



A COMPANY OF THE FSI GROUP

## **Terms of Transport with the TRAINOSE SA trains and buses What you need to know when traveling with us**

The present text may be freely modified by TRAINOSE S.A and is published in the official website of the company: [www.trainose.gr](http://www.trainose.gr)

### **1.Preamble**

TRAINOSE SA 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 SA including urban, suburban, and regional rail connections,
  - About the international rail connections from Greece and with destination to Serbia and countries beyond Serbia via Republic of North Macedonia and vice versa, with the existing international train connections.
- c. The current Regulatory Provisions regarding the passenger transports of TRAINOSE SA.

## **2. General information on rail passenger transport and the pricing policy of TRAINOSE SA**

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

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

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 TRAINOSE's personnel. For eventual accidents occurring because of breach of laws, or existing regulations on behalf of the passengers, TRAINOSE SA has no responsibility, and the passengers causing damages during the transport are obliged to compensate TRAINOSE SA.

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

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.

In the context of COVID-19 preventive safety measures are applied, at the entrance of some stations, against the spread of coronavirus, ensuring the health of our passengers and visitors. Therefore, all who enter at these stations are scanned via a thermal camera to measure body temperature. None of the data that is received via the screening process is recorded or saved.

If the symptom of high body temperature is indicated, TRAINOSE kindly recommends to passengers not to travel, according to Official Instructions. In this case TRAINOSE modifies the ticket of the passenger without any penalty.

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.

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.

Payment by credit/debit card is not possible for the issue of a ticket on the train. In this case, the passenger must purchase his ticket in advance from the other sales channels available from TRAINOSE (mobile app, Internet, ticket office) with the option to also use credit/debit cards and PAYPAL.

### **Transport of accompanied animals**

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

a. Small pets (up to 10 kg) accompanied by their owner, are accepted for rail transport (with the exception of certain trains of suburban lines), on condition that they are placed in a safe pet transport box of a maximum dimensions of 50 X 40 X 35 cm.

In the busses of TRAINOSE SA pets are accepted in certain seats only on condition that they are transported in a safe pet transport box, or in another appropriate packing of maximum dimension of 50 X 40 X 35 cm. Up to 3 pets per itinerary are accepted.

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 maximum dimension of 118 X 76 X 88 cm. No acceptance in busses of TRAINOSE SA.

c. Assistance dogs (free transport) are transported in the trains and the buses of TRAINOSE SA 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 SA ([www.trainose.gr](http://www.trainose.gr))-> passenger transportation services -> Transportation of accompanied animals.

### **Bicycle transportation**

Detailed information for bicycle transport can be found in the webpage of TRAINOSE SA ([www.trainose.gr](http://www.trainose.gr))-> passenger transportation services -> Bicycle transportation.

### **Advanced purchase**

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%.

### **Group tickets**

For groups traveling on Saturdays, Sundays and Official Holidays, payment and ticket issuance must be made up to 7 days x 24 hours before the trip date, while for any other days, up to 2 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 SA.

The passenger receives a confirmation of the ticket purchase via his/her mail.

For any further information passenger may contact the TRAINOSE Call Centre by calling number 14511, charged by 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.

#### **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 SA**, entitle the passenger to claim compensation from TRAINOSE SA up to the price of the ticket.

#### **4.2. Train delays or cancellation of trains/strikes**

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

- (i) **From 90 up to 120 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) **From 120 up to 180 minutes:** 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) **More than 180 minutes:**  
A personalized voucher is issued representing a value equal to 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).

**4.2.2 Train cancellations or strikes:** A ticket refund should be made according to the way of payment that the passenger has applied when purchasing his/her initial ticket. Alternatively, in case the passenger wishes a personalized voucher and the initial ticket has been purchased by credit card, a penalty of 2% on the total amount of the cancelled

ticket will be applied. If the ticket has been bought via PAYPAL the penalty is 4% on the total amount of the cancelled ticket.

**4.2.3. Regarding return tickets in case of strikes** if the one part of the total journey is cancelled due to the strike, provided that the passenger's claim is requested before the time of the scheduled departure of the itinerary according to the current timetable, the following rules applied:

- a total refund is applied, or alternatively
- a new ticket may be issued according to the passenger wish. Any difference in price is not charged. The new ticket must be issued for the same train, same class, and same itinerary, according to the initial ticket, and is issued either for the total journey or for the one part of it. The passenger should address to a physical sales point of TRAINOSE, regardless the way of ticket issuing.

**4.2.4 In case of train delay for 60 minutes or more**, the passenger may apply for a refund at his/her departure station, according to the 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 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 and
- (ii) no refund is granted in this case

**No compensation is provided for delays:**

- in the Suburban Line: Airport - Piraeus - Kiato - Chalkida
- for manually tickets
- to the trains without compulsory seat reservation

## 5. Ticket Refunds

Ticket refunds can be made from TRAINOSE's sales points as cash refund or as personalized voucher.

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

In case that the value of the voucher is bigger than the value of the travel that the passenger wishes, no refund applies.

## 6. Ticket cancellations

**6.1. Cancellation of tickets issued from TRAINOSE's sales points** 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, representing 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, representing 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, representing 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. Regarding the cancellation of web tickets** (via TRAINOSE's site or via mobile application), are valid the following:

- Up to 48 hours before the scheduled departure time of the train, passenger is entitled a full refund equal to the value of the initial ticket

- From 48 to 2 hours before the scheduled departure time of the train, passenger is entitled a refund equal to the 80% of the value of the initial ticket
- From 2 to 1 hour before the scheduled departure time of the train, passenger is entitled a refund equal to the 50% of the value of the initial ticket
- Less than 1 hour before the scheduled departure time of the train no refund is possible.

For cancellation of web tickets, please contact the TRAINOSE Call Centre by calling number 14511, charged by 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.

Passengers may contact TRAINOSE S.A Call Center or a TRAINOSE sales point for cancellation of web tickets, provided that the whole cancelation procedure should be done at least 1 hour or even earlier than the scheduled departure of the itinerary. Therefore, we would like to suggest our passengers to proceed with cancellation on time (during the operating hours of TRAINOSE SA Call Center / Trainose S.A. sales points).

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.

If the passenger wishes getting a voucher at a sales point of TRAINOSE S.A., a personalized voucher is issued with a penalty of 2% on the total amount of the cancelled ticket. The penalty is 4% on the total amount of the cancelled ticket if it has been issued via PAYPAL.

**The ticket security code is necessary** for the cancelation of web tickets at the sales points of TRAINOSE.

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

## **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) nonuse** 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 1-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

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.

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.

### **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](http://www.trainose.gr)) → passenger transportation service → Luggage.

## 9. Transport of Persons with Reduced Mobility

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

The reduction is granted upon presentation of the respective Special Pass for persons with reduced mobility and of the respective Special Pass for the accompanying person, which are provided by the responsible regional Authorities of Greece or by the responsible Citizens' Service Centers and should be with a recent validation.

- ii. 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 08.30 - 13.30, Mondays to Fridays)

- either at phone number 2130 121 121
- or by email via TRAINOSE website <http://www.trainose.gr/en/contact-us>) 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 by calling from Greece 0,646€/minute, and 0,984€/minute, when calling from a mobile phone, with

an additional mobile phone tax 12%-20% depending on the monthly bill, VAT excluded).

Rail journeys for PRM not planned 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.

iii. TRAINOSE S.A. applies all the preventive health protection measures against the spread of COVID-19, according to Official Instructions.

All the passengers and their accompanying persons should wear mask. Passengers with impaired vision should wear mask and gloves.

Boarding is denied to passengers who do not follow the above instructions.

## 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.**

Issuing ticket is possible without any fine imposed if a passenger boards the train from a station with no open sales point.

## 11. International rail passenger transport

TRAINOSE 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.

Transportation of bicycles accompanied pets and registered luggage are not accepted on the international routes from / to Greece.

Assistance dogs that guide Persons with Reduced Mobility are accepted.

Due to infrastructure works, TRAINOSE is sometimes obliged to substitute rail transport by bus until termination of works. For this reason, the transport of Persons with Reduced Mobility using a wheelchair is not possible on the international routes of TRAINOSE.

## **12. Data Privacy**

TRAINOSE commits to the safety and protection of its passengers' personal data and takes all relevant technical and organizational measures for their protection. To find out more about the collection and processing of your personal data by TRAINOSE and your respective rights in accordance to the applicable data protection laws, please read carefully our Data Privacy Policy, which is available at: [http://www.trainose.gr/wp-content/uploads/policies/Privacy\\_Policy\\_en.pdf](http://www.trainose.gr/wp-content/uploads/policies/Privacy_Policy_en.pdf)

## **13. Get in contact with TRAINOSE S.A.: <http://www.trainose.gr/en/contact-us>**

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 by 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, 08.30- 13.30 on working days (Monday to Friday)
- The Complaints Department of TRAINOSE, using the special form published on the company's webpage ([www.trainose.gr/en/contact-us](http://www.trainose.gr/en/contact-us)), or at fax nr. +30 213 0 121 122