



**TRAINOSE TRANSPORTATION- PASSENGER  
AND FREIGHT TRANSPORTATION SERVICES S.A**

**Transport Conditions - What you need to know when  
traveling with us**

**Preamble**

1. TRAINOSE is a passenger and freight railway transportation company.

To undertake and carry out the railway transportation and passenger transport in general, the legal framework applied for the Hellenic Railway Network is:

- a. The provisions of the Railway Transport Regulation (KA.ME.S.) in combination with the provisions of Law no. 3891/2010 and the Convention concerning International Carriage by Rail (COTIF, Law no. 3648/29.02.2008).
- b. The provisions of the EU Regulation no. 1371/2007 of the Parliament and the Council of 23/10/2007 regarding the rail passengers' rights and obligations, subject to the exceptions in force for Greece regarding Articles 10, 13, 15-18 and 28 of this Regulation:
  - About TRAINOSE domestic passenger transport connections, including urban suburban and peripheral connections
  - About the international rail transport from Greece to destinations in Serbia and countries beyond Serbia, via FYROM and vice versa, with the existing international train connections
- c. The current Regulatory Provisions regarding TRAINOSE's Passenger

Transport.

The above are in force as long as they are not contrary to any provisions of the Greek legislation, as adapted to the respective EU legislation for Railway Undertakings.

TRAINOSE also has the right to operate domestic and international bus lines, according to the provisions of Law no. 3891/2010.

2. In general, are excluded from transport persons or luggage that endanger the passengers' or personnel's health, the train's security, as well as the safety of other transport means of TRAINOSE' or the railway infrastructure's safety in general.

The passengers shall abide by the laws and the regulatory provisions in force and shall comply with the guidance provided by TRAINOSE's personnel.

For any accidents occurring because of any breach of the laws or regulatory provisions on behalf of the passenger, the railway has no responsibility.

Passengers are liable and shall compensate TRAINOSE for any damages caused by them on the rolling stock or the railway's infrastructure.

3. According to Laws no. 3370/2005, 3730/2008, 3868/2010, as applicable, smoking is not permitted on board TRAINOSE's trains and buses, as well as in the stations' lounges for passengers.

In addition to that, eating and drinking is not allowed on board the trains and in the stations of the Suburban Line Piraeus/Athens- Airport- Kiato.

#### **1. General information on rail passenger transport**

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

The arrival time of the passengers at the railway stations should be on time before the train's departure, so that the best possible service can be assured.

The transport contract concluded between the passenger and TRAINOSE at the time of the ticket purchase is proven by one or more tickets (in the format approved by TRAINOSE), which are handed to the passenger.

The passenger transportation tickets with TRAINOSE's trains are available:

- either through TRAINOSE's sales points (stations, travel agencies, cooperating agencies and other authorized sales points and in some cases automated ticket vending machines)
- or through Internet.

The terms of transportation that are printed on the front ticket side prevail to any other term shown on the back side of the ticket (as more recent and specific).

## **2. General aspects on TRAINOSE's pricing policy**

In the framework of TRAINOSE's pricing policy, reductions and offers to passengers are granted, in order meet the market requirements in the best possible way.

Reductions are accumulated for some passenger categories with a maximum reduction percentage of 40% of the respective full fare (calculated by successive multiplication of the reduction factors by this fare).

The terms and conditions applied for passenger transport by TRAINOSE, as well as the conditions concerning any reductions and offers:

- are defined in detail in TRAINOSE's edition of Regulatory

Provisions regarding Passenger Transport (Special Conditions of Carriage)

- are published on TRAINOSE's website.

These provisions are also published, if necessary, by advertising / informational material. Information is also given by the personnel of TRAINOSE's sales points.

Offers and reductions are provided with regard to competition and may be applied either per train, per wagon, per seat or per period of time, following TRAINOSE's relevant decision.

Special reductions are valid with regard of the time of advanced ticket purchase, (with exception of certain connections, on which special tariffs are valid) as well as regarding the ticket purchase through Internet. Special reductions are also granted to certain passenger categories and special additional offers per train are granted upon Management's decision.

In addition to the above reductions and offers to passengers, the following are applicable:

- special price offers through Internet and other offers of low price. No additional reductions are calculated on these low price offers
- an online application for calculation and use of bonus points for ticket purchase through Internet.

TRAINOSE's pricing policy is decided upon or amended by the company, pursuant to the provisions of Law no. 3891/2010.

Reductions are offered both for First Class and Economy Class seats, unless otherwise defined.

For the special offers of reduced prices issued on line, specific provisions apply, according to an approval by the Management (these offers are not cancelled or refunded and the date of travel cannot be modified).

Special conditions apply for the exclusive use of coaches or trains by groups of passengers. The interested parties may contact TRAINOSE directly at fax numbers 213 0 121 996 or 213 0 121 298.

### **3. On line ticketing**

#### **3.1 A reduction of 10% on the total ticket price (ticket+ supplement) applies for online purchase.**

When a passenger buys a ticket at least 2 days prior to the train's departure **from the itinerary's departure station**, an **additional reduction** of 15% is granted (ticket price X 0,9 X 0,85) with a maximum reduction limit of 40% on the initial total ticket price.

Passengers may change on line the dates of their travel, however if the new travel date is in less than 2 days before the train's departure **from the itinerary's departure station**, the 15% presale reduction is not any more granted.

In case the passenger asks for a change of the travel date at a TRAINOSE's sales point, **the 10% on line purchase reduction is not any more granted.**

The **10% reduction** applies for routes that appear on the webpage, through which on line tickets may be issued.

Certain routes for which special prices are applied (zonal fare) are excluded from the 10% reduction valid for on line purchase.

**Break of journey in intermediate stations is not allowed for on line ticket holders.**

Cancelling of on line tickets is possible on certain conditions, either through TRAINOSE's Call Centre or at sales' points, which have access to the company's reservation system, on condition that the

cancellation request is placed at least 24 hours prior to the departure of the train from the itinerary's departure station.

**3.2 Special reduced fare tickets of 9 euros, 19 euros and 29 euros (one way, Economy Class) and 39 euros (one way, First Class) are issued on line for certain trains.**

- No additional reduction or special prices for children apply on these special reduced fare tickets.
- The special reduced fare tickets of **9 euros and 19 euros are not exchangeable or may not be cancelled** in case of travel cancellation, because of the passenger's decision. The passenger is not entitled to compensation due to train delays, with the exception of train cancellations on behalf of TRAINOSE.

For any complaints or problems about on line ticketing, the customer may contact the phone number 14511 (daily between 06:00 & 23:00 - charges apply) or fill out and submit the relevant complaint form, which is on the company's webpage (<http://www.trainose.gr//contact-us>)

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

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

##### **4.1 Obstacle in transport due to cancellation or total interruption of rail service**

(natural disaster, rail service cancellations due to technical reasons etc.)

A passenger holding a valid ticket and not being able, to begin or continue his trip according to schedule because:

- a. The train or all trains of the respective connection were cancelled or delayed, on the total route, or part of it. A delay of over 3 hours is considered as train cancellation.
- b. The service was cancelled in total
- c. The seat corresponding to the ticket was not available.

The passenger has the following POSSIBILITIES:

(1) **To depart or continue his trip**, if such possibility exists, on board another train, following the same or another route, **within 24 hours after the event**, even if this train is of higher category and the seat is in higher class, without extra charge, or in a train or seat of a lower class. In this case the price difference is refunded.

(2) **To postpone his trip for another date. The ticket validity is extended, subject to the terms of transportation in force. If the passenger asks for a seat or a train of higher category, a price difference might be charged.**

In case of service interruption, the validity of the **return tickets (or the multiple journey cards)** is extended for as long as the interruption lasts, **without any extra charge.**

(3) **To return** to his journey's departure station with the first suitable train without extra charge for that part of the journey and to demand compensation for the total price of the ticket

(4) **To refuse to begin or continue** his trip and to demand immediate compensation for the not used or partly used ticket (full or partial compensation of the ticket price).

For the cases (3) and (4), the compensation of the not used or partially used tickets may **alternatively and depending on what the passenger prefers, take place through the provision of a special "travel voucher", which represents a reduction for the next rail trip of the passenger.**

## 4.2 Train delays

Depending on the **delay of the train's** departure or arrival - from the **departure or the destination station of the itinerary** - passengers are entitled to **reductions for their next trips** as follows:

- a) For a total delay on **train departure from the itinerary's departure station or upon train's arrival at the destination station** from **0 - 59 minutes**, no reduction is granted for a next trip
- b) For a total delay on **train departure from the itinerary's departure station or upon train's arrival at the destination station** from **60-119 minutes**, passengers are entitled to a reduction for their next trip equal to the 25% of the total price of the initial ticket (ticket+reservation) in the form of a "travel voucher"
- c) For a total delay on **train departure from the itinerary's departure station or upon train's arrival at the destination station** from **120-179 minutes**, passengers are entitled to a reduction for their next trip equal to 50% of the total price of the initial ticket (ticket+reservation) in the form of a "travel voucher"
- d) For a total delay of **more than 180 minutes** from the itinerary's departure station or upon train's arrival at the destination station, **which is equal to cancellation of the service**, passengers are entitled to a reduction for their next trip equal to the total price of the initial ticket (ticket+reservation) in the form of a "travel voucher."

Reductions in cases of delay for the passenger's next trip are granted for trains with compulsory seat reservation.

The above mentioned reductions for next trips due to train's delay do not apply:

- for the special reduction tickets of 9 and 19 euros (one way, economy class), which are issued on line for certain trains, as



well as

- for the **special reduction tickets of 12 euros** provided to European Youth Card holders and to holders of the International Student Identity Card (ISIC), with the exception of train cancellation due to strikes of the railway personnel.

For computerized tickets issued at TRAINOSE's sales points the passenger receives a reduction for a next rail journey upon presentation of the original ticket (ticket+reservation) to a sales point connected to the ticket issuing system of TRAINOSE.

**In this case the next trip should take place within one month from the date of the delayed trip.** The new ticket issued with a reduction because of a train delay is not exchangeable for another date.

**For tickets issued on line**, passengers are provided an online "travel voucher", depending on the total delay, which can be used when purchasing a new ticket either on line or at any TRAINOSE's sales points, connected to TRAINOSE's reservation system. In case of online ticketing the "travel voucher" can be used within 6 months.

**For tickets issued manually and for multiple journey cards, the above mentioned provisions regarding the compensation due to delays do not apply.**

In cases of return tickets for which a delay occurs on both travel directions, only one reduction for a next trip is granted to the passenger.

For delays over 30 minutes on the line Airport- Piraeus and Kiato-Piraeus and vice versa passengers are entitled to an extra ticket, identical to their initial one.

This provision does not apply for OASA (Organization of urban transport in Athens) tickets for transport within the urban part of OASA zone Piraeus - SKA - Magoula - SKA - Koropi and vice versa.

The ticket fare for this part of the route is not refunded (full or reduced fare tickets).

Holders of multiple journey's cards on the line Piraeus/ Airport- Kiato are also not entitled to a compensation in case of train delays.

If the passenger is not able to begin or continue his trip, whereas he has registered luggage for any route other than the suburban line of Athens, he is entitled to full compensation on the price for the luggage registration, for delays of more than **180** minutes. In any other case no compensation for the luggage registration fee is granted.

The above mentioned procedure is only applied for the following trains:

- the Inter City trains numbered from 50 up to Inter City 61 as well as the trains 600 and 601 on the Athens - Thessaloniki - Athens route
- the trains 884 and 885 on the Athens - Kalambaka - Athens route
- the Inter City trains 90 and 91 on the Thessaloniki - Alexandroupolis - Thessaloniki route

In cases of use of connecting trains in certain train stations, where the passenger changes from a long distance compulsory reservation train to a regional train no direct connection is offered.

If one of these two trains is delayed and because of that the passenger cannot continue his journey to the final destination the following procedures apply:

- the passenger may use the next train of the same day to his destination with no extra charge and the ticket is respectively extended
- no refund is granted in this case

On the route Athens - Larissa - Volos there is no direct connection between

Inter City 60 in Larissa to the regional train Nr. 2570 from Larissa to Volos.

Therefore, in order to avoid problems, passengers are kindly requested not to choose this train combination, as train 2570 is the last train of the day from Larissa to Volos and there is no other train connection to Volos in case of a delay of the Inter City train.

### 4.3 Strikes

If the passenger transport (including luggage transport and transport of accompanied cars) is in whole or partially cancelled, **due to strike of the railway's personnel, passengers are entitled to a refund of their tickets** issued either at a TRAINOSE's sales point or through Internet **without any deduction in favor of TRAINOSE.**

- For tickets issued at sales points, the refund is made either at any station of the railway network in which TRAINOSE's ticket offices are in operation, or at a travel agency accredited by TRAINOSE. In this case the refunded sum is in cash or in form of a "travel voucher"
- For tickets issued through Internet the refund is made by TRAINOSE's Call Centre (phone number 14511). In this case the payment is transferred directly to the passenger's credit card.

**In certain special cases of tickets issued through Internet** (the special reduced on line ticket fares as well as the special reduced fares of 12 € granted to European Youth Card holders and the International Student Identity Card holders) the following procedures apply:

In case of rail transport cancellation **due to strikes** and for this reason the passenger was not able to use:

- Part of the route of his total trip
- Part of the return journey of his ticket or tickets of 9, 19, 29 or 39 €, **since these tickets can only be issued as one way tickets**, but are considered as such, if issued for the same passenger, using the

- same credit card on the same date and at a similar time on that date
- In cases of a delayed departure of the train from the **itinerary's departure station** due to a planned strike, passengers not wishing to travel, or having not traveled, are entitled to compensation, as mentioned above, even if the request for compensation is being submitted after the initial date of travel.

In all three cases mentioned above the whole ticket issued on line is cancelled and the passenger receives the compensation equal to the price of the ticket at his credit card without any deduction.

In case of strikes no extension for other dates is granted for the special reduced prices issued on line, as well as the special reduction tickets of 12 € issued to holders of the European Youth Card and to holders of the International Student Identity Card (ISIC).

If the passenger is a TRAINOSE's multiple journey card holder (except for tickets for a specific number of journeys and for cards issued by other transport operators, such as OASA), the duration of these tickets is extended for as long as the strike lasted, starting from the next day after the card's expiration. This new expiration date is manually entered at TRAINOSE's sales points. Passengers can ask for such an extension during the last days before the card's expiration and in any case not later than the card's original expiration date.

In case of work stop of a few hours, three days of a few hours work stoppage are considered as one whole day of strike.

Exceptionally, the passenger's compensation can also be provided, after special approval, in the form of "open" tickets. Such a request shall be submitted by the passenger within a month from the expiration date.

## **5. Cancellation of the rail journey - Change of dates due to the passenger's decision**

**5.1 In case the passenger does not travel due to his decision and asks for a cancellation of the ticket (issued at a TRAINOSE sales point), the following procedure applies:**

**5.1.1 If such a request is submitted 0-2 hours prior to the train's departure from the itinerary's departure station, an amount of 80% of the ticket price is refunded.**

**5.1.2 If such a request is being submitted 2-48 hours prior to the train's departure from the itinerary's departure station, an amount of 90% of the ticket price is refunded.**

**5.1.3 If such a request is being submitted at least 48 hours prior to the train's departure from the itinerary's departure station, the full price of the ticket is refunded.**

**5.1.4 After the train's departure from the itinerary's departure station, no refund is granted nor can the ticket be replaced.**

The above procedure **does not apply** for the special reduction tickets of 12 euros granted to the holders of the European Youth Card and to the holders of the International Student Identity Card (ISIC).

The price is refunded to the passenger in the form of a "travel voucher" **from an operating sales point and according to the provisions of the ticket issuing system.** The "travel voucher" is issued at TRAINOSE's sales points and is **valid for 1 month**, it is **not a ticket** and must be exchanged with the next trip's ticket at TRAINOSE's sales points.

**5.2 In case the passenger does not travel due to his decision and asks for the cancellation of his on line ticket by calling TRAINOSE 's Call Centre (phone 14511), the following procedure applies:**

**5.2.1 If such a request is submitted 0-24 hours prior to the train's departure from the itinerary's departure station, the ticket cannot be refunded or replaced.**

**5.2.2 If such a request is submitted 24-48 hours prior to the train's departure from the itinerary's departure station, 90% of the ticket price is refunded.**

5.2.3 If such a request is submitted at least **48 hours** prior to the train's departure from the itinerary's departure station, the full price of the ticket is refunded.

5.2.4 After the train's departure from the itinerary's departure station, the ticket price cannot be refunded or replaced.

In cases of cancellation by TRAINOSE's Call Centre (phone number 14511) it is recommended that passengers contact this number (during operating hours) at least 4 days before the date of their journey.

The above procedures **do not apply** for the special on line reduction tickets of 9 and 19 euros, (online reduction tickets cannot be refunded or replaced).

5.3. The "travel voucher" is valid for:

- **Six (6) months** if the initial ticket had been issued on line,
- **One (1) month** if the initial ticket had been issued at a TRAINOSE's sales point.

This travel voucher is **not a valid ticket** and it must be exchanged with the preferred ticket at a TRAINOSE's sales point for the passenger's next rail journey.

5.4. For tickets valid on suburban lines no travel voucher is issued.

5.5. In special cases it is possible to examine claims for refund submitted in writing by the passengers. In these cases it is possible to compensate the passengers either in cash or with an offer of tickets, the validity or the destination of which may be individually adapted.

TRAINOSE receives the right to decide whether such claims will be handled or not.

## 6. Persons with reduced mobility

According to the provisions of the EU Regulation no. 1371/2007 "persons with reduced mobility" are people whose mobility is reduced when using transport means due to any disability of any part of the body (sensory or physical, permanent or temporary, mental or any other disability due to incapability or age), the situation of whose demands special attention and adaptation of the offered services by the railway.

TRAINOSE offers a 50% reduction on regular prices to persons with reduced mobility.

The reduction is granted upon presentation of the respective ID issued by the relevant public authority.

Accompanying persons of a PRM are also granted a 50% reduction on the full ticket fare, upon presentation of their special ID card.

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 TRAINOSE trains. The total wheelchair's width may not exceed 70 cm and the total length that of 1 m and 30cm.

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 ahead in consultation with TRAINOSE.**

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

- either at phone number 2130 121 121
- or by email through 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 / disembarking the train.

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.

Rail journeys for PRM not planned in advance are possible only if there is the ability of the required service depending on the desired departure and destination stations' facilities and also depending on the available rolling stock for this route.

## **7. Luggage - transportation procedure in TRAINOSE's trains**

### **7.1 Hand luggage**

Passengers are allowed to carry with them **free of charge** items that can be easily carried onto the coach for their personal use. These items are considered as **hand luggage**.

Hand luggage transport is allowed, if it is not contrary to the relevant regulatory provisions of the Customs or any other Administrative Authorities and on condition that this luggage causes no damage to the rolling stock or the other passengers and their luggage, due to its nature, shape or its dimensions.

The hand luggage can be placed in the space provided above and underneath the passenger's seat. Beyond that space, no other space (i.e. aisle) can be used for the placement of the hand luggage. Hand luggage that cannot be placed in the space provided must be registered, according to the relevant provisions valid for registered luggage.

Passengers are responsible for supervising their hand luggage during



their journey. TRAINOSE bears no responsibility for any loss or damage, unless the loss or damage is due to TRAINOSE's responsibility.

Passengers are liable for any damage caused to the rolling stock or to third persons from their hand luggage, unless the damage is due to the railway's responsibility.

## **7.2. Registered luggage**

Any luggage transported under the responsibility of the rail company in the trains' coaches offering a special space for luggage transport is considered as registered luggage. For the transport of registered luggage the passenger pays a fee and a registration voucher is issued for this.

Parcels, boxes, suitcases, travel bags or any similar packs are **accepted as registered luggage**.

The following items can also be accepted as registered luggage:

Portable or strolling wheel chairs, children's strollers, athletic equipment, bicycles (especially for bicycles see below).

**Bicycles with an extra motor or motorcycles cannot be accepted as registered luggage.**

The packaging and the volume of the parcels to be accepted as registered luggage should allow their quick loading and placement in the special spaces of the coaches provided for this type of transport.

Passengers must label clearly each parcel and luggage with their name and address. TRAINOSE is not obliged to accept luggage pieces, which are inadequately packed or have apparent damages.

The passenger may ask to register his luggage with destination to a station other than the destination station of his ticket, as long as this

station is within the same itinerary and before the destination station.

Each passenger, except for children entitled to free transport, is allowed to carry not more than 3 pieces of luggage with a total weight of 50 kg, for which a registration voucher is issued not depending on the travel distance. The amount of this registration voucher is set by TRAINOSE.

## **8. Compensations for registered luggage**

If the cost of the damage of the registered luggage cannot be proved, the beneficiary shall receive:

- the amount of 80 euros per piece of lost luggage.
- the amount of 40 euros per piece of damaged luggage in cases of damages of the registered luggage.

In order to receive these amounts, the passenger should submit a relevant written request and also present the luggage registration ticket, as well as his own ticket.

The beneficiary passenger is also entitled to a refund for the luggage fees paid for the lost or damaged luggage, as well as the ticket fare and any other fees relevant to the transportation.

## **9. Hand luggage transport on TRAINOSE buses**

Passengers' hand luggage is always placed in the luggage compartment of TRAINOSE buses, or busses hired by TRAINOSE (substituting temporarily rail connections, because of service interruption), under the supervision of the bus driver and the ticket control personnel accompanying this bus.

For further information regarding luggage transportation you may visit TRAINOSE website <http://www.trainose.gr/en/passenger-activity/passenger-services/luggage/>.

## **10. Transport of Pets**

## General

- (1) According to the provisions of the legislation in force regarding the pets (Laws nr. 4039/2012 and 4235/2014, as well as the relevant Ministerial Decisions), pets such as dogs, cats, birds etc. (except reptiles) are generally accepted on board TRAINOSE's trains and buses, on condition that:
- a. Their carriage is not contrary to any legislation in force
  - b. The pets carry electronic signs and are always accompanied by their owners
  - c. The pets have a fully updated health record
  - d. The transported pets are placed in a pet transport box independently of their size, with exception of assistance dogs, which are not placed in pet transport boxes and are transported with a leash and without a muzzle.
  - e. Pets are transported in TRAINOSE's trains in a safe pet transport box with maximum dimensions:  
**118 X 76 X 88 cm** in trains, in the composition of which there are coaches offering special space for luggage transport. This space is air conditioned and the owner of the pet has also access to it in presence of the chief of the train  
**50 X 40 X 70 cm** for the rest of TRAINOSE's trains and  
**50 X 40 X 35 cm** for TRAINOSE's buses.
  - f. On suburban lines up to 2 big pets are allowed in the last coach of the train. They must be placed in a safe pet transport box.
- (2) **According to the legislation in force, the transport of pets or assistance dogs on board TRAINOSE's trains or buses, does not depend on the approval of its personnel or the approval of the rest of the passengers, since they are carried in especially designated areas and specific company regulations apply regarding their transportation on board of trains or buses.**
- (3) Pets are not allowed in the trains' restaurant coaches. Only assistance dogs guiding blind people are allowed in the restaurant

coaches.

- (4) Pet owners are responsible to supervise them. The Railway is not liable for any loss or accident happening to the pets, unless this is caused because of TRAINOSE's responsibility. Pet owners are liable for any damage caused by the pets on the rolling stock or third people, according to Article 924 of the Civil Code.

### **Distinction between big and small dogs and assistance dogs**

In addition to the above mentioned provisions a separate distinction of transported pets is made, according to the provisions of law as follows:

- a. **Small dogs (up to 10 kg) or other small pets accompanied by their owners are transported:**
- In all TRAINOSE's trains (with the exception of certain suburban lines) **on condition that they are transported in a safe pet transport box** of a dimension of 50 X 40 X 70 cm and are placed either on their owners' laps, or in the special spaces provided in the trains for hand luggage and **only on condition** that this does not disturb the other passengers
  - In TRAINOSE's busses on condition that they **are transported in a safe pet transport box** or other packing with the dimensions of 50 X 40 X 35 cm in the specified seats and connections defined by TRAINOSE.
- b. **Big dogs accompanied by their owners:**
- Are transported in a safe pet transport box with dimensions of **118 X 76 X 88 cm**, in TRAINOSE's long distance trains in the composition of which **a special coach for luggage transport is incorporated** (up to 2 big dogs in the special coach)
  - Are transported in a safe pet transport box with dimensions of **50 X 40 X 70 cm**, **in certain trains of TRAINOSE or in certain connections** (up to 2 big dogs per train)
  - Are transported in a safe pet transport box with dimensions of **50 X 40 X 70 cm**, **in the last coach of certain suburban**

**trains of TRAINOSE only** on condition that this does not disturb the other passengers

- Are not transported in TRAINOSE's busses

### **c. Assistance dogs**

Assistance dogs for blind people are transported in the train's compartments as follows:

- The assistance dog is transported **without a muzzle**, is kept on a leash and is always seated next to his owner on the floor of the wagon or the bus of TRAINOSE
- Assistance dogs **are not placed in a basket or other packing**

The transport of blind people and their assistance dog is possible in the special PRM seats, if such seats are available in the train.

### **TRAINOSE's bus lines**

The transport of only small pets in a pet transport box with dimensions of 50 X40 X 35 cm is allowed in TRAINOSE's busses (or busses hired by TRAINOSE), only on certain connections and in specified seats announced in detail in TRAINOSE's webpage [http:// www.trainose.gr /en /passenger-activity/passenger-services/pet transport](http://www.trainose.gr/en/passenger-activity/passenger-services/pet-transport)

Transport of pets with departure or destination stations on the line between Drama and Alexandroupolis is only possible, if pets are transported in a safe pet transport box, the dimensions of which are allowed in busses (as rail transport is temporarily substituted on this line by busses).

## **11. Bicycle transport**

**In long distance trains in the composition of which coaches with special space for luggage transport are incorporated and if there is enough capacity:**

- a) Bicycles' transportation as registered luggage is allowed, upon payment of the registration fee
- b) Bicycles are allowed as registered luggage on board of long distance

trains, in the composition of which a special coach is placed, according to the provisions for the Railway Transport Regulation (KA.ME.S). A special registration fee is required.

- c) Bicycles may be transported as hand luggage at the owner's responsibility on board of trains with no compulsory seat reservation. **In this case no registration fee is required.**

Further information regarding bicycle transportation on board of TRAINOSE trains is analytically mentioned on TRAINOSE website:

<http://www.trainose.gr/en/passenger-activity/passenger-services/bicycle-transport>

In general, bicycles' transport on board of TRAINOSE buses is not allowed.

## **12. Transport of accompanied passenger cars**

Passenger cars can be transported on the special two-floor wagons, incorporated in the composition of passenger trains.

Further information regarding accompanied cars' transportation on board of TRAINOSE's trains is presented in detail on TRAINOSE's website:

<http://www.trainose.gr/en/passenger-activity/passenger-services/accompanied-cars/>.

## **13. Fines**

If during ticket control on the train, a passenger cannot present a valid ticket, although having boarded the train from an operating station (a station with a ticket sales point in operation), **the passenger must pay the regular ticket's price for his trip, plus an extra fine** calculated on the basis of the price of the one-way ticket (full or reduced fare) even if a return ticket is issued by the control personnel.

In detail, the following conditions are valid:

- a) On the suburban services Kiato - Magoula -Kiato, Piraeus- Chalkida- Piraeus, Thessaloniki - Larissa- Palaiofarsalos - Thessaloniki, Thessaloniki

- Florina - Thessaloniki the imposed fine is 10 times the regular ticket price with a maximum amount of 40 euros to be paid.
- b) On the suburban line of Athens and specifically within the urban network (Piraeus - SKA - Magoula - SKA - Koropi - Airport), the fine policy of OASA is applied (the calculated fine is 60 times the regular ticket price)
- c) On all other lines of the Greek railway network, the calculated fine is set to double the price of the regular ticket price.

The fines regarding the suburban line of Athens, within the urban network (Piraeus - Magoula - Koropi - Airport) are reduced by 50% if they are paid immediately on board of the train or within 10 days (starting from the day the fine was imposed) at TRAINOSE's offices. The full amount of the fine must be paid within 20 days starting from the day the fine was imposed (OASA's policy is applied).

On the rest of the connections, the fines are reduced by 50% **only if** they are immediately paid, on board of the train. Otherwise the fines may be paid on their initial amount, within 20 days since starting from the day the fine was imposed at TRAINOSE's Central Cashier (central offices), Tuesday and Thursday 11:00 - 14:00. The passenger has the right to submit a claim within 20 days starting from the day the fine was imposed to the Complaints Department of TRAINOSE's Passenger Transport Division.

If the offender does not pay the fine immediately or within the period of 20 days, the imposed fine will be forwarded to the relevant Public Tax Authority. In this case, the fine will be 5 times increased.

Pursuant to Law no. 1214/1981 and the Ministerial Decision 91550/191/1986 (National Government Gazette 390 B 11/06/1986) it is necessary that the control personnel on the train when imposing a fine fills in the fine certification the passenger's first and last name, his/ her father's name, the number of his/ her ID card and his/ her address.

Alternatively, the control personnel can ask for the passenger's passport data. Other useful contact data include the passenger's VAT number etc, which will allow the fine's identification through the competent Tax

Authority.

A copy of the fine certification is always given to the passenger.

In case the passenger is under 18 years of age, the control personnel asks for the personal information of his/ her guardian. The fine is imposed on the guardian, whereas the control personnel makes an effort to communicate with him/ her and/or the Police. If the minor has no ID, both the Police and his/her guardian are being informed, in order to safely pick him/ her up from the disembarkation station. The personnel shall show sensitivity during this whole process, bearing in mind that the passenger is a person under the age of 18 years.

If the passenger refuses to provide his/ her ID card and to pay the fine or the ticket price, the control personnel has the right to ask for police assistance in order to identify the passenger and hand him a copy of the fine certification.

In case the control personnel cannot follow the above procedure, the passenger is excluded from further transportation, unless the passenger is under 18 years of age.

In case the passenger has not paid the fare for the transport of his pet, then the respective fine amounts 50% of the passenger's full fare one-way ticket. It is reduced by 50% if the passenger agrees to pay the fine immediately. If the passenger refuses to pay or to provide his/ her name, the same procedure as mentioned above is applied.

The above fines are also imposed in cases where the tickets are to be issued at the destination station for a transport, which has already taken place and the passenger pays his/ her debt at the destination station.

Passengers not accepting the above mentioned procedures are excluded from transport and are asked to disembark at the next station.

A special Working Group has been created by TRAINOSE in order to



examine any passenger's claims regarding the imposed fines.  
Contact telephone of TRAINOSE's Complaints Department:  
+30 2130 121 121, operating hours 08.00 - 13.00 Mondays to Fridays.

#### **14. Accidents**

In cases of accidents, the passengers' compensation is covered according to the provisions of the Greek and international legislation, as well as the railway regulatory provisions in force.

In addition, TRAINOSE offers third party liability insurance.

#### **15. International Railway Transportation**

##### **15.1 General Information about international rail transportation from and to Greece.**

Since May 10th 2014, TRAINOSE offers international train services on the Thessaloniki - Skopje - Belgrade -Thessaloniki line and the Thessaloniki -Sophia line. TRAINOSE as the designated Greek train operator is responsible, in cooperation with the rail operators, of the neighboring countries for the comfortable and safe transportation of passengers and their luggage, in accordance to the Greek and international Railway regulations, as well as the Greek Legislation as it is adapted with EU Laws.

##### **15.2 Terms of International Rail transportation.**

The basic passenger transportation terms and conditions are shown on the ticket cover.

**15.2.1 Ticket issue:** Tickets may be issued not earlier than two months from the date of travel. **One-way tickets are valid for fifteen days, while return tickets are valid for one month.**

The price of an international return ticket is twice the price of a one-way ticket.

Exceptionally, for the rail connection Thessaloniki-Belgrade

and vice versa, a reduction of 20% is granted for return tickets and the additional reductions are calculated on this reduced price.

**15.2.2 Change/cancellation of ticket:** Change or cancellation of ticket is possible if TRAINOSE is the original ticket issuer. In all other cases, the passenger is obliged to purchase a new ticket, and then refer to the issuing office of the initial ticket, for any reimbursement

**15.2.3 Loss or theft:** In case of loss or theft tickets are not replaced, nor reimbursed

**15.2.4 Strike or force majeure:** In case of a railway strike or force majeure, and if the Railway company cannot offer the passenger an alternative way of travel:

- The full price of the ticket is reimbursed to the passenger from the ticket's point of sales, if the ticket has not been used
- The validity of the ticket is extended to the end of the strike, in case the ticket validity expired during the dates of the strike

**15.2.5 Non-use of tickets, partial use**

Individual passengers: for tickets not used by individual passengers, a 10% of the refunded ticket price is deducted in favor of TRAINOSE, regardless of the time tickets are presented for refund. The minimum sum to be deducted is 3 € and the maximum 10 €

Group tickets

	Up to 3 days prior to departure	2 days or less prior to departure
Change of date of travel	YES	NO

Full ticket refund	YES	NO
Partial ticket refund	YES	NO

### 15.3 General terms of international rail travel

15.3.1 **Accompanied cars:** the transportation of an accompanied car is possible on the connection Thessaloniki - Belgrade - Thessaloniki operated by train 334/335 HELLAS. The car loading on the train in destination to Belgrade takes place in Thessaloniki two hours prior to the scheduled train departure and the maximum allowed car height is 1,5 m (that is the total allowed car height including a possible car rack for luggage transportation)

15.3.2 **Pets are not allowed** in international rail journeys with the exception of assistance dogs

### 16. Passengers' access to information on railway transportation

Passengers can get information on services offered by TRAINOSE:

- On line, by visiting the webpage [www.trainose.gr](http://www.trainose.gr)
- By calling from Greece number 14511, operating from 06.00 to 23.00, which costs 0.615 €/ min and 0.984 €/ min when calling from a cell phone in Greece,
- From TRAINOSE's sales' points
- Through TRAINOSE's brochures and information leaflets

### 17. Passengers' complaints

Passengers wishing to submit complaints may contact:

- The head at TRAINOSE tickets' sales' points, and the trains' control personnel
- The TRAINOSE Call Centre by calling number 14511 (charged as above mentioned).

- The special complaints' line at +30 213 0 121 121, 08.00- 13.00 on working days
- The Complaints Department of TRAINOSE, using the special form published on the company's webpage ([www.trainose.gr/contact us](http://www.trainose.gr/contact-us)), or at fax nr. +30 213 0 121 122

### **18. Claims for lost property**

To submit requests about lost property during transport by rail, passengers may:

- contact TRAINOSE Complaints Department and submit the relevant form published on the company's website (<http://www.trainose.gr/en/contact-us>) or
- send a fax to +30 213 0 121 122 or
- call the specific phone complaint number +30 213 0 121 121 operating 8:00 - 13:00, Monday to Friday.

### **Epilogue**

TRAINOSE makes serious efforts to improve the offered services, to improve the safety and reliability of rail services and to provide passengers the most comfortable and safe transport.

The information provided herein is based on legislative and regulatory provisions that rule TRAINOSE's operation, as applicable.

Consequently, the information included herein does not constitute self existing provisions and is being updated accordingly, whenever this is required, fulfilling in this way the necessity of better information of our passengers.

This document is published on TRAINOSE's official website [www.trainose.gr](http://www.trainose.gr)

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