

Terms of Transport with the TRAINOSE S.A trains and buses What you need to know when traveling with us

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1. Preamble

TRAINOSE S.A is a passenger and freight railway transportation company. To undertake and carry out the railway transportation, as well as the passenger transport in general on the Greek Railway network, the following legal framework applies:

a. The provisions of the "Railway Transport Regulation (KA.ME.S)" in combination with the provisions of law 3891/2010 and the Convention concerning International Carriage by Rail (COTIF, Law 3646/2008).

b. The provisions of EU Regulation 1371/2007 of the Parliament and the Council of 23.10.2007 regarding the rail passengers rights and obligations, subject to the exceptions from Articles 10,13, 15 - 18 and 28 of the Regulation, in force for Greece.

- about the domestic rail passenger connections, undertaken by TRAINOSE S.A. including urban, suburban and regional rail connections,
- about the international rail connections from Greece and with destination to Serbia and countries beyond Serbia via FYROM and vice versa, with the existing international train connections.

c. The current Regulatory Provisions regarding the passenger transports of TRAINOSE S.A

2. General information on rail passenger transport and the pricing policy of TRAINOSE S.A

Passenger, luggage and accompanied cars' rail transport is carried out by regular and extra services, published by TRAINOSE S.A.

The transport contract concluded between the passenger and TRAINOSE S.A at the time of the ticket purchase is proven by one or more tickets (in a format each time approved by TRAINOSE S.A).

Persons or luggage endangering other persons health and the safety of persons or/and equipment are excluded from transport. Passengers must obey laws, respect existing regulations and follow the instructions of the personnel of TRAINOSE S.A. For eventual accidents occurring because of breach of laws, or existing regulations on behalf of the passengers, TRAINOSE S.A has no responsibility, and the passengers causing damages during the transport are obliged to compensate TRAINOSE S.A.

Smoking is not allowed in the trains, the busses and in the areas belonging to TRAINOSE S.A.

Terms of transportation printed on the front side of the ticket prevail to any other term indicated on the back side of the ticket.

TRAINOSE's pricing policy as well as modifications of this pricing policy, are freely defined by the company according to law 3891/2010.

Because of infrastructure works of the Hellenic Railways Infrastructure Company (OSE), TRAINOSE is sometimes obliged to substitute rail transport by bus until termination of works.

Persons with reduced mobility using wheelchairs cannot use TRAINOSE's bus services.

Registered luggage pieces for which a registration fee is paid, are not accepted in the parts of the journeys, where rail transport is substituted by bus. In these cases, only hand luggage is accepted on the whole route.

The national legislation is applied for the transport of pets in trains and busses of TRAINOSE S.A.

a. Small pets (up to 10 kg) or other small pets accompanied by their owner, are accepted for rail transport (with the exception of certain suburban lines), on condition that they are placed in a safe pet transport box of a dimension of 50 X 40 X 70 cm.

-in the busses of TRAINOSE S.A pets are accepted in certain seats and connections, only on condition that they are transported in a safe pet transport box, or in another appropriate packing of a dimension of 50 X 40 X 35 cm, at specific seats and routes.

b. Big pets: up to 2 transported pets are accepted in the trains of TRAINOSE S.A, in the composition of which a special coach of luggage transport is incorporated, on condition that they are placed in a box of a dimension of 118 X 76 X 88 cm. No acceptance in busses of TRAINOSE S.A

c. Assistance dogs (free transport) are transported in the trains and the busses of TRAINOSE S.A without a muzzle, kept on a leash next to their owner. They are not placed in a pet transport box or other packing. The conditions valid for assistance dogs are also applicable to dogs being officially trained for this purpose (an identity card containing the dog's and the trainer's data is required).

Detailed information for pet transport can be found in the webpage of TRAINOSE S.A (www.trainose.gr)-> passenger transportation services -> Transportation of accompanied animals.

Detailed information for bicycle transport can be found in the webpage of TRAINOSE S.A (www.trainose.gr)-> passenger transportation services -> Bicycle transportation.

The pre-buy discount date is in days * 24 hours before the scheduled departure of the train from the passenger station and is valid as follows: 60 days * 24 hours discount = 15%, 30 days * 24 hours discount = 10%, 15 days * 24 hours discount = 5%

For groups traveling on Saturdays, Sundays and Official Holidays, payment and ticket issuance must be made up to seven days x 24 hours before the trip date, while for any other days, up to two days X 24 hours in advance. Non early payment of the fee results in the release of the seats. Group tickets after their issue are not cancelled.

3. Web ticketing. Web ticket issuance is possible, as well as ticket purchase through mobile application, according to conditions set each time by TRAINOSE S.A.

4. Transport obstacle due to cancellation of trains or total service interruption - Train delays - Strikes

4.1. The total interruption of rail service on domestic Greek connections, or train cancellation on all or part of the route or **delay in departure from the itinerary's departure station** or delay upon arrival at the destination station **in case of responsibility of TRAINOSE S.A.**, entitle the passenger to claim compensation from TRAINOSE S.A up to the price of the ticket.

4.2. Train delays or cancellation of trains/strikes

In cases of train delays (delays of Inter City trains on the route Athens - Thessaloniki - Alexandroupolis, as well as delays of trains 600/601, 600A/601A and 884/885), cancellation of trains or strikes:

- (i) **For one and a half hour delay (90 minutes):** A personalized voucher is issued representing a 25% of the price of the originally issued ticket. This voucher is valid for one year and for one journey (no refund is granted, if the price of the new ticket issued is lower than the value indicated on the voucher).
- (ii) **For a two-hours delay:** A personalized voucher is issued representing a 50% of the price of the originally issued ticket. This voucher is valid for one year and for one journey (no refund is granted, if the price of the new ticket issued is lower than the value indicated on the voucher).
- (iii) **For a three-hours delay or more, or in cases of train cancellations or strikes:**
 - (i) A personalized voucher is issued representing a 100% of the price of the originally issued ticket. This voucher is valid for one year and for one journey (no refund is granted, if the price of the new ticket issued is lower than the value indicated on the voucher).
 - (ii) A refund is granted to the passenger **provided the provisions of Article 5 below**

In cases of delays of more than one hour at the departure station the passenger is entitled to a full refund provided the provisions of Article 5 below.

In cases of change of trains at interchange stations from direct trains with compulsory seat reservation to local trains, connections may be missed. In cases of missed connections due to a delay of one of the two trains, causing a journey interruption to the passenger's final destination, the following procedures apply:

- (i) passengers are transferred to their destination station with the next available train of the same day with no extra charge.
- (ii) no refund is granted in this case

No compensation is provided for delays to the Suburban Line: Airport - Piraeus - Kiato - Chalkida
No delay compensation is provided for manually issued tickets and where there is no seat reservation.

5. Ticket refunds

Any ticket refund should be made at the issuing office of the initial ticket of TRAINOSE S.A according to the legislation in force. If the passenger chooses a different sales point than the issuing office of the initial ticket, a personalized voucher valid for one year is granted instead of cash, as stated above.

Regarding the personalized coupons, it is clarified that the passenger traveling with the title issued by using such a voucher should be the same as that indicated in the personalized coupon and the identification is made by presenting an identity card or other legitimisation document.

6. Ticket cancellations

6.1. Cancellation of tickets issued from TRAINOSE's physical points of sale is only provided for tickets/reservations issued on a RCT2 rail ticket format, and the following apply:

- (i) Up to 48 hours before the scheduled departure time of the train, a personalized voucher is issued, valid for one year, for one journey and a value equal to the price of the initial ticket (**no refund** is granted, if the price of the new ticket issued is lower than the value indicated on the voucher).
- (ii) From 48 up to 2 hours before the scheduled departure time of the train, a personalized voucher is issued, valid for one year, for one journey and a value equal to 80% of the price of the initial ticket (**no refund** is granted, if the price of the new ticket issued is lower than the value indicated on the voucher).
- (iii) For less than 2 hours before the scheduled departure time of the train, a personalized voucher is issued, valid for one year, for one journey and a value equal to 50% of the price of the initial ticket (**no refund** is granted, if the price of the new ticket issued is lower than the value indicated on the voucher).

In any case of cancellation or modification of the issued ticket the initial ticket is cancelled and a new ticket is issued.

6.2. Cancellation of web tickets

Cancellation of web tickets is possible on certain conditions, provided that the passenger contacts the TRAINOSE S.A Call Center or a TRAINOSE S.A sales point, at least 24 hours before the departure of the train from the itinerary's departure station. In any case of cancellation of web tickets, through TRAINOSE S.A Call Center the amount of the cancelled ticket is refunded to the passenger's credit card.

For the purposes of calculating the amount reimbursed, the above 6.1 (i) and 6.1 (ii) apply. Especially for 6.1 (ii) due to the time limitation of online ticket issuance up to 24 hours prior to the departure of the train, cancellation can be made up to 24 hours prior to the departure of the train.

If the passenger insists in getting a voucher at a sales point of TRAINOSE S.A., a personalized voucher is issued with an additional penalty of 2% on the total amount of the cancelled ticket and the above in 6.1 will apply accordingly.

7. Multiple Journey Cards

Multiple journey cards are issued only on presentation of the required legal identification documents, and in the case of discount cards, the customer must also provide the relevant supporting documents. The above must be carried by the passenger along the route and exhibited at every check.

7.1. In cases of **(partial or total) non use** of the multiple journey cards due to the passenger's decision, the following rules apply:

- If a multiple journey card (of continuous validity or a card valid for a certain number of return journeys) is returned to TRAINOSE S.A before the first day of validity, **a refund with a deduction of 10% is granted at the issuing office of the card.**
- **Refunds are not granted** for multiple journey cards of 1 month's validity and for all types of flexi multiple journey cards **after the first day of validity**
- For partially used multiple journey **cards of 3 months**, a partial amount is refunded as follows: **the amount of a one month card** for the same route is deducted. If the card is used for more than one month, the amount of each extra day is additionally deducted
- For partially used multiple journey **cards of 6 months and 1 year**, a partial amount is refunded as follows: **the amount of a 3 month card for the same route is deducted.** If the card is used for more than 3 months, the amount of each extra day is additionally deducted
- In all cases of partial or total non-use of multiple journey cards for which a refund is paid, the customer is obliged to return the card which is refunded, to the point of sale.

7.2. In case of proven loss or theft of multiple journey cards the following rules apply:

- Multiple journey cards of **1 month's validity and multiple journey cards valid for a certain number of return journeys are not replaced.**
- Multiple journey cards of 3 months, 6 months and 1 year may be replaced in certain cases by a card of equal validity after special approval on behalf of TRAINOSE SA.

7.3. Destroyed multiple journey cards, whose indications are illegible, if presented to TRAINOSE S.A and if the initial issue can be checked, the card may be reissued through the electronic cards issuing system. In this case the destroyed multiple journey card is delivered at the issuing office of TRAINOSE S.A. The card must be delivered to the point of sale because the issuer is obliged to send to TRAINOSE SA the damaged card.

8. Luggage

8.1 Passengers are allowed to carry with them in the passenger coach hand luggage free of charge, which is to be placed in the space provided above or underneath their seat. Passengers are responsible for supervising their hand luggage and its condition during the journey. Beyond that space no other space can be used (i.e. aisle). If this is not the case the passenger must proceed to luggage registration at the responsible baggage offices, on condition that a special coach for luggage transport is incorporated in the train's composition. Not every type of luggage is accepted for transport.

8.2 Compensation for damaged registered luggage

If the cost of the damage of the registered luggage cannot be proved, the beneficiary shall receive the amount of 80 € (eighty Euros), per piece of lost luggage. In cases of damaged registered luggage, the beneficiary shall receive the amount of 40 € (forty Euros) per piece of damaged luggage. In addition to this amount the beneficiary passenger is entitled to a refund of the luggage fees and any other fees relevant to the luggage transportation. In order to claim these amounts, the passenger should submit a relevant written request.

For more information regarding luggage transport please contact the webpage of TRAINOSE S.A (www.trainose.gr) → passenger transportation service → Luggage.

9. Transport of disabled persons or persons with reduced mobility

A reduction of 50% on the full ticket price is offered by TRAINOSE S.A to disabled persons (over 67% and to their accompanying persons, where needed).

The reduction is granted upon presentation of the respective identity card for persons with reduced mobility issued by the responsible Public Authority.

Transport of persons with reduced mobility using a wheelchair is possible in trains, in the composition of which specially structured coaches for PRM are available.

There are some restrictions regarding the dimensions of wheelchairs to be accepted in the trains of TRAINOSE S.A. The total wheelchair's width must not exceed 70 cm and the total length of 1 m and 30 cm.

In order to facilitate rail transportation of persons with reduced mobility, either on the Suburban Line (Piraeus - Athens - Ano Liosia - Kiato - Airport) or on the rest of the railway network, **travel planning on behalf of the passenger is recommended (at least) 48 hours before the journey in consultation with TRAINOSE.**

In this case, persons with reduced mobility are kindly requested to contact TRAINOSE S.A. Customer Service Department (working hours 08.00 - 13.00, Mondays to Fridays)

- either at phone number 2130 121 121
- or by email via TRAINOSE website <http://www.trainose.gr/en/contact-us>) in order to obtain information about the possibility of rail transport according to the required route and the available support when boarding the train or when disembarking.
 - Particularly on weekends or holidays, exceptional contact about scheduled rail journeys is possible. Persons with reduced mobility may exceptionally contact TRAINOSE's Call Centre by calling phone number 14511 (charged when calling from Greece 0,646€/minute, and 0,984€/minute, when calling from a mobile phone, with an additional mobile phone tax of 12% - 20%, depending on the monthly bill, excluding VAT).

Rail journeys for PRM not planned in advance are possible only on the suburban line of Athens (between Kiato - Piraeus - SKA - Airport) as well as on the suburban line of Thessaloniki (Thessaloniki - Larissa) to and from stations in which sales points are in operation.

10. Fines

If during a ticket control on the train, a passenger cannot present a valid ticket although having boarded the train from a station with a ticket sales point in operation, **a fine is imposed additionally to the regular ticket price for his/her trip.**

11. International rail passenger transport

TRAI NOSE S.A as the designated Greek railway operator in cooperation with the foreign rail operators for the operation of the regular international rail connections is obliged to offer comfortable, and safe transport for passengers and their luggage, according to the Greek and international rail conventions in force, as well as the Greek legislation as adapted to the relevant EU legislation.

12. Get in contact with TRAI NOSE S.A.: <http://www.trainose.gr/en/contact-us>

Passengers wishing to submit complaints may contact:

- The head at TRAI NOSE tickets' sales' points, and the trains' control personnel
- The TRAI NOSE Call Centre by calling number 14511, charged **when** calling from Greece 0,646€/minute, and 0,984€/minute, when calling from a mobile phone, with an additional mobile phone tax of 12% -20%, depending on the monthly bill, excluding VAT.
- The special complaints' line at +30 213 0 121 121, 08.00- 13.00 on working days (Monday to Friday)
- The Complaints Department of TRAI NOSE, using the special form published on the company's webpage (www.trainose.gr/en/contact-us), or at fax nr. +30 213 0 121 122