

**IMPOSED TERMS and CONDITIONS regarding the use of the service
„ Buying CFR online tickets”**

By accessing the service "Buying CFR online tickets", registered users can purchase tickets by paying it online.

Using the service "Buying CFR online tickets", it is NOT longer necessary to go to the sales points. The ticket with all the necessary data for the trip will be sent by email. The ticket will be accessible at any time in your user profile.

A registered user of the service "Buying CFR online tickets" need to know, respect and agree with the following aspects of using "CFR online tickets":

1. "CFR online tickets" are NOMINAL tickets and allow travelling only the persons named and only to the train / trains specified on the online ticket.

2. In the train, passengers will be identified by the number of "ticket ID" and their names form an official identity document (identity card, passport, driving license). Passengers are recommended to print and to hold on the train the "CFR online ticket" in the standard format for this type of ticket.

3. In accordance with the regulations, when traveling by train, passenger categories for which tickets can be purchased via "Buying CFR online tickets" are defined as follows:

- **"adult"** - is considered any person (regardless of age) paying the full transport tariff or with discounts granted of the full transport tariff related to various commercial offers, specific for this type of customer;
- **"Child"** - are children up to the age of 10 when travelling, including those under 5 years for whom is required a separate seat. If a separate seat is not required, children under the age of 5, can travel by train free of charge. Train staff in charge with verification and control, may request proof of children age by submitting a copy of birth certificate;
- **"youth"** - are people aged up to 18 years, unfulfilled at the travel date;
- **"Train Plus Card passenger"** - shall refer to any person regardless of age who possess a valid Plus Train Card.

4. By using the service "Buying CFR online tickets", you can only purchase CFR tickets:

- for categories of customers defined as
 - "adult", "child", for tickets for one-way trip or round-trip;
 - „adult” or „youth” in case of mini-grup ticket.
 - „Train Plus Card passenger”- for one-way trip tickets;
- the trains running in domestic traffic, with compulsory reservation (type : InterRegio - IR, Intercity – IC, Regio Express - RE);
- on routes shown in the application of selling CFR online tickets, that for which there is the button "buy";
- only for the commercial classes (types of cars) at which "CFR Calatori" provides such services;
- for a maximum number of passengers per transaction, depending on the type of car as specified on the point 9;
- if it is required a separate seat for each passenger (including for children, at sleeping car and berth car);
- if it is required for each train of the selected route, for all passengers from the transaction), the same type of car (commercial class).

5. "CFR Calatori" will send a notice by e-mail regarding any change that relates to customers travel who have purchased "CFR online tickets", if these are known (ordered) by more than 24 hours from date and time of departure of the first route train (the date and time of passenger boarding the first train on the route). A registered user of the service "Buying CFR online tickets" is required and remains directly responsible for checking the e-mails sent, to be informed of any changes occurring during his journey.

6. SNTFC "CFR Calatori" assumes no responsibility if it informed the user on the changes, but he has not become aware beforehand of this information. This information will be made available by the train staff.

7. SNTFC "CFR Calatori" reserves the right to change any time the number of trains, types of cars and tariff offers available for online sale, without prior notice.

8. Selecting the passenger type and the correct registration of other data necessary to the journey, namely:

- Name and surname of passengers
- Number of *Train Plus* card.

declared on the ticket it's the user's responsibility.

Please note that in situations where you can not prove the identity of the person and / or quality declared on the ticket (child, young), the passengers will be considered to be without valid travel ticket and be forced to pay increased tariff on the train.

9. The maximum number of passengers for which places may be required in a single online transaction, varies by car type, as follows:

- 12 places in seats class cars (1st class, 2nd class), except minigrup offer limited to the number of passengers on the ticket, in berth cars with 6 beds in the cabin and in berth cars with 4 beds in the cabin;
- 2 places in sleeping cars with 2 beds in the cabin or for single cabins.

10. If you want to purchase CFR online tickets for more then 12 passengers, the customer can choose either to make more orders in the service "Buying CFR Online Tickets" or to buy the tickets directly to the CFR Calatori sales points . Where several orders are made online, places can be reserved in different cars or in the same car, using the option to select places at the desired (specified) car. More details about using the option "specified car", can be found in the "user manual".

11. Changing travel data of an already purchased CFR online ticket can be made only under the following conditions:

- Changing is performed by using the function "Change data travel", available within the online application for a ticket as a whole, i.e for all passengers on the ticket and for all trains that make up the route. In case of round-trip, the change request is made for both trips;
- You may require to change the travel date, train number, type of the car (type of the service) only if the stations of departure and destination, number, type and names of passengers form the original ticket remain unchanged;
- If you wish to travel with reservation at sleeping car (cabin with 2 beds or "Single" type), the number of passengers on the original ticket must be 2 people maximum;

- The request is made with at least 12 hours before departure of the first train on the route from the original ticket, for trains running in the available period for online ticket purchase (for trains running on up to 30 days in advance, less for trains running within 24 hours from the moment the application is introduced in the system);
- The request to change a purchased ticket may be done one time and the customer must pay the tariff differences. The new CFR online ticket (issued as a result of a request to change travel data) DOES NOT allow any other changes;
- Changing travel data to a train with lower rank or class will be made without reimbursement of tariff differences. In this case, for the recovery of tariff differences, it is recommended to renounce at the original ticket by requesting the refund of the original ticket (according to provisions of section 12) and purchase another ticket in accordance with the new requirements.

After performing the change operation, the original ticket is no longer valid and the passenger receives a new ticket in pdf format, under the new requirements.

If the name of passengers has been entered incorrectly, the correction can be made only if such modification is required with at least 24 hours before the departure of the first train on the route. In this case, it is necessary to submit a change request (for the name entered incorrectly), at the email address : biletectronline@cfrcalatori.ro.

It is not allowed and we CANNOT change the passenger type (adult, child, etc.), gender (in case of requested changes at the sleeping car), the number of passengers and departure/arrival stations reported on the initial ticket. CFR online tickets DO NOT allow to interrupt the journey. If such changes are wanted, or you want to change travel data of a CFR online ticket already changed (issued as a result of a change request), it is necessary that the respective CFR online tickets (that do not longer meet) to be returned (to renounce at this ticket according to the provisions laid to the next point 12) and to buy another CFR online tickets.

12. Reimbursement of rates for this type of tickets can be made only upon refund request, complying with the following conditions:

- the request is made for a ticket as a whole, i.e. for all passengers specified on the ticket (the refund request is NOT allowed only for some passengers enrolled on the ticket) and for all trains that compose the route;
- the request for refund must be filled online by the customer (registered user in the application) and will be taken in consideration only if it is registered at least 12 hours before departure time of the first train (passenger's boarding date). After the expiry of this period (12 hours before beginning of the journey), the prices „CFR online tickets” will NOT be refund. Exceptions are cases referred to the point 14;
- for round-trip tickets, it can be required also a partially refunded but only for the return trip, after performing the one-way trip, while the request is registered at least 12 hours before beginning the return journey. In this case, from the amount due to be reimbursed, in addition to processing fee, the amount of one-way trip already done (full price without discounts) shall be retained;

- the CFR online ticket must be issued based on commercial offers which allow reimbursement (if commercial offers do not allow reimbursement, the customer is informed before buying the ticket);
- the amounts to be refunded are calculated by retaining the processing fees (according to regulations in force, available on the official website, at <http://www.cfrcalatori.ro/2482>) and will be paid directly to the account associated with the card with which the payment was made (the amounts shall NOT be reimbursed in cash at the CFR Calatori sale points, regardless of the situation).

13. Within the service "Buying CFR online tickets", CFR Calatori may introduce some commercial offers that do NOT ALLOW REIMBURSEMENT OF TARIFFS . In these cases, the customer is compulsory warned before purchasing about this constraint (a message will be displayed in the online sale application). This information will be mentioned also on the online ticket as: **Warning! Ticket can not be reimbursed. By choosing this type of online ticket issued based on a commercial offer that does not allow reimbursement, the passenger agrees with restrictive conditions on the reimbursement.**

14. In special cases, when because of the railway guilt, the customer is unable to carry out the trip at departure or on route, according to initial data on the online CFR ticket, to continue the journey by another train or return to the original departure station, it is necessary that the passenger to address directly to the CFR Calatori sales points in the station where incident / case occurred. In these special circumstances, if you want to give up for the journey, the request for refund can be filled either directly to the sales points of the station (on standard form) or online (in your own user profile). The online registration of requests refunds are accepted within 3 calendar days after the incident (after the train departure), in which case, it's necessary to be applied the non-use visa for the ticket at the CFR Calatori sales (the passenger should contact the point of sale in order to take out the ticket).

15. Purchasing the "CFR online tickets" can be made for the entire period of advance but the request can not be made later than 24 hours of starting the journey. „CFR online tickets” can be requested up to 30 days in advance, except for trains running within 24 hours from the time of introducing the request in the system. **"CFR Calatori" reserves the right to change the advance sale deadline of tickets (maximum 30 days), at any time if operating conditions require it. The change can be made for all passenger trains or certain trains, informing the traveling public at least 2 days before the change takes effect. In case of force major, changes can be made without notice, posting the information on the official website of the „CFR Calatori”.**

16. When traveling by train, customers have several commercial offers provided by "CFR Calatori" and can choose one of them according to the specific needs and preferences, and can benefit from various commercial discounts that ARE NOT usually cumulative, as follows:

16.1 „Round-trip” offer

Represents the possibility to make a round-trip journey on travel routes where only one train is used at both trips, for any train available for online sale, any class and any route, according to selections made, separatly for one way and return, for which the data of the journeys are known. The condition is that the arrival station for the one way trip is identical with the departure station for the return journey and the arrival station for the return journey is identical to the departure station for the one way journey.

A discount of 10% is granted for „round-trip” offer for "adult" of the full transport tariff for each train (one way train and the selected train for the return trip). The seat reservation tariff ticket at class car or bed supplement at sleeping car or berth car is fully paid.

„Round-trip” offer at online sell may also be issued for passengers being "student", "pupil" or "child" (qualities defined according to provisions specified at section 3 above), but in this case, only the reduction offered by this quality is granted (corresponding to "student", "pupil" or "child"), without any further discount.

At „round-trip” offer it is necessary to establish the exact date, train and type of car for the one way and return journey. For the return journey, the passenger can request any data of the sale in advance period, starting with the same day as the one way journey but no earlier than 60 minutes from the time of arrival at the destination of the one way train.

Discounts granted to "round-trip" offer DO NOT cumulate with other discounts (type: anticipation, fidelity, Minigroup, etc.) except those granted when purchasing tickets through online distribution channel.

16.2. "Minigroup" offer

May be purchased only when traveling at 2-nd class cars, by one train, on Mondays to Thursdays and Saturdays, for small groups from 2 up to 5 persons considered in terms of tariff "adult", the discounts being granted from the full transport tariff, from 10% (for 2 "adults") and reaching 25% (for 5 "adult"). The tariff of seat reservation ticket at car class for each passenger is fully paid.

Youth up to 18 years old, benefit from 50% discount compared to an "adult" tariff. At thi offer 2 "youths" are considered 1 "adult" and therefore benefit from a 50% discount for an reduced "adult" tariff corresponding to the respective Minigroup (depending on number of people in the Minigroup). If the number of "youth" in a "Minigroup" is odd, then 1 "youth" is considered (in terms of tariff) 1 "adult".

Discounts granted for minigroup offer DO NOT cumulate with other discounts (fidelity, round-trip, etc.), except those granted to purchase tickets through the "online"distribution channel.

16.3. TrainPlus Card

Unlimited CFR online tickets can be purchased based on "TrainPlus" nominal card, during its validity period, for any route, at all train with a discount of 25% of the full transport tariff. The seat reservation tariff at class car and bed supplement / berth car is full paid.

Discount granted under this offer is NOT cumulative with other commercial offers (round- trip, Minigroup, anticipation, fidelity, etc..) except discounts granted to purchase CFR online tickets.

On the train, the passenger must submit the ticket and also TrainPlus card under which it was issued, and an identity document (Identity Card/ passport).

If the passenger does not submit that card when the control is performed for a discount ticket purchase based on a TrainPlus card, he must pay the difference between the increased tariff on the train corresponding to rank, class and distance and the amount paid on the submitted ticket.

TrainPlus card can be purchased for a fee, only at the sale points of CFR stations and travel agencies that issue electronic tickets for any passenger, regardless of age, upon written request (standard form) stating the starting date of validity, holder name, identification number, address and other optional contact information (e-mail, etc).

16.4. Discounts for purchasing in advance CFR online tickets.

Discounts are granted for one way trips for full tickets (adult) and children (until 10 years old) (of the transport tariff, reservation ticket is paid in full) depending on the period of anticipation with which tickets are purchased. Discounts start from 5% when purchasing with a 6-day advance and get up to 13% if an advance purchase is over 21 days. **Anticipation discounts apply only to full transport tariff for one-way journey for both adults and children tariff and cumulate only with discounts granted for loyalty and those granted to purchase tickets through the "online" distribution channel.** Discounts granted for purchasing in advance CFR online tickets DO NOT cumulate with round-trip offer, minigroup or other commercial offers.

If the conditions mentioned above are met when selecting a route within an online transaction (purchasing one-way trip ticket), anticipation discounts are granted automatically.

16.5 "Loyalty" discount

When purchasing full price train tickets for "adult" and also for "children", for a journey performed by several successive trains belonging to CFR Calatori (one-way trip), discounts of up to 20% are granted, called "loyalty" discounts, as follows:

- 10% discount if two CFR Calatori successive trains are used for a journey (between the departure station and the destination station);
- 15% discount if three CFR Calatori successive trains are used for a journey (between the departure station and the destination station);
- 20% discount if four CFR Calatori successive trains are used for a journey (between the departure station and the destination station).

"Successive train" means the train at which the departure station is identical to the arrival station from the previous train. And for trains during the journey, the departure hour of the last chosen train must be within a maximum of 48 hours, before the departure hour of the passenger's boarding station.

The interval between the train arrival hour and the departure hour of the next train on the route cannot be less than 5 minutes and no more than 23 hours and 59 minutes.

If the conditions mentioned above are met when selecting a route within an online transaction (purchasing one-way trip ticket), loyalty discounts are granted automatically.

Loyalty discounts apply only to full transport tariff for one-way journey for both adults and children tariff and cumulate only with discounts granted for anticipation and those granted to purchase tickets through the "online" distribution channel. Discounts granted for loyalty DO NOT cumulate with round-trip offer, minigroup or other commercial offers

17. "CFR Calatori" specific commercial offers are made available to customers (passengers) only under the marketing terms and conditions.

"CFR Calatori" reserves the right to change the marketing terms or to stop, at any time, applying one or more of their commercial offers, informing the traveling public at least 2 days before the occurrence of change. In case of force majeure, changes can be made without notice, by informing on the official site of "CFR Calatori".

18. Between 1.30-2.30, the service is unavailable (suspended), it will run system maintenance operations.

19. Warning! On the e-mail address initially declared, all correspondence related to online transactions will be sent. Wrong registration of the address leads to impossibility to use this service and to purchase CFR online tickets. If you change your e-mail, in your user profile already created from "change user data", it is necessary to log in again.

20. Please note that when the user is stationary for more than 5 minutes (remains in a page without performing any action), he will be automatically disconnected from the application. To continue, the user must to log in again.

21. It is necessary to verify and configure your specific software settings (Internet provider specific settings, browsing applications, etc.) so that emails related to the application "Buy CFR online tickets" will not automatically listed in "Spam".

22. It is recommended to use the browser "Internet Explorer", at least version 6, (with a minimum resolution of 640x480.). When using other browsers (Mozilla Firefox, Safari), especially when selecting round trip ticket, errors or anomalies may occur

23. Before using the service "Buy CFR online tickets", and whenever questions arise about how to fill the fields in the application, the user must carefully read the "user manual" available in the section HELP. Suggestions and questions can be addressed on e-mail at bileteonline@cfrcalatori.ro;

24. SNTFC "CFR Calatori" assumes no responsibility in case the user fills in incorrectly (of ignorance, inadvertently, etc..) the fields that require the purchase of "CFR online tickets."

25. Passengers holding "CFR online tickets" are required to be informed and fully comply with legal provisions relating to travel by rail (including those related to to luggage transport) as any normal passenger.

26. CFR Calatori issues invoice on request by email at: bileteonline@cfrcalatori.ro . The invoice will be send via electronic mail at the address notified by the customer, according to the legal terms in Romanian country.

27. The banking transactions e-Commerce (for the payment of CFR tickets online) are provided, as required by Romanian law, by accredited companies. The types of cards accepted by our partners are: MAESTRO, MASTERCARD, VISA and VISA ELECTRON.