservation fee for the place in the class wagon, sleeping or berth shall NOT be refunded if the place has been used on a certain portion.

**16.6.** Please note that in the situations mentioned above, in order to establish the resolution, the registered applications are analyzed by human operators and the response will be sent to the customer within the legal term of maximum 30 days by each OTF participating in the route for which the refund was requested.

**17.** In cases where the time limits for registering a request for waiver of travel cannot be met due to illness, accident or detention by the police, can send a request by mail within a maximum of 3 days from the date when the trip was to begin. Careful! These requests will be considered (for the calculation of the amounts due to be returned, with the retention of the commissions according to the provisions of pt.15 **only if they are accompanied by official acts** (issued by state or health institutions authorized) confirming that at the date of the trip, the person was unable to register / complete the application within the deadlines set in the account own user. **Prescriptions or general acts about certain chronic diseases are not accepted.**

**18.** In accordance with the provisions of the legislation in force (HG 385 /12.06.2019) in Romania for national transport services, the obligation to grant compensation by OTF is derogated, in case of delays.

**19.** When buying integrated travel tickets, for booking trains, seats are automatically assigned according to predefined rules in the booking systems of each OTF (taking into account the type of wagon and the preferences expressed by most passengers) without the possibility of their choice.

**20. Between 01:15 and 03:00 (night), the service is unavailable (suspended) due to system maintenance operations.**

21. Users are responsible for checking and configuring the Internet browser used so that emails related to the integrated travel ticket purchase application are not automatically entered into "Spam" (due to the specific settings of the navigation applications or the internet provider, etc). These aspects are the responsibility of the user.

22. OTF assumes no liability if the user erroneously completes / selects (out of ignorance, carelessness, etc) the fields by which he requests the purchase of integrated travel tickets.

23. Passengers with integrated travel tickets are required to inform and fully comply with the legal provisions in force regarding the railway journey (including those related to the carriage of luggage) as any ordinary traveler.

24. The request to issue an invoice can only be made when purchasing the integrated travel title by checking that option and having the obligation to declare the billing data. An invoice will be received from each OTF to which the trains on the route loaded on the respective travel card belong.

**25. If no invoice has been requested when purchasing an integrated travel document, the application may be made (in accordance with the provisions of the tax code), no later than the 15th of the month following the date of purchase and addressed directly to each OTF participating in the route (the request is sent to the contact addresses of each OTF mentioned at the end travel ticket respectively).**

26. e-Commerce banking transactions (through which payment for integrated travel tickets) is made are ensured, according to the legislation in force, of accredited suppliers in this respect (whose logos can be found on the) authentication page. The types of cards currently accepted by our partners are: MAESTRO, MASTERCARD, VISA and VISA ELECTRON.

**The present terms and conditions may be subject to change without notice.**