



INTERNATIONAL UNION
OF RAILWAYS

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Special Conditions of International Carriage (SCIC) for Journeys using Non Integrated Reservation Tickets (NRT)¹

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CONTENTS

Page

GLOSSARY	5
1 Statutory basis for carriage	8
1.1 International traffic	8
1.2 Domestic traffic	8
2 Introduction and publication of the Special Conditions of International Carriage	9
3 Composition of the Special Conditions of International Carriage (supplementary to point 3.2. GCC-CIV/PRR)	9
4 Participating carriers	9
5 Issuing-of tickets (supplementary to point 4.1 GCC-CIV/PRR)	9
5.1 General.....	9
5.2 International tickets	10
5.3 National tickets.	10
6 Purchase of tickets	10
6.1 Advance purchase	10
6.2 Offers which may only be sold via certain sales channels	10
6.3 Online sales.....	10
7 Period of validity of tickets	12
8 Reservation and allocation of accommodation (supplementary to point 4.1.4 GCC-CIV/PRR)	13
8.1 Reservation fee.....	13
8.2 Use of the reservation.....	13
8.3 Exchange and refund.....	13
9 Use of tickets	13
9.1 Special charges /supplements.....	13
9.2 Surcharge for travellers without a valid ticket.....	14
10 Interruption of journey (supplementary to point 5.2.5 GCC-CIV/PRR)	14
11 Amendment of the contract of carriage	14
11.1 Change of route	14
11.2 Change to a higher class of travel or to a higher class of train	14
11.3 Change of carrier	14
12 Offers	14
12.1 Calculation of fares	15
12.2 Particular fees.....	15
12.3 Reductions for children	15
12.4 Group travel.....	19
12.5 Special trains, special coaches	22
12.6 RAILPLUS	22
13 Exchange and refund (supplementary to point 4.2.4 GCC-CIV/PRR)	25
13.1 Exchange.....	25
13.2 Refund.....	25

14	Special conditions for hand luggage (supplementary to point 6.1 GCC-CIV/PRR) ..	25
15	Bicycles carried by the traveller (supplementary to point 6.5 GCC-CIV/PRR).....	26
15.1	Taking a bicycle along	26
15.2	Conditions for taking a bicycle along.....	26
15.3	Loading.....	27
15.4	Provisions of customs law.....	27
15.5	Carriage charges	27
15.6	Refunds.....	27
15.7	Liability for bicycles carried by the traveller	27
15.8	Participating carriers, remarks	28
16	Taking dogs and small pets (supplementary to point 7 GCC-CIV/PRR).....	30
16.1	Conditions.....	30
16.2	Carriage charges	30
17	Special conditions for persons with reduced mobility (supplementary to point 5.1.7 GCC-CIV/PRR)	30
17.1	Blind persons and assistance dogs (supplementary to point 7.2. GCC-CIV/PRR)....	30
17.2	Wheelchair users	33
17.3	Other PRM.....	34
17.4	Assistance for PRM	34
18	Registered luggage (supplementary to point 8 GCC-CIV/PRR)	34
19	Cancellation of trains and anticipated delays (supplementary to points 9 and 10 GCC-CIV/PRR)	35

Appendices:

- APPENDIX 1** List of the addresses of the carriers who apply these conditions of carriage. A list with addresses of their customer service departments is available online at:
www.cit-rail.org, [Direct links](#), [Address book](#), [Passenger](#)
- Mail to info@cit-rail.org to request a username and password
- APPENDIX 2** List of contact addresses for the carriers taking part in chartering special trains or special coaches.

GLOSSARY

Term	Definition
Carrier	The function undertaken by the organisation which actually carries the passenger or takes responsibility for transporting the passenger on-board trains or other modes of transport. Contractual carrier (railway undertaking) with whom the passenger has concluded the contract of carriage pursuant to the CIV Uniform Rules.
Choice of route	When there is a choice of route, the journey must be made by one of the routes shown.
CIT	International Rail Transport Committee [Comité international des transports ferroviaires].
CIV Uniform Rules	Uniform Rules concerning the Contract of International Carriage of Passengers by Rail.
Contract of carriage	Contract of carriage which covers the carriage of the passenger from his departure point to his destination point within the scope of the options agreed by the carriers. Several tickets issued at the same time, in the same place and under the same booking reference/dossier n°, for the same journey constitute a single contract of carriage if the carriers' SCIC specifically provide for that and if they are issued as a through ticket.
Cross referencing	Technology which allows documents which are marked as being a through ticket (single contract of carriage) by using electronic document numbering 1/3, 2/3, 3/3. The term "page numbering" is used in UIC leaflet 918-2.
Special conditions of international carriage (SCIC)	Conditions which carriers set down, individually or jointly, for certain international routes or for an international market union to supplement the general conditions of carriage GCC-CIV/PRR.
Departure point	Railway station, bus station or a port. Includes stops of trains, buses or vessels. Departure point may also be a specific region, a specific country or a frontier point.
Destination point	Railway station, bus station or a port. Includes stops of trains, buses or vessels. Destination point may also be a specific region, a specific country or a frontier point.
Domestic section	A section which only involves one country.
e-ticket	Ticket held as an electronic data record capable of being transformed into legible written symbols. Several data records form a single contract of carriage when they are issued as a single (through) ticket.
EWT	East West traffic Tickets
General Conditions of Carriage (GCC)	General Conditions of the carrier(s) prepared in the form of general terms and conditions or tariffs legally in force in each railway undertaking or shipping company and which become, by the conclusion of the contract of carriage, an integral part of it.
GCC-CIV/PRR	General Conditions of Carriage for Rail Passengers (available at http://www.cit-rail.org/en/passenger-traffic/cit-documentation/).
GDPR	General Data Protection Regulation
IRT	(Integrated Reservation Ticket) Tickets which are issued as international or national coupons and in which compulsory reservations for a specific train are integrated. An IRT cannot be issued to/from a frontier point.
International ticket	Ticket which is issued for continuous sections in at least two countries or from a frontier point to a destination point in

Term	Definition
	another country. They may be supplemented by national tickets for connecting journeys to the departure point and from the destination point and linked to form a single (through) ticket.
Issuing undertaking	Organisation concluding the contract of carriage on its own behalf or in the name of and for the account of another carrier which issues the ticket and receives the payment. The issuing undertaking is indicated on the ticket with its 4-digit RICS code and, where appropriate, its symbol/logo.
Means of payment	The fare may be paid by cash or by other means. Payment by other means may be by bank card or post office card (payment cards and debit cards), credit cards and charge cards (Visa, MasterCard, Eurocard, American Express, Diners). The fare may likewise be invoiced or payment made using secure internet-based payment systems.
National ticket	Ticket which is issued by an issuing undertaking for domestic sectors in another country.
NRT	Non (integrated) reservation ticket Tickets which are issued as international or national coupons without a compulsory integrated reservation.
Participant ticket	Paper or card document for members of a group travelling together.
Passenger	The person who travels or who intends to travel using the ticket in question.
PNR	Passenger Name Record
PRM	Person with Reduced Mobility
PRR	Regulation (EC) No 1371/2007 of the European Parliament and of the Council of 23 October 2007 on rail passengers' rights and obligations.
Purchase/sale via the internet On line purchase/sale	Ordering tickets online via the internet or purchase including payment and printing of the ticket on-line via the internet.
Reservation ticket	Document which holds a reservation. A reservation ticket is not a travel ticket unless it is a "ticket + reservation".
RPT	Rail Pass Ticket. E.g. Eurailpasses, Interrail passes, national passes.
Standard Fare	The normal price without any reduction.
Special Conditions of International Carriage (SCIC)	Conditions which the carriers, individually or jointly, lay down to supplement the GCC-CIV/PRR for certain routes or within an international business unit.
SCIC-EWT	Special international conditions of carriage for journeys using East-West-traffic Tickets
SCIC-IRT	Special international conditions of carriage for tickets with integrated reservations.
SCIC-NRT	Special international conditions of carriage for tickets without integrated reservations.
SCIC-NT	Special international conditions of carriage for journeys using Night Trains
SCIC-RPT	Special international conditions of carriage for rail pass tickets.
Service charges	Charge which may be made by the issuing undertaking (or its agents) for issuing the ticket. It must be shown on the ticket itself or stated on a separate document.
Substitute carrier	A carrier who has not concluded the contract of carriage with the passenger but to whom the carrier has entrusted the

Term	Definition
	execution of the rail carriage contract in total or in part. See Article 3b CIV. Substitute carriers are not shown with their 4-digit RICS code on the tickets.
Successive carrier	Carrier in a chain of carriers who perform the contract of carriage with the passenger and who are liable for the performance of that contract. Successive carriers are shown with their 4-digit RICS codes on the tickets.
Supplementary ticket	Ticket which is issued in addition to the travel ticket(s) and which is used for change of class of travel, change of carrier, change of itinerary, supplements and boarding passes.
Through ticket	See "contract of carriage".
Ticket	<p>The ticket is the proof of the contract of carriage between the contractual carrier and the passenger. The ticket can be evidenced either electronically or physically or both. It has important legal implications especially as regards the rights and obligations of passengers in the PRR regulation and international railway laws.</p> <p>The ticket itself displays details of the product/products to which the passenger is entitled, including main commercial and legal terms and conditions, or the details may be referenced in another format to which the passenger can refer (e.g. an e-mail confirmation or website).</p>
Travel agency	A point of sales accredited by the carrier for the sale of railway tickets to passengers.
UIC	International Union of Railways (Union internationale des chemins de fer).

1 Statutory basis for carriage

1.1 International traffic

Carriage is subject

- to the “Convention concerning International Carriage by Rail (COTIF) of 1999 and its Appendix A the “Uniform Rules concerning the Contract of International Carriage of Passengers by Rail (CIV)”;
- in so far as it is applicable in the various countries and to the services in question, to Regulation (EC) No 1371/2007 of the European Parliament and of the Council of 23 October 2007 on rail passengers’ rights and obligations (PRR) including the CIV Uniform Rules in the version of Annex I to the PRR,
- to the General Conditions of Carriage for Rail Passengers (GCC-CIV/PRR), to be found at <http://www.cit-rail.org/en/passenger-traffic/cit-documentation/>
- to these Special Conditions of International Carriage (SCIC-NRT)
- together with the various carriers special conditions of carriage (these include common conditions of carriage for several modes (local transport operators consortium)
- to the law to which a carrier by sea is subject and to the special conditions he lays down for maritime sections in mixed rail/sea carriage.
- for international journeys for which a part of the route or the entire route is travelled with an IC Bus, the carriage by bus is subject to Regulation (EC) No 181/2011 of the European Parliament and of the Council of 16 February 2011 concerning the rights of passengers in bus and coach transport. In so far as these SCIC-NRT conditions contain rules that benefit the traveller more, these are applied in addition.
- to the Regulation (EU) 2016/679 of the European Parliament and of the Council of 27 April 2016 on the protection of natural persons with regards to the processing of personal data and on the free movement of such data, and repealing Directive 95/46/EC (General Data Protection Regulation).

1.2 Domestic traffic

Tickets for journeys between points within a single country which are issued outside that country and which do not form part of an international journey, are subject:

- in so far as it is applicable in the various countries and to the services in question, to Regulation (EC) No 1371/2007 of the European Parliament and of the Council of 23 October 2007 on rail passengers’ rights and obligations (PRR) including the CIV Uniform Rules in the version of Annex I to the PRR,
- to the national law applicable
- to the General Conditions of Carriage for Rail Passengers (GCC-CIV/PRR) in so far as the carrier has declared he will apply them. To be found at <http://www.cit-rail.org/en/passenger-traffic/cit-documentation/>
- to these SCIC-NRT and the contractual carrier’s conditions of carriage for domestic traffic, supplemented as appropriate.
- to the Regulation (EU) 2016/679 of the European Parliament and of the Council of 27 April 2016 on the protection of natural persons with regards to the processing of personal data and on the free movement of such data, and repealing Directive 95/46/EC (General Data Protection Regulation).

The SCIC-NRT takes precedence over the domestic regulations for national tickets.

2 Introduction and publication of the Special Conditions of International Carriage

Publication of details of the introduction, amendment or withdrawal of the Special Conditions of International Carriage is to be in accordance with the national law to which the participating carriers are subject.

3 Composition of the Special Conditions of International Carriage (supplementary to point 3.2. GCC-CIV/PRR)

The Special Conditions of International Carriage consist of the SCIC-NRT together with those special conditions of carriage of the participating carriers which depend on trains or offers.

4 Participating carriers

Appendix 1 to these SCIC-NRT shows the list of the carriers which participate in it together with their carrier codes and their addresses. The addresses of their customer service departments are available online at : www.cit-rail.org, Direct links, Address book, Passenger

5 Issuing of tickets (supplementary to point 4.1 GCC-CIV/PRR)

5.1 General

Tickets are issued for

- individual passengers,
- groups of passengers
- dogs
- bicycles carried by the traveller.

In principle, a separate ticket is issued for each passenger.

One ticket may be issued to several passengers travelling together except where the carriers' SCIC exclude that. The number of passengers has to be indicated on the ticket.

The tickets have to mention the exact fare name. In case of a standard fare it is not necessary to mention the name.

Group tickets may be issued for a group of at least 6 passengers travelling together.

For groups, either

- a single group ticket and one participant ticket for every group member except for the group leader can be issued
or
- an individual ticket can be issued for each group member.

In function of the offer and/or the sales channel, tickets are issued for named individuals or as impersonal tickets.

In function of the carriers' special conditions of carriage, non-integrated reservation tickets (NRT) are issued for named individuals or as impersonal tickets.

Return tickets are issued, with :

- outward and return journeys via the same route,
- outward and return journeys via different routes,
- return journey from a point different from the destination point of the outward journey,
- return journey to a point different from the departure point of the outward journey.

5.2 International tickets

International (cross frontier) tickets are issued

- from a departure point in the issuing country to a destination point in another country
- from a departure point in another country to a destination point in the issuing country
- from an international passenger frontier point to which the passenger holds one or more domestic tickets issued by the issuing railway to a destination point in another country.
- from an international passenger frontier point to which the passenger holds one or more domestic tickets issued by a railway other than the issuing railway to a domestic destination point on the issuing railway.
- from a departure point in another country to an international passenger frontier point from which the passenger already holds one or more domestic tickets issued by the issuing railway.
- from a domestic departure point to an international passenger frontier point from which the passenger already holds one or more domestic tickets issued by a railway other than the issuing railway to one of its domestic destination points
- from a departure point abroad to a destination in another country abroad intended for international passenger transport.

5.3 National tickets.

National tickets are issued for journeys between points within a single country which is not the issuing country, which do not form part of international journeys.

6 Purchase of tickets

6.1 Advance purchase

Tickets are not issued more than two months before their first day of validity. This limit may be extended to eleven months.

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

Minimum and maximum time limits for advance purchase may apply to special offers and/or certain routes.

6.2 Offers which may only be sold via certain sales channels

Special conditions of carriage may apply to offers which are only available via certain sales channels.

6.3 Online sales

If carriers sell tickets online, the conditions below are to apply.

6.3.1 Online sales are made via the internet and as appropriate via the carriers' or travel agencies' sales points.

6.3.2 Tickets sold online which are issued on paper are to contain a security certificate.

6.3.3 E-tickets which only consist of an electronic record may be

- electronic data held on chips or other electronic data media held by the passenger or
- held as a passenger name record (PNR) on paper or electronically (manifest on list).

- 6.3.4 Payment is to be made online for bookings which passengers make via the internet (for example, using a debit card, EC card, stored value card, or credit card such as Visa, Euro-card, Amexco, etc. [payment cards]).
- 6.3.5 The conditions of the issuing point in question apply to online issue by the carriers' sales points or authorised travel agencies.
- 6.3.6 Online paper and e-tickets are issued for named individuals as personal tickets.
This is achieved by linking the personal data in the record with the data on the card entitling the passenger to a reduction, the charge card, credit card or an official identity document with a photograph, as appropriate.
- 6.3.7 As a minimum the passenger must supply the issuing undertaking with the following customer data:
- Family name, first name
 - e-mail address
 - payment data (for example, type of card, account number, sort code, IBAN, BIC, etc.)
- 6.3.8 The conditions of use and details of the offers available online are given in the special conditions of carriage of the carriers participating in them.
- 6.3.9 Online paper tickets and e-tickets are not transferable. They are only valid in conjunction with the payment card used as identification when booking or with an official identity document with a photograph. The passenger named on the ticket and the holder of the payment card/official document must be the same.
- 6.3.10 Payment must be made in accordance with the procedures permitted by the issuing undertaking.
- 6.3.11 Online paper and e-tickets are issued to children travelling alone in accordance with the conditions which the carrier notified to the issuing undertaking.
- 6.3.12 Return, exchange and refund (supplementary to point 4.2.4 GCC-CIV/PRR)
Exchange, return and refund of online paper tickets and e-tickets may only be made via the portal or as appropriate via the carrier who issued the tickets.
The carriers' special conditions of carriage apply to the exchange, return and refund of online paper tickets and e-tickets.
- 6.3.13 NRT-ticket issuers may require personal information from customers and/or travellers to :
- fulfil e-ticketing and optionally edit boarding passes;
 - allow cross-distribution (after-sales made by a different distributor);
 - fulfil internal procedures, or those of the carrier;
 - and/or remain compliant with local legislation.

NRT-ticket issuers may share the personal information collected with partner-companies within the European Union, for operational reasons (connections, security, anti-fraud measures, etc.). If personal information is shared with partner-companies outside the European Union, special requirements depending on the countries concerned must be observed.

If personal data is to be shared with partner-companies, customers must be informed of it and of the purpose of such transfers and give their consent before the data is transferred to the partner company's system. Depending on the countries concerned the customers must be informed of the risks of such transfers and they must be able to give accordingly their consent to these transfers.

In any case, the collection of personal data for any internal of legal purpose must be clearly indicated to customers, along with the purpose and usage of this data collection.

Provided that they have been informed of the data collection and processing, customers allowing the distributor to edit an e-ticket for their journey agree with the data-collection principle and usage.

At any times, customers have the right

- To exercise their rights of access, in order to obtain information on the personal data stored by the NRT-ticket issuer, and the list of partners with whom this information was shared;
- To request the updating of their data, if these are not accurate;
- To request the portability of deletion of their data;
- To request limitation of the extent of processing their data;
- To oppose the processing of their data, for legitimate reasons;
- To oppose, or withdraw their consent to the use, by the NRT-ticket issuer, of their personal data.

In the case customers request deletion of their personal data, the NRT-ticket issuer is responsible for deleting and making sure partner-companies also delete the concerned personal data from their systems, as soon as the data is no longer required for any operational, legal or regulatory purposes.

6.4 Tickets for groups.

All details for Group Travel can be found under point 12.4.

7 Period of validity of tickets

Tickets are valid 4 days including the first day of validity (for example 1st day of validity 01/04/year, last day of validity 04/04/year).

Nevertheless, issuing undertakings may issue tickets with a shorter period of validity in their special conditions of carriage (for example, for special traffics and offers).

As an exception, for carriers LG, LDZ and TCDD, the period of validity of tickets is 15 days.

On a bilateral basis tickets with a longer validity can be issued.

Validity begins on the day shown on the ticket.

The ticket's first day of validity counts as a full day. Passengers may start their journeys on any day on which their ticket is valid at their discretion but passengers must finish their journeys on a train which is timetabled to arrive at their destination point by 24.00 hours on the last day of validity.

The period of validity may be extended by maximum the validity period of the original ticket without charge if the ticket cannot be used within its period of validity for unavoidable reasons (illness, serious accident, etc.) The conditions of the carrier, to whom the request is made, are applicable.

Tickets for offers linked to specific trains are only valid on the date and in the train shown on the ticket.

8 Reservation and allocation of accommodation (supplementary to point 4.1.4 GCC-CIV/PRR)

A reservation guarantees a passenger accommodation. The carriers' special conditions of carriage lay down the conditions in which reservation is possible or, as appropriate, compulsory, and how reservation tickets are to be issued. Timetables are to indicate trains for which reservation is compulsory.

Reservations may only be requested eleven months before the beginning of the journey at the earliest. Accommodation is allocated in accordance with each carriers' conditions.

The SCIC-NT specifies the conditions for the reservation of couchettes and sleeper berths.

8.1 Reservation fee

The carrier may make a charge for each reservation. The charge may depend on the class of travel, the category of service or the sales channel. See point 12.2 for the use of whole compartments.

8.2 Use of the reservation

A reservation ticket will be issued for every reservation.

A reservation ticket is only valid with the associated travel ticket on the days, trains, carriages and seats indicated. Carriers may insist that a travel ticket is purchased at the same time as the reservation.

Accommodation is allocated in accordance with each carriers' conditions. Train staff may permit passengers without reservations to travel on trains with compulsory reservation if there is accommodation available.

In exceptional circumstances, train staff may allocate accommodation other than that shown on the reservation ticket.

Reserved accommodation is to be claimed within 15 minutes of departure from the station from which the reservation applies; if this is not done the entitlement to accommodation expires.

Passengers may indicate that an empty seat is occupied. Should passengers leave seats without a clear indication of occupation, they are to lose claim to them.

8.3 Exchange and refund

In principle, passengers may not exchange reservations for seats.

Reservation fees for seats will not be refunded.

9 Use of tickets

9.1 Special charges/supplements

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

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

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

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

Tickets issued by SNCF in France and by Trenitalia in Italy must be validated before the start of the journey. After having been date-stamped, these tickets are valid on

those carriers' transport services for a maximum of 4 hours if issued by Trenitalia and for a maximum of 24 hours if issued by SNCF.

9.2 Surcharge for travellers without a valid ticket

Passengers who cannot produce a valid ticket during ticket inspection must purchase a ticket for the route section operated by the carrier in question pursuant its conditions.

If a passenger can purchase a through ticket for the border crossing journey, he has to pay a supplement on top of the fare. The regulations governing these scenarios are detailed in the carriers' Special Conditions of Carriage.

10 Interruption of journey (supplementary to point 5.2.5 GCC-CIV/PRR)

In principle, passengers may interrupt their journeys as often as they please without formality within the period of validity of the ticket.

The carriers' special conditions of carriage may provide for exceptions for certain offers.

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

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

11 Amendment of the contract of carriage

11.1 Change of route

In general, changing the routing of international national tickets is permitted. Carriers may however prohibit changes of route in their conditions of carriage.

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

In general, passengers holding international and national tickets may change to a higher class of travel, a higher service category or to a higher class of train. Carriers may however prohibit changes to class of travel or to a higher class of train.

No extra charge will be raised if accommodation in a higher class or category of service is allocated for reasons within the responsibility of the carrier.

If passengers are allocated accommodation in a lower class or category of service, the train crew will certify that on the ticket, reservation ticket or on an appropriate receipt. The difference in price will be refunded in accordance with the carriers' special conditions of carriage.

11.3 Change of carrier

In principle, where several carriers serve a section of route in parallel, change of carrier is not permitted. Individual carriers may permit change of carrier; the details are then specified in their special conditions of carriage.

12 Offers

The carriers' fares are based on a single journey in the classes of train, classes of travel and service categories they offer.

The principles governing reductions from these basic fares are laid down below. If, and under what conditions, carriers offer further reductions is laid down in their special conditions of carriage.

Carriers are to publish details of fares in accordance with the provisions of the applicable national law.

12.1 Calculation of fares

Fares are calculated on the basis of the tariff valid on the day of issue of the ticket by adding together the fares for the various participating carriers' sections. The tariff currency is euro (€).

The fare set by the carrier will be charged for single journeys.

For return journeys via the same route, twice the fare for the single journey will be charged, or if appropriate, a special fare set by the carrier for the complete return journey.

For return journeys via different routes:

- If the same carrier is used for the out- and inbound journey, the sum of the fares for the single journeys out- and inbound will be charged, provided there is no special fare for the complete return journey;
- If different carriers are used for the out- and inbound journey, the fare for each leg will be set by the carrier in question.

For return journeys where the inbound journey starts from a point different from the destination of the outbound journey or an inbound journey to a destination other than the departure point of the outbound journey, the sum of the single fares for each leg will be charged.

Individual carriers may apply special provisions for calculating fares to national tickets ; these provisions are shown in the special conditions of carriage.

The Standard Fare of the involved carriage for first and second class will be indicated with an equal decimal place (0,2,4,6,8).

Reduced fares for first and second class are to be rounded to the nearest 10 euro-cents.

If several passengers with differing reductions are included and shown on a ticket under particular tariffs, the total fare is to be constructed by rounding [each element] to the nearest 5 euro-cents.

12.2 Particular fees

The fees and charges (local supplements, port taxes, etc.) shown in the special conditions of carriage of the various carriers will be added to the standard fares. Reductions allowed from standard fares (including reductions for children) do not apply to additional fees and charges subject to the carriers' special conditions of carriage providing otherwise.

Exclusive use of a complete compartment is permitted provided tickets and a reservation ticket are bought for all the accommodation in the compartment. Only the actual passengers may take advantage of the reductions they may be entitled to. The standard fare is to be paid for all the other accommodation in the compartment.

Carriers may restrict use of this type of fees, refuse it or make it subject to special conditions.

12.3 Reductions for children

The principles for reductions for children are set down below.

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

Children under four years of age accompanied by an adult are carried free-of-charge if there is no request for separate accommodation.

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

The child fare is to be paid for children who in principle are entitled to carriage free-of-charge if separate accommodation is required for them. Where appropriate, a seat reservation is issued under the same conditions as for adults.

In some countries special conditions may apply to children travelling alone.

12.3.1 Rules for children's age

Carriers apply the following age limits for children reduction. For children traveling alone, the most restrictive rule is applied when travelling with an international ticket.

Carrier	Age limit				Comment
	Free travel under	Child discount under	Travelling alone over	Child attendant over	
ATTICA	4 years	12 years	18 years or 15 years with parent/legal guardian written permission	18 years	Infants under the age of 4 who do not occupy a bed/aircraft type seat pay only 5,50 € per passage; children travelling in cabins must be accompanied by a paying adult.
BDZ	6 years	12 years	10 years		
CD	6 years	18 years	6 years	10 years	Age must be proven from the age of 15 by valid ID.
CFL	6 years	12 years	6 years		
CFF/SBB	6 years	16 years	6 years		Including the private carriers represented by SBB.
CFR CALATORI	4 years	12 years	18 years	18 years	
CIE	4 years	16 years	4 years		Applies to Great Britain and Ireland (Republic of Ireland and Northern Ireland) both to the rail and maritime sections. However, on the maritime links between Great Britain and the Continent age limits for children are from 4 to 14 years of age.
CP	4 years	13 years	No specific age limit		
DB	6 years	15 years	6 years	18 years	
DSB	6 years	16 years	6 years		
HZ	6 years	12 years	6 years		
LG	4 years	12 years	4 years		
MÁV-START/ GYSEV	6 years	14 years	10 years	18 years	
MZ	4 years	12 years	4 years		
NIR	4 years	16 years			Applies to Great Britain and Ireland (Republic of Ireland and Northern Ireland) both to the rail and maritime sections. However, on the maritime links between

					Great Britain and the Continent age limits for children are from 4 to 14 years of age.
NS	4 years	12 years	12 years	18 years	
NSB	4 years	16 years	4 years		Unaccompanied children only have a reduction in 2 nd class.
ÖBB	6 years	15 years	6 years	No minimum age for NRT	Including the private carriers represented by ÖBB
PKP	4 years	12 years	13 years	18 years	“PKP Intercity” and Polish carriers accepting international tickets (see SCIC-PKP)
RENFE	4 years	12 years	4 years		
SJ	7 years	20 years	7 years		
SNCB	6 years	12 years	6 years	12 years	
SNCF	4 years	12 years	4 years		
SV	6 years	14 years	6 years		
SZ	6 years	12 years	6 years		
TCDD	4 years	12 years	4 years		
Trainose	4 years	12 years	12 years		
Trenitalia	4 years	12 years	n.a.		
VR	6 years	17 years	6 years		
ZFBH	4 years	12 years	4 years		
ZPCG	6 years	14 years	6 years		
ZRS	4 years	12 years	4 years		
ZSSK	6 years	15 years	6 years	15 years	

12.4 Group travel

Groups can only be accepted for travel if the carrier is able to accommodate the group in timetabled trains, ships or buses. Groups must make reservations or provide advance notification of their intention to travel. Group travel is subject to compulsory notification and, as appropriate, compulsory reservation.

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

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

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

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

12.4.1 Notification for group travel

Notification of group travel must contain the following information:

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

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

12.4.2 Booking the tickets

The group ticket must be ordered at least 4 days before the last date for payment and the following information must be provided:

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

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

The group leader is responsible for observing the instructions given to him by the participating carriers, and for the behaviour of members of the group.

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

12.4.3 Reductions

The reductions for groups are given in the following table. The carriers' special conditions of carriage may provide for other reductions.

Carrier	Groups in timetabled trains, ships or buses		
	Number of adult partici- pants	Reduction in %	
		Single journey	Return journey
ATTICA Maritime section: Ancona/Igoumenitsa/Patras Bari/Igoumenitsa/Patras Venice/Igoumenitsa/Patras (The Greece-Italy routes are jointly operated with ANEK LINES)	6 and more	20	20
BDZ	6 and more	35	35
CD	6 and more	30	30
CEL	6 and more	15	15
CFF/SBB ⁽¹⁾	6 and more	30	30
CFL	6 and more	30	30
CFR Calatori	6 and more	35	35
CFS	6 and more	20	20
CIE	6 and more	20	20
DB	6 and more	20	20
DSB	6 and more	20	20
HZ	6 and more	40	40
IR	6 and more	-	-
IRR	6 and more	-	25
LG	6 and more	25	25
MÁV-START/GYSEV	6 and more	30	30
MZ Transport	6 and more	30	30
NIR	6 and more	30	30
NS	6 and more	20	20
NSB	6 and more	20	20
ÖBB	6 and more	30	30
ONCFM	6 and more	25	25
a) Rail sections	6 and more	25	25
b) Maritime sections	6 and more	10	10
PKP ("PKP Intercity" and Polish carriers accepting international tickets)	6 and more	20	20
RAI	-	-	-

Carrier	Groups in timetabled trains, ships or buses		
	Number of adult partici- pants	Reduction in %	
		Single journey	Return journey
SBB/CFF ⁽¹⁾	6 and more	30	30
SJ	6 and more	IRT fare	IRT fare
SNCB	6 and more	20	20
SNCF	10 and more	30 ²⁾	30 ²⁾
SV	6 and more	30	30
SZ	6 and more	30	30
TCDD	6 and more	30	30
TRAI NOSE	6 and more	30	30
Trenitalia	10 and more	10	10
VR	6 and more	20	20
ZFBH	6 and more	30	30
ZPCG	6 and more	35	35
ZSSK	6 and more	35	35

(1) Including the private carriers represented by SBB.

(2) Reductions are not allowed in certain TGV trains or on certain days which are shown in SNCF timetable documentation.

12.4.4 Child reductions

Children forming part of a group pay half the reduced price for adults. The age limits for children shown in 12.3.1 apply.

12.4.5 Exclusive use of a compartment

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

12.4.6 Exchange and refund of group tickets

The table below shows the minimum conditions for exchange and refund.

Carriers may impose further restrictions in their special conditions of carriage.

	up to 3 days before departure	from 2 days before departure
Exchange	Yes	No
Refund	Yes	No
Partial refund	Yes	No

12.5 Special trains, special coaches

It is possible to charter special trains or special coaches. Conditions and charges may be requested from the carriers. Appendix 2 shows the list of contact addresses for the carriers taking part in chartering of special trains or special coaches.

12.6 RAILPLUS

12.6.1 Beneficiaries

RAILPLUS cards are issued in accordance with the SCIC of each undertaking.

12.6.2 Period of validity of the RAILPLUS card

In principle, RAILPLUS cards are valid one year.

If a RAILPLUS card is issued to supplement a national entitlement card, its validity may not extend beyond the date shown on the national entitlement card.

If national entitlement cards are valid for more than a year, carriers may use their discretion when setting the validity of RAILPLUS cards.

The first day and last day of validity are to be shown on the RAILPLUS card.

The RAILPLUS-card can be shown in a mobile app. The RAILPLUS-card should then contain logo and validity period.

12.6.3 Charge for the RAILPLUS card

The charges for RAILPLUS cards are set down in the SCIC of each undertaking.

12.6.4 Reduction in fares upon presentation

For all tickets issued as off the 10th December 2017

- of a RAILPLUS card in conjunction with a national entitlement card, the reduction which the national entitlement card allows will be given by the issuer of this card, on the sections of line over which it is valid. A reduction of at least 15% will be given ~~for~~ by the other carriers participating for those sections of line served by all carriers taking part in the RAILPLUS offer;
- of a RAILPLUS card not linked to a national entitlement card, a reduction of at least 15% will be given for those sections of line served by all carriers taking part in the RAILPLUS- offer.

The reduction will be calculated from the standard NRT-fare.

The reduction may be restricted to certain target groups.

12.6.5 Supplements, reservation charges

No reduction is allowed on supplements for the use of certain trains and coaches or reservation charges in accordance with the tariff.

12.6.6 Use of the RAILPLUS card

The RAILPLUS card is to be made out in the name of the holder and is not transferable.

The RAILPLUS card is to be shown to ticket-inspection staff on demand. Proof of identity may also be demanded (for example, identity document).

12.6.7 Irregularities

A passenger will be regarded as being without a valid ticket if he/she is unable to show a valid RAILPLUS card.

The national regulations of the various carriers apply to the collection of the appropriate fare in these cases.

12.6.8 Refund

In principle the charge for the RAILPLUS ticket will not be refunded.

In individual cases, participating carriers may provide for complete or partial refund (for example, death of the RAILPLUS card holder).

12.6.9 Loss and theft

Lost or stolen RAILPLUS cards will not be replaced or refunded.

12.6.10 Issue of tickets

The following tickets will be issued with RAILPLUS reductions:

International and national tickets issued in conjunction with them; tickets in connection with

- IRT offers,
- national reductions
- other rail offers;

This also applies to tickets from frontier points or tickets for domestic sections provided that the combination of tickets creates an international journey (i.e. one which crosses a frontier).

The traveller has to prove the international journey (including RAILPLUS reduction) by showing the tickets issued in conjunction (i.e. for pre-run and/or for a distance connecting) during ticket control.

The RAILPLUS is to be shown in the reason for the reduction box on tickets.

12.6.11 Period of validity of tickets

Tickets issued on the basis of a RAILPLUS card are valid for the same period as standard tickets for international or, where appropriate, domestic traffic.

The period of validity must not however extend beyond the validity of the RAILPLUS card.

12.6.12 Change of route, change of class

In general, change of route, change of class, change to a higher service category or to a higher class of train is permitted. Carriers may however prohibit changes to class of travel or to a higher class of train.

In each case the difference between the reduced fares will be charged.

12.6.13 Participating carriers

Carrier	Target group - adult - junior -26 - senior +60	Recognition "Incoming" (passive participation in the offer)	Sale "Outgoing" (active participation in the offer)	in conjunction with the carrier's own basic card, comments
Attica Group	all	X (Adria-Lines)		
BDZ	all	X	X	
CD	all	X	X	In-karta/RAILPLUS
CFL	all	X	X	
CFR Calatori	all	X	X	
CIE	senior	X	X	
DB	all	X	X	BahnCard
DSB	all	X		
HZ	all	X	X	
LDZ	all	X		see SCIC-EWT
LG	all	X		see SCIC-EWT
MÁV-START/GYSEV	all	X	X	START Klub
MZ Transport	all	X	X	
NS	all	X	X	Voordeel-urenkaart
NSB	junior, senior	X	X	
ÖBB (private RUs excluded)	all	X	X	VORTEILScard ÖsterreichCard
PKP ("PKP Intercity" and Polish carriers accepting international tickets)	all	X	X	
RENFE	junior, senior	X	X	IRT fare
SBB/CFF	all	X	X	Generalabo; Halbtaxabo
SJ	junior, senior	X	X	IRT fare
SNCB/NMBS	all	X	X	
SV	all	X	X	
SZ	all	X	X	
TRAI NOSE	all	X	X	
Trenitalia	all	X	junior, senior	IRT fare, Carta d'Argento, Carta Verde
VR	all	X	X	
ZFBH	all	X	X	
ZPCG	all	X	X	
ZRS	all	X	X	
ZSSK	all	X	X	

13 Exchange and refund (supplementary to point 4.2.4 GCC-CIV/PRR)**13.1 Exchange**

Exchange may only be made within the period laid down by the carrier. Special regulations for exchange may apply to special offers.

As appropriate, a difference in fares may be refunded or charged to the passenger.

13.2 Refund

The fare for a ticket will be completely or partially refunded if the ticket is not used at all or is only partially used. Non-use or partial non-use must be confirmed on the ticket as of the first day of validity. If the ticket bears no confirmation of non-use or partial use, appropriate evidence may be required with the application for refund (medical statement, new ticket bought instead of the unused ticket, etc.)

The participating carriers' special conditions of carriage may exclude refunds or make them subject to special conditions.

13.2.1 Submission and handling of applications for refund

The provisions of the GCC-CIV/PRR apply.

Applications for refunds are to be submitted to the issuing undertaking together with the original tickets at the latest one month after the validity of the ticket has expired. This period can be extended to three months, according to specifications in the SCIC of the issuing undertaking.

The requests themselves will be dealt with, in principle by the issuing undertaking, within a maximum period of three months after receiving the application and all the supporting documents from the passenger.

13.2.2 Refund fee

A fixed or variable amount may be withheld from the amount to be refunded. The amount of this fee will be set by the refunding carrier.

14 Special conditions for hand luggage (supplementary to point 6.1 GCC-CIV/PRR)

As a rule, each passenger may take not more than three easy-to-handle items as hand luggage. The special conditions of the carrier have to be checked for the exact maximum measurements.

Bulky items (skis, musical instruments, prams, etc.) are only permitted if there is suitable space in the train to store them. As appropriate, they are to be dismantled, folded or packaged.

Surfboards are not permitted as hand luggage.

15 Bicycles carried by the traveller (supplementary to point 6.5 GCC-CIV/PRR)

If carriers permit bicycles carried by the traveller, the conditions below apply.

The carriers' timetable documentation specifies the trains in which it is possible to take bicycles. If bicycle racks are available, in principle bicycles may be taken. Bicycle racks are shown by pictograms on coaches, and, when available, by indicators on the platform. In principle, reservations are compulsory for bicycles carried by the traveller. A reservation counterfoil is no longer required for the bicycle rack. By exception, accompanied bicycles may be accepted without a reservation if there is appropriate capacity available over the whole of the intended journey and the train crew permits it.

15.1 Taking a bicycle along

In order to take a bicycle, passengers must hold an international bicycle ticket. In addition, passengers must hold a passenger ticket for the same section.

15.2 Conditions for taking a bicycle along

The following types of bicycles may be taken:

- commercially available bicycles (including those with auxiliary electric motors)
- bicycle trailers for children or goods
- two-seat tandems, recumbent bicycles, tricycles and other special types of bicycle.

Additional international bicycle tickets may be required to take special types of bicycles.

Reservation or allocation of one (or two, depending on the type of bicycle) spaces is necessary.

One space is adequate for:

- a commercially available bicycle, or
- a two-seat tandem, or
- a recumbent bicycle

Two spaces are necessary for:

- a commercially available bicycle with a trailer, or
- a tricycle.

Additional spaces in accordance with the carrier's arrangements may be necessary to accommodate special types of bicycles.

Carriers may refuse to carry certain types of bicycles.

As appropriate, only folded bicycles may be permitted.

15.3 Loading

Passengers must load and unload the bicycle themselves. That applies to the departure and destination stations and to any station at which a change is necessary.

Luggage attached to bicycles is to be removed from the bicycle, at the latest before the bicycle is secured in the bicycle rack or left in the space provided for bicycles.

15.4 Provisions of customs law

If provisions of customs law apply to the international journey in question, the name and address of the passenger are to be written on the international bicycle ticket for customs purposes. The bicycle ticket is to be signed.

15.5 Carriage charges

The charge for reserving or allocating spaces for bicycles may be included in the charge for the international bicycle ticket. It is independent of the number of reserved/allocated spaces. The charge is set by the issuing undertaking.

Additional international bicycle tickets may be required to take special types of bicycle.

No reduction is given for children's bicycles or for bicycles taken by groups.

15.6 Refunds

Wholly or partially unused international bicycle tickets will not be refunded.

15.7 Liability for bicycles carried by the traveller

Carriers are only liable for accompanied bicycles in accordance with their liability for hand luggage (Article 33 – 35 CIV).

Passengers must therefore to secure their bicycles to prevent damage and theft and if appropriate insure them.

The carrier accepts no liability for luggage which passengers leave on the bicycle. This also applies to accessories not permanently attached to the bicycle, such as water bottles, pumps, speedometers, computers, etc.

15.8 Participating carriers, remarks

Carrier (Abbreviation)	Sale of the international bicycle ticket (active participation)	Recognition of the international bicycle ticket (passive participation)	excluded types	Remarks
CD	yes	yes		
CFL	yes	yes		
DB	yes	yes	S-Pedelecs	Reservations for long distance trains are compulsory.
DSB	yes	yes		
HZ	yes	yes		
MÁV-START/ GYSEV	yes	yes	Recumbent bicycle, Cargo bicycle trailers, (Electric or petrol) powered bicycles	
NS	yes	yes	bicycles with internal combustion engine, bicycle trailers, box bicycles	
ÖBB	yes	yes		Reservations for long distance trains are compulsory. For tandems, reservations for two spaces must be made.
PKP *)	yes *)	yes *)	Tandem, S-Pedelecs (PKP-DB)	*) with reservation on the following trains only: - EC 40, 41, 42, 43, 44, 45, 46, 47, 54/55 - EC 104/105 - EC 116/117 - EC 112/113 - EC 110/111 - EC 114/115 - EC 127/128 (Warszawa-Brest) - EN 406/407 (only in coach to Praha) - subject to seasonal changes of the timetable and possible detaching of the wagons adapted to transport bicycles
SBB/CFF	yes	yes		International tickets are also valid on all the Swiss private railways associated with the NRT.

SNCB/NMBS	yes	yes		Regional and domestic trains only accept bicycles when there is space.
SV	yes	yes		
SZ	yes	yes		
ZSSK	yes	yes		

16 Taking dogs and small pets (supplementary to point 7 GCC-CIV/PRR)

16.1 Conditions

- 16.1.1 Passengers may take pets which are small and not dangerous and can be taken in containers as hand luggage. The containers must be so constructed that they cannot injure or damage people or property.
- 16.1.2 In addition, passengers may take dogs which are not in containers as hand luggage or which cannot be put in containers provided they are on a lead and fitted with a suitable muzzle.
- 16.1.3 No other animals or animals with infectious diseases can be carried. Animals, with the exception of assistance dogs, may not be taken into coaches with catering installations. In addition, assistance dogs are excluded from the obligation to be muzzled.
“Assistance dog” means a dog that has been or is being trained as a guide dog, hearing dog or service dog.
- 16.1.4 Animals, with the exception of assistance dogs, are not permitted on journeys to Norway.
- 16.1.5 In Sweden, each fare-paying passenger may take a maximum of two dogs or other small animals without charge in specially marked second class compartments (not in sleeper cars, couchette coaches or restaurant cars).
- 16.1.6 In the Czech Republic and Slovakia, small pets covered by point 16.1.1 and dogs covered by point 16.1.2 are not allowed in first class or in sleeping cars. In sleeping and couchette cars serviced by Hungarian operator, dogs are not allowed.

16.2 Carriage charges

- 16.2.1 Small animals covered by point 16.1.1 and assistance dogs will be carried free of charge. For assistance dogs, free tickets are issued on the basis of point 17.1.4.
- 16.2.2 A ticket at half the standard second class adult fare will be issued to dogs covered by point 16.1.2, no matter which class or category of service is being used. Special supplements will not be charged. Whether further reductions are allowed is covered in the conditions of carriage for special offers.

Accommodation will not be reserved for animals.

17 Special conditions for persons with reduced mobility (supplementary to point 5.1.7 GCC-CIV/PRR)

17.1 Blind persons and assistance dogs (supplementary to point 7.2. GCC-CIV/PRR)

17.1.1 Beneficiaries

Those entitled are blind people who are holders of a national blind person's registration card (or an appropriate official document), together with an accompanying person (or an assistance dog, provided it is accepted on the journey in question).

A blind child under 4 years of age holding a child ticket is entitled to an accompanying person free of charge.

17.1.2 Travel concessions

The blind person pays the standard fare, or, as appropriate a reduced NRT fare if the provisions of the tariff provide for that or if he/she has a special entitlement to one.

The person or assistance dog accompanying the blind person is carried free of charge. Where appropriate, the reservation fee is due.

17.1.3 Supplements

No reduction is allowed on supplements for the use of certain coaches and trains.

17.1.4 Issue of tickets

International one-way or return tickets will be issued. They must be issued by

- a sales point in the country in which the blind persons registration card was issued
- and
- from/to a station within or a frontier exit point of that country.

The issuing railway has discretion on whether to issue one-way or return national tickets for connecting journeys.

The reason for the 100% reduction will be shown on the tickets of the attendant person or dog as:

- "attendant" or "assistance dog" or similar
- "assistant" or "chien d'aveugle" (French) or similar
- "Blindenführer" or "Blindenhund" (German) or similar
- where appropriate translated into the national language

17.1.5 Use of tickets

The blind person and the person or assistance dog accompanying him/her must have a ticket and travel with the blind person in the same class of travel.

The blind person must carry his/her blind person's registration card (or the appropriate official document) and be in a position to identify himself/herself.

An accompanying person travelling alone will be considered as a passenger without a valid ticket.

17.1.6 Participating carriers

Attica	Attica Group S.A. (Superfast Ferries – Blue Star Ferries)
BDZ	Bulgarian Railways
CD	Czech Railways
CFL	Luxembourg Railways
CFR Calatori	Romanian Railways
CIE	Irish Railways
CP	Portuguese Railways
DB	German Railways
DSB	Danish State Railways
HZ	Croatian Railways
MÁV-START/ GYSEV	Hungarian Railways including the Hungarian transport undertakings listed in the NRT Hungary
MZ Transport	Macedonian Railway Transport plc Skopje
NS	Dutch Railways
ÖBB	Austrian Federal Railways including the Austrian transport undertakings listed in the NRT Austria
PKP Intercity	Polish State Railways
RENFE	Spanish Railways
SBB/CFF	Swiss Federal Railways including the Swiss transport undertakings listed in the NRT Switzerland
SNCB/NMBS	Belgian Railways
SNCF	French Railways
SV	Railways of Serbia
SZ	Slovenian State Railways
TRAINOSE	Greek Railways
TRENITALIA	Italian State Railways
ZPCG	Railways of Montenegro
ZSSK	Slovakian Railways

17.2 Wheelchair users

17.2.1 Beneficiaries

Those entitled are wheelchair users* who are holders of a national disabled persons registration card (or an appropriate official document), together with an accompanying person.

A handicapped child under 4 years of age holding a child ticket is entitled to an accompanying person free of charge.

*Children in special pushchairs also fall within the meaning of wheelchair users.

17.2.2 Travel concessions

The wheelchair user pays the standard fare, or, as appropriate a reduced NRT fare if he/she has an entitlement to one.

The person accompanying the wheelchair user is carried free of charge. Where appropriate, the reservation fee is due.

17.2.3 Supplements

No reduction is allowed on supplements for the use of certain coaches and trains.

17.2.4 Issue of tickets

International one-way or return tickets will be issued. They must be issued by

- a sales point in the country in which the disabled persons registration card was issued

and

- from/to a station within or a frontier exit point of that country.

The issuing railway has discretion on whether to issue one-way or return national tickets for connecting journeys.

The reason for the 100% reduction will be shown on the tickets of the attendant person as:

- "attendant handicapped" or similar
- "accompagnant handicapé" (French) or similar
- "Begleitung Rollstuhlfahrer" (German) or similar
- where appropriate translated into the national language

17.2.5 Use of tickets

The wheelchair user and the person accompanying him/her must have a ticket and they have to travel together in the same class of travel.

The wheelchair user must carry his/her disabled persons registration card (or the appropriate official document), the number of which is to be entered on the accompanying person's ticket. The wheelchair user must also be in a position to identify himself/herself.

An accompanying person travelling alone will be considered as a passenger without a valid ticket.

Before the journey is started, the issuing railway must check that boarding and disembarking or informal "getting on and off" are possible at the departure station, at stations at which a change is to be made and at the destination station at the times given by the passenger and if any assistance required is available.

17.2.6 Participating carriers

CD	Czech Railways
CFL	Luxembourg Railways
DB	German Railways
DSB	Danish State Railways
MÁV-START/ GYSEV	Hungarian State Railways including the Hungarian transport undertakings listed as participating in data exchange with Hungary
NS	Dutch Railways
ÖBB	Austrian Federal Railways including the Austrian transport undertakings listed as participating in data exchange with Austria
SBB/CFF	Swiss Federal Railways including the Swiss transport undertakings listed as participating in data exchange with Switzerland
SNCB/NMBS	Belgian Railways
SZ	Slovenian State Railways
ZSSK	Slovakian Railways

17.3 Other PRM

17.3.1 Beneficiaries

In addition to 17.1 and 17.2, all disabled travellers, which hold a nationally issued PRM-reduction card, are entitled to an accompanying person or assistance dog.

17.3.2 Participating carriers

CD	Czech Railways
CFL	Luxembourg Railways
DB	German Railways
DSB	Danish State Railways
NS	Dutch Railways
ÖBB	Austrian Federal Railways including the Austrian transport undertakings listed as participating in data exchange with Austria
SBB/CFF	Swiss Federal Railways including the Swiss transport undertakings listed as participating in data exchange with Switzerland
SNCB/NMBS	Belgian Railways
ZSSK	Slovakian Railways

17.4 Assistance for PRM

The GCC-CIV/PRR applies unchanged.

18 Registered luggage (supplementary to point 8 GCC-CIV/PRR)

The conditions for the carriage of accompanied registered luggage are published in the special conditions of carriage of the carriers which offer the service.

19 Cancellation of trains and anticipated delays (supplementary to points 9 and 10 GCC-CIV/PRR)

Point 13.2 GCC-CIV/PRR covers the entitlement of passengers to refunds, compensation and assistance in the event of train cancellation or delay in accordance with Articles 15-18 PRR.

Compensation for delay for holders of Rail Pass tickets is covered in the SCIC RPT.

List of addresses of participating carriers

Carrier Carrier Code Law on Carriage		Details of commercial departments
Abbreviation	Name	Postal address
Attica 3062 CIV	Attica Group	Attica Group 1-7 Lysikratous & Evripidou Street GR – 17674 Kallithea, Athens, GREECE
BDZ 1152 CIV	Bulgarian Railways	BDZ Passengers 3, Ivan Vazov, Str. BG-1080 SOFIA
CD 1154 CIV	Czech Railways JSC	Czech Railways JSC Head Office Passenger Transport Sales Department Nábřeží Ludvíka Svobody, 1222/12 CZ – 110 15 PRAGUE 1
CFL 0082 CIV	Luxembourg Railways	Luxembourg Railways Service Activité Voyageurs Trains Distribution et Tarification Place de la Gare, 9 L - 1616 LUXEMBOURG
CFR CALATORI 1153 CIV	Romanian Railways	SNTFC "CFR CALATORI" S.A International Traffic Regulations Department Bd. Dinicu Golescu 38, Sector 1 RO-010873 BUCHAREST / Romania
CP 1094 CIV	Portuguese Railways	CP Comboios de Portugal Direção de Exploração Longo Curso e Regional Av. Infante D. Henrique, 73 P-1900-263 Lisboa PORTUGAL
DB 1080 CIV	Deutsche Bahn AG	DB Fernverkehr AG International Pricing Management Stephensonstrasse, 1 D - 60326 FRANKFURT AM MAIN
DSB 1186 CIV	Danish State Railways	DSB Kommerciel Telegade 2 DK – 2630 Taastrup
GYSEV 0043 CIV	GYSEV Zrt./ Raaberbahn AG	Győr-Sopron-Ebenfurti Vasút Zrt Raab-Ödenburg-Ebenfurter Eisenbahn AG Mátyás király u.19. H-9400 Sopron
HML 3061 CIV	Hellenic Mediterranean Lines Shipping Company	Hellenic Mediterranean Lines Co. Ltd. 4, Loudovikou Sq. P.O.Box 80057 GR - 18510 PIRAEUS
HZ 1178 CIV	Croatian Railways	HZ – Putnicki prijevoz d.o.o. Prodaja I Marketing Strojarska cesta 11 HR - 10000 ZAGREB
LDZ 0025 CIV	Latvian Railways	VAS Latvijas Dzelzceļš Gogola iela 3 LV – 1547 RIGA

Carrier Carrier Code Law on Carriage		Details of commercial departments
Abbreviation	Name	Postal address
LG 0024 CIV	Lithuanian Railways	AB "Lietuvos Geležinkeliai" Keleivių vežimo direkcija Mindaugo g. 12 LT-03603 VILNIUS
MÁV-START 1155 CIV	MÁV-START Rail Passenger Transport Co.	MÁV-START Rail Passenger Transport Co. Sales Department Könyves Kálmán Krt.54-60. H - 1087 BUDAPEST
MZ Transport 1065 CIV	Macedonian Railways Transport AG- Skopje	Macedonian Railways Transport AG-Skopje Head Office Tariff Department Ul. treta makedonska brigada bb 1000 SKOPJE, Macedonia
NS 1184 CIV	Dutch Railways	NS Internationaal BV Postbus 767 NL – 1000 AT Amsterdam
NSB 1076 CIV	Norwegian State Railways	NSB Persontraffikkdivisjonen Prinsensgt. 7-9 N - 0048 OSLO
ÖBB 1181 CIV	Austrian Federal Railways	ÖBB-Personenverkehr AG Long Distance Traffic Am Hauptbahnhof 2 A - 1100 VIENNA
PKP 1251 CIV	Polish State Railways	PKP INTERCITY S.A. Aleje Jerozolimskie 142 A PL - 02-305 Warszawa
RENFE 1171 CIV	Spanish Railways	Renfe Viajeros Dirección Comercial Distribución Internacional Avda. Ciudad de Barcelona 8 – 2pl. ES - 28007 MADRID
SBB/CFE 1185 CIV	Swiss Federal Railways	Schweizerische Bundesbahnen SBB AG Personenverkehr, Verkehr Preis und Sortiment International Wylterstrasse 125 CH 3000 Bern 65 - SCHWEIZ
SJ 1174 CIV	Swedish Railways	SJ AB Sales Division Vasagatan 7, 3rd Floor S - 105 50 STOCKHOLM
SL 3052 CIV	Silja Line AB	Silja Line AB PL / PB / B.P. 880 FIN - 00101 HELSINKI
SNCB/NMBS 1088 CIV	Belgian Railways	Marketing and Sales Europe Batiment Atrium 10.14 B-MS 033 Avenue de la porte de Hal, 40 B - 1060 BRUSSELS
SNCF 1187 CIV	French Railways	SNCF – Voyages Développement Direction Ventes Internationales 2, place de La Défense F – 92053 PARIS La Defense

Carrier Carrier Code Law on Carriage		Details of commercial departments
Abbreviation	Name	Postal address
SSL 0008 CIV	Sealink Stena Line	Sealink Stena Line Charter House - Park Street GB - ASHFORD – TN 2 4 8 E KENT
SV 1172 CIV	Serbian Railways	SV – „Srbija Voz“ a.d. Sektor za saobraćajno-komercijalne poslove Nemanjina 6 SRB-11000 BEOGRAD
SZ 1179 CIV	Slovenian Railways	Slovenske Železnice Potniski promet, d.o.o. Kolodvorska 11 SL - 1506 LJUBLJANA
TCDD 0075 CIV	TCDD Transportation JSC	TCDD Taşımacılık A.Ş. Genel Müdürlüğü Yolcu Taşımacılığı Dairesi Başkanlığı Altındağ İlçesi Anafartalar Mah. Hipodrom Caddesi Ek Hizmet Binası TR - 06330 ANKARA
TRAI NOSE 1073 CIV	Hellenic Railways AG	Hellenic Railways AG Direction Voyageurs Section des tarifs (nationaux/ internationaux 1 – 3 Rue Karolou GR - 10437 ATHEN
Trenitalia 0083 CIV	Italian Railways	Trenitalia S.p.A. Divisione Passeggeri LH Commerciale Mercato - Vendita Internazionale e Charter Divisione Passeggeri Regionale Commerciale Regionale Piazza della Croce Rossa 1 00161 ROME
VL 3029 CIV	Viking Line Shipping Company	Viking Line Ab PB 35 FIN - 22101 MARIEHAMN
VR 0010 CIV	Finnish Railways	VR Group Ltd Matkustajaliikenne Markkinointi PL 488 (Vihonkatu 13) FIN - 00101 HELSINKI
ZFBH 0050 CIV	Railways of the Bosnia- Herzegovina Federation	ZFBH GENERALNA Direkcija Musala 2 BA – 71000 SARAJEVO
ŽPCG 1062 CIV	Crne Gore Railway	ŽPCG – Železnice Crne Gore Sektor za prevoz putnika Golotočkih žrtava 13 MN-81000 PODGORICA
ŽRS 0044 CIV	Railways of the Republika Srpska	ZRS – Railways of the Republika Srpska Revenue Management Svetog Save 71 BA – 74000 DOBOJ
ZSSK 1156 CIV	Slovakian Railways AG	Železničná spoločnosť Slovensko, a.s. Commercial Department Pri bitúnku 2 SK – 040 01 KOŠICE

Appendix 2
Contact addresses

Contact addresses for the carriers taking part in chartering special trains or special coaches

Carrier	a) Address b) Contact	a) Telephone b) Fax c) E-Mail
BDZ	a)BDZ Passengers 3, Ivan Vazov BG - 1080 Sofia b) Petya Mindeva	a) +359-2-988 5358 b) +359-885 931 775 c) pmindeva@bdz.bg
BLS	Switzerland	
CD	a) CD – Czech Railways AG Headquarters Passenger Transport Sales Department Nábřeží Ludvíka Svobody, 1222/12 CZ - 110 15 Praha 1 b) Jan Bystřický	a) +420 972 232 088 b) +420 972 233 306 c) Bystricky @gr.cd.cz
CEL	Lebanon	
CFF/SBB	a) Schweizerische Bundesbahnen SBB SBB Charter Langstrasse 175 CH - 8005 Zürich b) Hanspeter Lendi	a) +41-51 285 03 84 b) +41-512-22 84 60 c) charter.sbb@sbb.ch
CFL	a) CFL – Service Activités Voyageurs Service Activités Voyageurs 9, place de la gare L - 1616 Luxembourg b) Anne Pickard	a) +352 4990 4866 b) +352 4990 4879 c) Anne.pickard@cfl.lu
CFR Calatori	a) SNTFC « CFR-Calatori » S.A. Regulations in International Traffic Department Bd Dinicu Golescu 38, Sector 1 RO - 010873 Bucuresti b) Beatrice Perin	a) +40-210-310 63 68 b) +40-210-310 63 68 c) beatrice.perin@cfrcalatori.ro iulia.moroeanu@cfrcalatori.ro
CIE	Ireland	
CP	a) CP – Comboios de Portugal Direção de Exploração Longo Curso e Regional Av. Infante D. Henrique, 73 P - 1900-263 Lisboa b) Madalena Delgado	a) +351-21-10-21 256 c) mcdelgado@cp.pt
DB	a) DB Vertrieb GmbH DB Gruppencharter Stephensonstr.1 D - 60326 Frankfurt am Main b) Judith Klein	a) +49-69-265-6575 b) +49-69-265-59702 c) gruppencharter@ deutschebahn.com
DSB	a) DSB - Specialrejsler Postboks 363 Telegade 2 DK – 2630 Taastrup b) Linda Hejbol	a) +45-24 68 25 92 b) c) specialrejsler@dsb.dk
GYSEV/ Raaberbahn	a)Győr-Sopron-Ebenfurti Vasút Zrt Raab-Ödenburg-Ebenfurter Eisenbahn AG Mátyás király u. 19 H-9400 Sopron	a) +36-99-577-365 b) +36-99-577-384 adtakacs@gysev.hu

HZ	a) HZ – Putnicki prijevoz d.o.o. Prodaja I Marketing Grupa za prodaju poslovnim korisnicima Strojarska cesta 11 HR - 10000 Zagreb b) Ana Gasparec	a) +385-1-4573 208 b) +385-1-453 47 59 c) ana.gasparec@hzpp.hr
IR	Irish Rail	
IRR	Iraq	
LG	Lithuanian Railways	
MÁV-START	a) MÁV – START Railway Passenger Transport Co. Sales Department Könyves Kálmán krt. 54-60 H – 1087 BUDAPEST b) Vajdas Viktória, Kocsis Csaba	a) +36 1 – 511- 5096 or-5097 b) +36 1 – 511-1001 c) charter@mav-start.hu
MZ Transport	a) Makedonski Zeleznici Transport AD- Skopje Direction Département de Tarif Ul. III Makedonska Brigada bb 1000 SKOPJE, Macédoine	a) +389-2-2449771 b) +389-2-3248719 c) mz65dir5@t-home.mk
NIR	a) Northern Ireland Railways	
NS	a) NS Internationaal BV Postbus 767 NL - 1000 AT Amsterdam b) Marie Christine Wormser	a) +31 6 19268739 b) c) MC.Wormser@ns.nl
NSB		
ÖBB	a) ÖBB Personenverkehr AG (for special coaches and special trains) Am Hauptbahnhof 2 A – 1100 Wien b) Sabine Höfer	a) +43-664-6178005 b) c) sabine.hoefer@pv.oebb.at
ONCFM	Morocco	
PKP	PKP Intercity“ S.A. Biuro Dyspozytury I Organizacji Przewozów Al.-Jerozolimskie 142 a PL – 02-305 Warszawa “Przewozy Regionalne” sp.z.o.o. Biuro Handlowe Ul.Kolejowa 1 PL-01-217 Warszawa	a) +48-697 044 744 and +48-505 791 637 b) c) leszek.sokulski@intercity.pl pawel.milewski@intercity.pl a) +48-695 310 046 b) c) marcin.domagala@p-r.com.pl
RAI	Iran	
SJ	a) SJ Event Centralplan 19 S-105 50 Stockholm	a) +46-8-522 50450 b) no c) event@sj.se

SNCB	SNCB International Strategy & Partnerships 10.-14 B-SL.314 Avenue de la Porte de Hal, 40 B-1060 Bruxelles	a) +32-2-528 20 28 b) No c) Nathalie.vandervurst@b-rail.be
SNCF	All enquiries a) Rail Europe Italia Via Vitruvio 1 I – 20124 Milano b) Patrice Ubaldi	a) +39 02 2954 4924 b) +39 02 7428 1287 pubaldi@raileurope.com

SV	a) SV – “Srbija Voz” a.d. Sektor za saobracajno- komercijalne poslove Nemanjina 6 SRB-11000 BEOGRAD b) Nataša Vidojević	a) +381-11-361 6962 b) +381-11-361 6775 c) natasa.vidojevic@srbrail.rs dusan.milic@srbrail.rs
SZ	a) SZ – Slovenske zeleznice PE SZ Potniski promet, d.o.o. Sluzba za prodajo in marketing Kolodvorska 11 SL - 1506 Ljubljana b) Mirjana Vanovac	a) +386-1-2912 571 b) +386-1-2912 838 c) mira.vanovac@slo-zeleznice.si
TCDD	a) TCDD Taşımacılık A.Ş. Yolcu Taşımacılığı Dairesi Başkanlığı Altındağ İlçesi Anafartalar Mah. Hipodrom Cad. No : 3 06330 ANKARA/TÜRKİYE b) Nazmiye KILIÇASLAN	a) +90 312 311 21 06 b) +90 312 311 13 06 c) nazmiyekilicaslan@tcdd.gov.tr
TRAI NOSE	a) CH- Greek Railways Commercial Department Karolou 1 – 3 GR - 104 37 Athènes b) Maria Milioni	a) +30-10-524 0996 b) +30-10-524 0996 m.milioni@osenet.gr
Trenitalia	a) Trenitalia S.p.A Divisione Passaggeri Regionale Piazza della Croce Rossa 1 I – 00161 Roma Candida Francescone	a) +39-06-44103816 b) c.francescone@trenitalia.it
VR	Finland	
ZFBH	Bosnia-Herzegowina	
ZPCG	a) Željeznički Prevoz Crne Gore Sektor za saobraćaj Golootockih zrtava 13 ME-81 000 Podgorica	+382-20-441 370 +382-20-441 370 direktor.putnicki@zcg-prevoz.me
ZRS	Bosnia-Herzegowina	
ZSSK	a) ZSSK-Železničná spoločnosť, a.s. Sekcia marketingu Pri bitúnku 2 SK – 040 01 Košice b) Dipl. Ing. Ferdinand Ginelli	a) +421-55-229-5047 b) gineli.ferdinand@slovakrail.sk