

# Passenger fares

SNCF VOYAGEURS GENERAL TERMS AND CONDITIONS OF SALE

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# SNCF VOYAGEURS FARES VO 0131

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## Reissues

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# VOLUME 1 - GENERAL PROVISIONS

## 1. Purpose of passenger fares

SNCF Voyageurs' passenger fares specify the terms and conditions of sale, prices and conditions of application relating to the national and regional services provided by SNCF Voyageurs (the "Passenger Fares").

It is possible to derogate in whole or in part from the provisions of the Passenger Fares once the general terms and conditions specific to certain products or services have been established.

They are made available to passengers who can consult them on request or on the SNCF Voyageurs website, <https://www.sncf-voyageurs.com> in Word or PDF version. Only the current PDF version is legally binding.

Passenger fares can be translated. However, translated versions are for information purposes only, and only the French version is valid.

Changes to passenger fares come into force upon publication of the French version.

## 2. Regional pricing systems and transport services organised by Ile-de-France Mobilités

### 2.1. Regional pricing systems

Pursuant to Article L. 2121-3 of the Transport Code, the Regions are responsible as Regional Transport Mobility Organising Authorities for the organisation of regional rail passenger services, and road services carried out in substitution for these rail services. In this respect, the Regions define, within their territorial jurisdiction, the content of the regional public passenger transport service, in particular the routes, the quality of the service, the information of the user, as well as the pricing policy for services of regional interest with a view to obtaining the best economic and social use of the transport system. National social fares (excluding work subscriptions and Pupils/Student/Apprentice Subscriptions with validity not guaranteed on all of the Regional Express Transportation (TER)) apply to regional personal services.

Pursuant to Article 17(4) of Decree No. 2016-327 of 17 March 2016 on the organisation of rail passenger transport and containing various provisions relating to the financial and accounting management of SNCF Voyageurs, the Regions, in their capacity as Regional Mobility Organising Authority, may decide to exercise their freedom to set fares. They therefore have full competence to define the pricing policy applicable to the rail services they organise. The implementation of this freedom to set fares results in the end of the validity of the work subscriptions and the Pupils/Student/Apprentice Subscriptions on board TERs of the region concerned. The rules contained in these General Terms and Conditions of Sale apply to regional rail passenger transport, provided that the implementation of Article 17 (4) of the aforementioned decree contains provisions to the contrary. The use of freedom to set fares by a Regional Mobility Organising Authority will in particular make it possible to derogate from articles relating to the fare range, price formation and national social fares (only with regard to work subscriptions and Pupils/Student/Apprentice subscriptions).

By agreement between SNCF Voyageurs and two neighbouring regions, these provisions may also apply to interregional transport.

Pursuant to Article L2121-3 of the Transport Code, amended by Law no. 2014-872 of 4 August 2014 - Art. 15, the Region defines the pricing policy for services of regional interest with a view to obtaining the best economic and social use of the transport system. National social fares apply to regional personal services (Volume 3 – Article 4 of this document).

Concerning TER trips connecting TGV or Intercités, pursuant to Article 20 of Decree No. 2016-327 of 17 March 2016, if a Regional Mobility Organising Authority decides to apply regional pricing for connecting trips, the trip successively using a TER and a TGV or an Intercités comprises separate contracts of carriage:

- A contract of carriage on the TGV journey, Intercités
- A contract of carriage on the TER journey without booking
- A contract of carriage on the TER journey with booking (Krono+ trains Paris/Caen/Cherbourg-Trouville-Deauville - Paris-Rouen-Le Havre - Dieppe/Paris (weekend) and the Krono Paris-Argentan-Granville)

When activating the freedom to set fares on connecting TER services:

- the fare offers of each carrier (TGV INOUI and TER without booking for example) are juxtaposed and processed separately.
- the mandatory round-trip restrictions apply in certain regions on the TER round trip without booking on the one hand and the TGV INOUI round-trip on the other, with the journeys having to be identical to the round trip on each of the carriers in order to comply with the conditions of the offers.

Examples:

- Applicable to a TGV INOUI round trip, and to a TER journey without booking for the round trip.
- Not applicable to a TGV INOUI round-trip by TER without booking (and vice versa) and not applicable to a TGV INOUI outbound trip and TGV INOUI + TER return trip (and vice versa).

The TER after-sales conditions are those decided by the Regional Mobility Organising Authority.

## 2.2. Ile-de-France Mobilité Services

The transport services organised by Ile-de-France Mobilités are not subject to these Passenger Fares.

## 3. International transport services

For international transport services, SNCF Voyageurs applies:



- The rules relating to international rail transport (COTIF) and the General Conditions (GCC-CIV/PRR) appended thereto, drawn up by the International Rail Transport Committee (CIT) located in Bern and available:
  - o on the Internet at the following address: [https://www.cit-rail.org/secure-media/files/gcc\\_civpr fr\\_2023-12-10\\_signe.pdf?cid=371147](https://www.cit-rail.org/secure-media/files/gcc_civpr fr_2023-12-10_signe.pdf?cid=371147)
  - o in appendix 6 of Volume 7 of this document.
- These Passenger Fares as Special Conditions of Carriage, unless otherwise specified. The specific provisions indicated in Volume 7, Appendix 3, of the Passenger Fares, for connections between France and certain stations located outside French territory.

## 4. Contract of carriage and direct ticket

### 4.1 Contract of carriage

SNCF Voyageurs undertakes to transport the passenger and, where applicable, the passenger's luggage to the place of destination under the conditions defined in the contract of carriage, subject to the occurrence of a case of force majeure or railway traffic safety requirements.

Furthermore, SNCF Voyageurs is subject to the provisions of Regulation (EU) 2021/782 of the European Parliament and of the Council of 29 April 2021 on rail passengers' rights and obligations which entered into force on 7 June 2023 ("DOV"), which you can consult by clicking on the following link: <https://eur-lex.europa.eu/eli/reg/2021/782/oj>

The contract of carriage is recorded by the ticket issued, in paper, electronic or digital format. A paper ticket is evidence, until proven otherwise, that a contract of carriage has been formed, and of its contents. However, this provision does not apply to the e-ticket or M-ticket, as it is a dematerialised ticket (hereinafter referred to as "e-ticket" for simplicity).

A ticket constitutes a contract of carriage, except in the cases mentioned in Article 4.2 below. It is specified that the contract of carriage does not include, in particular, accompany passengers when travelling on the train.

Thus, it is up to the passenger to ensure that he/she is able to make the planned trip independently. In this respect, the passenger must be able, for example, to carry out certain essential acts for himself/herself (eating, going to the toilet, etc.), be able to present his/her ticket as well as all the necessary documents during his/her trip (discount card, proof of identity, etc.), be able to comply with the instructions provided and those that could be given both in a normal situation and in a situation disturbed by the personnel, be able to ensure his/her own evacuation of the train, etc. No assistance may be provided by an agent for a passenger, on board the trains and during a possible evacuation of the train. Minor children remain under the responsibility of their parents. It is the responsibility of the parents to ensure that they are able to make the contemplated trip in complete safety.

### 4.2 Direct ticket

The direct ticket is defined in Articles 4.5 and 4.6 of the GCC-CIV/PRR appended in Appendix 6 of Volume 7 of these Passenger Fares.

In the event that the passenger buys a trip including one or more connecting trips operated by SNCF Voyageurs or a railway company wholly owned by the latter, his/her tickets are considered as a direct ticket if all of the following conditions are met:

- The connecting trip was purchased in a single commercial transaction
- The end-to-end connections were proposed by the ticket seller in accordance with the connection times indicated to him/her by the railway company
- The connecting trip must concern: a train trip in France on TGV INOUI, OUIGO, INTERCITÉS, TER and the domestic lines France-Germany, France-Switzerland (TGV Lyria) and Brussels-France co-operated by SNCF Voyageurs or an international trip on the lines Paris-Luxembourg, Paris-Freiburg, Paris-Barcelona or Paris-Milan operated by SNCF Voyageurs
- The ticket mentions the date, time and train number of each trip.

If the purchase of connecting tickets meets all the aforementioned conditions, they then constitute a direct end-to-end ticket offering, in the event of a break in connection with one of the railway services mentioned on the direct ticket, a right to take charge and assistance and, in the event of a delay of more than 60 minutes on final arrival, a right to compensation (refund of part of the trip) under the conditions of 14.3 of Volume 1 of these Passenger Fares.

If all of the above conditions are not met, connecting trips shall constitute separate contracts of carriage.

The trip is not eligible for the direct ticket guarantee of the railway company SNCF Voyageurs if the passenger arranges his/her own connecting trips without resorting to the ticket seller's connection offer or if his/her trip includes at least one journey not concerned by the scope of the direct ticket.

## 5. Ticket and Validity of tickets

The passenger is transported subject to prior payment of the price of the trip, unless a deferred payment agreement is concluded between SNCF and the passenger.

There are the following different types of tickets:

- the paper ticket in IATA format (the “**IATA Paper Ticket**”);
- e-ticket or M-ticket (the “**e-ticket**”).
- the paper ticket in ISO format (the “**ISO Paper Ticket**”);
- the value ticket (the “**Value Ticket**”);
- the printed ticket (the “**Printed Ticket**”);
- the electronic ticket (the “**Electronic Ticket**”).

The e-ticket is the preferred ticket today on booking trains.

These tickets are also issued for:

- one-way trips;
- round trips with the same route on the outbound and return trip;
- circular trips, considered as round-trip tickets with different round-trip routes. For these tickets, the passenger must specify the station to be considered as the destination point of the outbound trip and the starting point of the return trip.

Under no circumstances shall a lost or stolen IATA Paper, ISO Paper, Electronic Ticket or IATA or ISO Value Ticket be refunded or duplicated. The e-ticket can be reprinted at will and at no cost.

All elements relating to the trip, in particular, the connection, class, car (and seat if booking with allocated seat) and the references of the service for which a ticket can be used, are indicated on one of the following documents made available to the passenger:

- the IATA Paper Ticket or the Printed Ticket;
- the e-ticket must be printed on A4 paper (or IATA if issued at a station or SNCF shop) or loaded onto a smartphone using a mobile application. This e-ticket with barcode must be presented by the passenger on the platform or on board.

## 5.1. e-ticket

Most of the offers in the TGV INOUI and INTERCITÉS fare range are sold in e-ticket format. The e-ticket is entitled "My ticket" for e-tickets issued for trips on TGV INOUI lines. The following are not eligible for e-tickets: regional TER fares.

E-tickets are issued to named individuals and cannot be transferred.

On TGV and INTERCITÉS with mandatory booking, the e-ticket is only valid for the designated train, date, class and journey. On the INTERCITÉS without mandatory booking, the e-ticket at the Superflex or flexible fare is valid for 1 day on the INTERCITÉS without mandatory booking, on the day on which the train designated on the ticket operates and on the same route, and without guaranteed seating in case of use of another train on the day.

Any infringement of the terms and conditions stipulated above renders the e-ticket invalid.

To access the train, the passenger must print his/her e-ticket in A4 format. These provisions do not apply to passengers who have loaded their e-ticket onto their smartphone, loyalty card or pass for which printing the e-ticket is not mandatory. If he/she has registered his/her e-ticket compatible card number when ordering, he/she must have this card. In addition, the passenger using an e-ticket compatible card receives an e-ticket confirmation.

The loyalty card can be presented in its physical version or in its dematerialised version in SNCF applications.

The passenger may print (or reprint) his/her e-ticket by visiting the websites of SNCF approved partners, at the station counters or at the station reception desk, in SNCF shops, at the Self-Service Kiosks, as well as at his/her SNCF approved travel agency. They may also receive it by email in the event of purchase of an e-ticket by telephone (from the remote customer care), an SNCF approved travel agency, on the Internet. With regard to a purchase at the counters of SNCF stations and shops, the customer undertakes to download his/her e-ticket using the URL link contained in the email before his/her trip.

Unless otherwise specified in Appendix 8 of Volume 7 of the Passenger Fares, subject to the specific features of e-tickets on smartphones, the passenger must have his/her travel file reference in order to obtain his/her e-ticket.

If the passenger prints his/her e-ticket himself/herself, in particular from the websites of SNCF approved partners, the printing must comply with the conditions of this article.

To be valid, the e-ticket must be printed on white A4 paper, blank on the front and back, without changing the print size, in portrait format with a laser or inkjet printer with a minimum resolution of 300 dpi. Under no circumstances can e-tickets be presented on some other storage medium (electronic, screen, etc.) other than under the specific provisions applying to e-tickets on smartphones.

In the event of an incident or poor print quality of the e-ticket, the passenger must print the ".pdf" file again.

If the passenger fails to print his/her e-ticket in a quality compliant with the provisions of this article, he/she is invited to go to the station to obtain a print.

Therefore, before any order for an e-ticket made without an e-ticket compatible card, the passenger wishing to print his/her e-ticket himself/herself must ensure that he/she has the

software and hardware configuration required for this, namely a computer connected to the Internet and equipped with the Acrobat Reader software as well as a laser or inkjet printer with a minimum resolution of 300 dpi. Passengers should test the capability of the printer they intend to use before ordering any e-tickets. SNCF declines all liability in the event that the passenger is unable to print his/her e-ticket due to non-compliance with the above provisions.

However, adjustments may be made to the provisions of this article in the context of tests carried out in accordance with technological developments. These tests are subject to special conditions.

The e-ticket communicated by SNCF Voyageurs and all related data are therefore authentic, until proven otherwise, of the conclusion, content and performance of the contract of carriage. They therefore constitute admissible, valid evidence enforceable against the passenger under the same conditions and with the same probative value as any document provided, received or held on paper.

The integrity and reliability of the information contained in SNCF's IT system is obtained by implementing numerous technical means such as securing access to said IT system, identification or authentication, traceability of any modification made to the ticket stored in the IT system and the implementation of technical security devices.

## 5.2. IATA paper ticket, bank card bill or ISO paper

The IATA Paper Ticket is a paper ticket with magnetic tape, containing the information required by the passenger.

The Paper Ticket in the form of a bank card is a ticket in paper format, containing the information required by the passenger.

The ISO-format ticket is a TER cardboard ticket distributed by regional ticket distributors, containing the necessary information for the passenger.

## 5.3. TER M-Ticket

The "M-ticket" is sold only via the TER websites and only takes the form of a dematerialised ticket on a smartphone or tablet. TER M-Tickets are non-exchangeable but refundable if the fare allows it as soon as they are ordered and until the day before departure (with withholdings). These items are reminded before payment and appear on the ticket. It is not possible to board with a cancelled ticket.

## 5.4. TER printed ticket

The ticket ordered on the website of an SNCF approved partner may be the subject of a Printed Ticket. The ticket ordered on the TER websites or on the SNCF application may also be the subject of a Printed Ticket. This ticket is subject to specific terms and conditions of sale and use set out in the partner's general terms and conditions of sale.

The Printed Ticket must be created on the partner's website by the passenger, either immediately after validation of his/her order or subsequently. TER printed tickets are non-exchangeable but refundable if the fare allows it as soon as they are ordered and until the day before departure (with withholdings). These items are reminded before payment and appear on the ticket. It is not possible to board with a cancelled ticket.

It must be printed on A4 paper, in portrait format, with a laser or inkjet printer and must be presented on this medium, together with the original valid official identity document with a photo

of the passenger, in order to be considered valid during his/her control. Copies of identity documents (paper, scanned documents, etc.) are not allowed. Ticket printing is not mandatory if the passenger has loaded his/her TER Printed Ticket onto his/her smartphone in pdf format. In this case, the TER passenger travels with a Smartphone Ticket. It is issued in the passenger's name and cannot be transferred.

In the case of a round-trip Printed Ticket, the creation and printing of the outbound Printed Ticket cannot be separated from the creation and printing of the round-trip Printed Ticket.

## 5.5. TER ticketing support

The ticketing medium is a smart card medium used to load tickets. This medium is used for TER in certain Regions for certain tickets.

## 5.6. Validity of tickets

### 5.6.1. Validity period of tickets on specific dates and trains

On trains with mandatory booking, tickets (including e-tickets):

- may only be used for a trip to be made on the date and train indicated;
- cannot be used on a train without a mandatory booking.

A valid ticket on a train without a mandatory booking cannot be used on a train with a mandatory booking. If a ticket other than e-ticket valid on a train without a mandatory booking has not been used on the train and on the date indicated, it remains usable, within the limit of the 7-day period indicated in volume 1 of these Passenger Fares, on other trains without a mandatory booking, for the same trip, without any guarantee of space or possibility of exchange and subject to compliance with any conditions for using the train and the conditions of use of the fare used.

However, the e-ticket used on a train without a mandatory booking is only valid for the designated train, date, class and journey.

### 5.6.2. Validity period of tickets with an open date and without booking

Tickets without booking except e-ticket can be used for a trip to be made for a period of 7 days from the day of their issue or the day indicated on the ticket itself, this day being included.

Depending on the regions on TER, the validity period can be reduced to one day.

This concerns all fares with the exception of fares subject to the mandatory round-trip condition, quota fares on INTERCITÉS without mandatory booking, national or regional fares with specific validity conditions, international open tickets, tickets issued under an internal school or student subscription, Bambin pass tickets.

The terms and conditions applicable to tickets other than e-tickets issued under certain discounted fares provide for the passenger to indicate the original date of the period of use.

To allow to take a train with mandatory booking, a ticket with an open date must, depending on the fare used:

- be exchanged for a ticket including the booking for the train taken;
- or be completed by a booking title.

### 5.6.3. Time limit for use of tickets

The ticket must be used for a departure on the same day and the trip must be completed within 24 hours of the date and time of departure of the train. The TER Printed Ticket is valid on TER only for the chosen travel date.

In the event of a stop during the trip of more than 24 hours, or if the multiplication of stops leads to exceeding the time limit for use of the ticket, the trip shall be divided into as many trips as necessary leading to the issue of separate tickets and likely to give rise to an increase.

## 6. Purchase, exchange and refund of tickets

### 6.1. Purchase

#### 6.1.1. General

Unless otherwise specified, tickets may be purchased at the earliest 4 months (or up to 6 months on certain Origins/Destinations) before the start date of the trip from:

- station counters;
- SNCF shops;
- ATMs located in a large number of stations and allow the passenger to collect a ticket at the station without going through station counters and SNCF shops (the “Self-Service Kiosks” and the “Regional Ticket Distributors”);
- mobile station sales tools;
- SNCF approved travel agencies;
- the SNCF telephone ordering service accessible from the telephone number 3635 (Remote Customer Care) (free service + price of a call) except for TER;
- websites and applications for mobile phones of SNCF approved partners;
- foreign railway companies (SNCFB, DB, etc.);
- custodians (tobacco office, tourism office, etc.);
- the Grand Voyageur Programme bonus catalogue, from the dedicated customer relations site or centre;
- for groups greater than or equal to 10 persons, see other sales channels in Article 3.4 of Volume 3.

At large stations, tickets are sold during normal business hours.

At other stations, the sale may begin, at the latest, 15 minutes before the departure time of each train that the passenger may take.

The rules set out in chapter 6 of the volume apply by default, subject to provisions to the contrary applicable on board certain TERs.

At some stop points, tickets are not issued. Passengers departing from such a stop point must have first acquired a ticket before entering the train. Otherwise, the On-Board Scale (listed in point 8.3.2 of volume 1 of the Passenger Fares) will be applied if the customer immediately walks up to the train manager and presents the situation.

However, certain fares subject to special terms and conditions of sale and certain services may not be marketed on board the trains. This is the case, in particular, for mandatory booking trains for which the train managers are unable to allocate seats.

Not all prices and services are marketed through all distribution channels.

The passenger or person purchasing a ticket must ensure, at the time of ordering the ticket, that it has been drawn up according to his/her instructions, in particular the date and time, the origin and destination of the trip as well as the surname, given name and date of birth of the passenger



as mentioned on his/her identity document, when purchasing certain nominative tickets such as the e-ticket. The passenger must hold the document(s) justifying the fare claimed at the time of purchase.

### 6.1.2. Special feature of remote orders (Remote Customer Care, Internet, applications)

Before entering the train, the passenger must hold a valid ticket.

Tickets can be ordered from the Remote Customer Care and from websites and mobile phone applications of SNCF approved partners.

The passenger must ensure, at the time of ordering a ticket, that it has been established according to his/her instructions, including the date and time, the origin and the destination of the trip.

Tickets ordered remotely and Pro Fare tickets must be printed within the specified deadlines, at station counters, SNCF shops, travel agencies of SNCF approved partners and other SNCF approved points of sale, Self-Service Kiosks.

The passenger must hold a valid ticket when accessing the train.

The SNCF telephone numbers and Internet addresses as well as the prices of communications are set out in Appendix 1 of Volume 7 of the Passenger Fares.

### 6.1.3. Particularity of the sale of an optional fare

In travel agencies, including on SNCF partner websites, options may be imposed on certain fares to allow passengers to gather all the information necessary to finalise the trip and its payment. Any option placed must be paid to the distributor that registered it, provided that payment is made by a means of payment accepted by the distributor.

### 6.1.4. Passenger unable to pay the price of his/her ticket

When, as a result of a loss or theft, a person is deprived of any means of payment accepted at the station, he/she may request to make his/her trip by means of a payment made by a third person at another station.

This measure is exceptional and may only be applied under the following conditions:

- upon presentation of a certificate of loss or theft recently issued by the competent authorities;
- for departure on the same day.

The price of the trip is then increased by the fixed amount indicated in the Price Schedule (Volume 6 of the Passenger Fares). However, in the same case, a third party may also purchase an e-ticket on behalf of the passenger without a surcharge.

## 6.2. General terms and conditions for the exchange of tickets

The exchange consists of completely or partially modifying the elements of the trip. This results in the issuance of a new ticket. It can be carried out at station counters, in SNCF shops, with the Remote Customer Care, at the Self-Service Kiosks. Tickets purchased from a travel agency of an SNCF approved partner may also be exchanged with this agency.

E-tickets may be exchanged on the websites of SNCF approved partners as well as on the mobile phone applications of SNCF and its approved partners, at station counters, in SNCF shops, in travel agencies of SNCF approved partners, with the Remote Customer Care, on Self-Service Kiosks.

When an e-ticket is exchanged with SNCF by a passenger who does not hold an e-ticket compatible card, this passenger is not required to print the e-ticket printed or loaded on a smartphone resulting from the exchange and may travel with his/her original e-ticket printed or loaded on a smartphone.

When the e-ticket can be exchanged via the websites of certain SNCF-approved partners, the passenger must print out the new e-ticket or load it onto their smartphone,

Exchange at the counter (in stations and shops), or through the Remote Customer Care is authorised. By default, these tickets cannot be exchanged on Self-Service Kiosks.

Tickets purchased or exchanged via the Remote Customer Care (3635) may be exchanged on the Self-Service Kiosks, the Remote Customer Care (3635) and the SNCF website.

Special or more restrictive conditions may be provided for by certain fares.

### **6.2.1. Specific conditions for the exchange of a partially used ticket**

The exchange can be requested for a part of the trip without connection while the trip has already been started.

Depending on the nature of the exchange, the provisions indicated in the Passenger Fares are applicable. However, on trains without a mandatory booking, the exchange is carried out free of charge. If, as a result of the exchange, this condition is no longer met, a 50% withholding is applied.

### **6.2.2. Specific conditions for the exchange of a ticket with a forced round-trip fare**

Before the start of the outbound trip, tickets may be exchanged under the conditions defined in volume 3 of the Passenger Fares. Both the outbound and return trips may only be exchanged separately to the extent that the exchange does not change the conditions regarding the validity and journey of the initial trip.

### **6.2.3. Calculation and application of the withholding**

The withholding is applied to cover the loss of earnings resulting from the non-return of unused seats.

The withholding may be either flat-rate or calculated on the total price of the initial trip, including for partial exchange requests. The amount of the withholding is rounded down to the next decimal in euros. It may not be less than the amount stated in the Price Schedule (Volume 6 of Passenger Fares).

Any price difference between the ticket exchanged and the new ticket issued is, depending on the case, either collected from the passenger or refunded to the passenger; respectively, the withholding referred to in Articles 5.2. to 5.4. of the Passenger Fares is added to or deducted from it.

### **6.2.4. Delay or Refund Guarantee**

The provisions of the articles of this chapter on Passenger Fares may be adjusted in the event of a delay of more than one hour at the departure of the train or its cancellation. The Delay or Refund Guarantee applies under the conditions referred to in Volume 1 in Article 15.4 of these Passenger Fares.





## 6.3. Refund

### 6.3.1. Definition of the refund

This is the total cancellation of a ticket.

### 6.3.2. Request for refund

The refund of a totally unused ticket may be requested:

- in any SNCF station or shop if it has been ordered from a station counter or an SNCF shop, a Self-Service Kiosk, a Regional Ticket Distributor, the website or a mobile phone application of certain SNCF approved partners (when this is specified in the general terms and conditions of sale of these partners). Tickets purchased or exchanged via the Remote Customer Care (3635) are refundable on the Self-Service Kiosks, the Remote Customer Care (3635) and the SNCF website.

- concerning the e-ticket ordered under the conditions of the previous paragraph and paid by bank card, in any SNCF station or shop, with the Remote Customer Care, an SNCF mobile phone application or through the website or a mobile phone application of certain SNCF approved partners;
- only from the SNCF approved partner that issued it. For tickets with booking, the booked seats may be made available at the SNCF station or shop and subsequently refunded by the issuing SNCF approved partner.

Tickets ordered remotely and not received by the customer:

- no processing at the station counters and shops;
- the customer must send his/her request to the Remote Customer Relations Centre (Remote Customer Care) by attaching the form (CC 132) issued on board the train. It is the amount of this form that will be refunded upon presentation of a supporting document for its order.

If an e-ticket is refunded after the departure of the train or when the e-ticket to be refunded has been paid in cash, the presentation of an identity document by the passenger will be required.

For TER, some Regions may impose a minimum amount for refund of tickets.

No partial refund of tickets for abandonment of the journey is made after the start of the trip.

The refund at the counter (in stations and shops), or by the Remote Customer Care is authorised. By default, these tickets are not redeemable on Self-Service Kiosks.

Special or more restrictive conditions may be provided for by certain discounted fares.

For IATA Paper Tickets, ISO Paper Tickets, Electronic Tickets and Value Tickets, only original tickets can be refunded. Furthermore, under no circumstances shall a lost or stolen ticket be refunded or duplicated. However, this provision does not apply to e-tickets printed or loaded on a smartphone, as these media are only extracts of a ticket.

TER Printed Tickets are non-exchangeable and refundable if the fare allows (with withholding) until the day before departure. The refund is only possible at the ticket purchase site. The refund of a printed ticket is not possible at the station. They are valid on TER only for the chosen travel date. It is not possible to board with a cancelled ticket.

### 6.3.3. Refund period

The refund is accepted, for fares that allow it, no later than 30 minutes after departure of the train. After this period, tickets are no longer refundable.

### 6.3.4. Refund methods

The refund of a ticket paid by bank card is made by crediting a bank card that is not necessarily the one used for the initial payment.

The refund of a ticket paid in cash is made in cash unless the amount is greater than 150 euros (bank details requested and bank transfer made).

The refund of a ticket paid by cheque is made by bank transfer (bank account details requested) with a cash refund tolerance if the amount is less than 15 euros.

The refund of a ticket paid as a “voucher” or “chèque-vacances Connect” is made as a “voucher”. When tickets are partially paid by “Chèque-Vacances Connect” with a credit card supplement, the full amount is refunded by “voucher”.

Likewise, when tickets are partially paid by “Chèque-Vacances Classic” with a supplement in another payment method, the full amount is refunded as a “voucher”.

With the exception of payment by “voucher” and by “chèque-vacances Connect”, where several of these payment methods have been used by the passenger when purchasing his/her ticket, the refund is made by bank transfer.

When tickets are partially paid in “vouchers”, the amount to be refunded for this method is refunded in “vouchers”.

It should be noted that since 1 January 2025, the TGV INOUI Service Areas no longer accept payments by chèque vacances Classic (paper format).

### 6.3.5. Special cases

A ticket comprising both a part of a trip with a booking on a train with mandatory booking and a part without a booking on a train without a mandatory booking follows the refund rules applicable to tickets with a mandatory booking.

The unused return trip of tickets issued under the conditions of a discounted fare imposing a round trip is not refundable during the period provided for in Article 6.2. of the Passenger Fares.

A partial refund of a ticket may be made in the event of a absent passenger(s) on the entire trip: in this case, the price of the ticket is recalculated taking into account the exact number of passengers making or having made the trip. If the number of passengers no longer meets the conditions of application of the fare under which the ticket was issued, the price of the ticket is recalculated on the basis of the basic fare price and taking into account the travel conditions (booked seat(s), etc.) or, in case of using a train with mandatory booking, on the basis of the Full Leisure Fare price and in case of taking a train without mandatory booking, on the basis of the Standard Fare. The applicable withholding is made from the price of the trip corresponding to the absent passenger(s), its amount being rounded down to the next decimal in euros.

Special terms and conditions of refund are provided for by certain discounted fares, in particular those relating to groups (adults in groups, young persons in groups, children’s outings, other group fares).

If he/she forgets his/her card entitling him/her to a national or social commercial discount (Youth/Senior/Adult Advantage card, Liberté card, War Invalids-Pensioners, Large Families, Civilian and Military Disabled, Military Family, as well as the Passes, subscriptions or the national social certificate for pupils, students and apprentices), the passenger must purchase a valid ticket before accessing the train.

Passengers who have forgotten their card entitling them to a discount may request, at the end of their trip, that the difference between the price of the full fare ticket (which they had to pay) and that of the ticket after the discount (which they would have paid if they had not forgotten their card

entitling them to a discount) be refunded to them by SNCF. To benefit from this right to refund, the passenger must have his/her ticket personalised by the controller during his/her trip and must therefore present a valid original official photo identity document. Copies of identity documents (paper, scanned documents, etc.) are not allowed.

### 6.3.6. Delay or Refund Guarantee

The provisions of Article 6. Volume 1 of Passenger Fares may be adjusted in the event of a delay of more than one hour at the departure of the train or its cancellation. The Delay or Refund Guarantee applies under the conditions referred to in Article 15.4 of Volume 1 of these Fares.

## 6.4. Right of withdrawal

In accordance with Articles L.221-18 to L.221-28 of the French Consumer Code, each customer has a right of withdrawal, applicable to the purchase of certain SNCF commercial products.

This right of withdrawal is applicable to the following SNCF products: Advantage cards, Liberté card, MAX ACTIF, MAX ACTIF+, MAX JEUNE, MAX SENIOR subscriptions, the Weekly or Monthly Passes and the Monthly and Weekly PASS under certain conditions.

Note that the right of withdrawal also applies when the card or subscription has been purchased with a discount.

### **Statutory period of the right of withdrawal**

The customer has a withdrawal period of fourteen (14) working days from the date of purchase of the SNCF products concerned.

### **Condition for exercising the right of withdrawal**

The SNCF products concerned, subscribed to remotely (Internet, telephone or postal service) or at a station on a Self-Service Kiosk, are eligible for the right of withdrawal.

The request to exercise the right of withdrawal is only admissible when the card, subscription or Pass has not been used. If no trip has been made, the right of withdrawal is granted and the holder of the SNCF product is reimbursed for its full price. It should be noted that if the request to exercise the right of withdrawal is admissible, all future travel bookings will be cancelled when the request is processed.

In the event that the customer has made trips between taking out of the card or subscription and his/her withdrawal request, and even if the statutory withdrawal request period of fourteen (14) days is respected, the use of the right of withdrawal cannot be considered as being in good faith. Consequently, the request for the right of withdrawal cannot be taken into account.

To exercise their right of withdrawal, customers are invited to submit their request using the withdrawal form corresponding to their SNCF product accessible from the website <https://www.sncf-voyageurs.com/fr/contactez-nous/questions-et-reponses/droit-de-retractation/>.

When the request for the right of withdrawal is accepted, the full refund of the SNCF product is made via the payment method used at the time of purchase.

## 7. Access to the platform and train

### 7.1. Validation of the IATA Paper Ticket and the ISO Paper Ticket

The validation of paper tickets using ticket control machines is withdrawn as of 1 January 2023 for TGVs and Intercités. For TER, the stamping of paper tickets remains in force only in the Auvergne - Rhône Alpes, Nouvelle Aquitaine and SUD PACA regions.

In these areas, if there is no ticket control machine or if the ticket control machine fails, the passenger must spontaneously notify the control personnel.

All trips must be made in the direction indicated on the IATA Paper Ticket, ISO Paper Ticket, Electronic Ticket or Value Ticket except for certain regional ticket books where the ticket can be used in the 2 directions. Therefore, in the event of a round trip, the part corresponding to the outbound trip must be used before the part corresponding to the return trip.

The passenger may travel from one point to another on the route shown on his/her IATA Paper Ticket, ISO Paper Ticket, Electronic Ticket or Value Ticket by a shorter route subject to compliance with any special conditions for access to trains taken and the conditions for awarding any discount.

### 7.2. Train access conditions

#### 7.2.1. General terms and conditions of train access

To access the train, all passengers must have their ticket, their e-ticket compatible card, their e-ticket Confirmation or their m-ticket meeting the conditions of the Passenger Fares.

By way of exception, a passenger who takes a train leaving a stop without any means of distribution, without first paying a ticket, must contact the controlling agent when the train is accompanied. This agent is able to offer him a commercial transaction at the Exceptional Scale, for the connections provided by this train alone. On board or on arrival of trains on lines without systematic commercial support, regularisation is carried out exclusively at the control fare, except in the case of special regional provisions (information on the [sncf.com](https://www.sncf.com) website). The ticket issued on board the train by the agent in charge of the control is issued in a specific format.

In the absence of this spontaneous procedure, the passenger is considered, at the time of the control, to be in an irregular situation.

Certain fares subject to special terms and conditions of sale and certain services may not be marketed on board the trains.

In accordance with the safety standards in force, in the event of an overload of the train endangering the safety of passengers, the passenger may be denied access to the train.

To ensure departure on time on TGV INOUI, INTERCITÉS and TER trains, all passengers must be at the platform and able to board their train no later than 2 minutes before the departure time. After this period, access to the train is no longer guaranteed.

#### 7.2.2. Specific conditions for access to a train with mandatory booking

For access to certain trains, for certain connections and for certain reduced fares and services, the booking of a seat is mandatory. This is particularly the case for TGV and INTERCITÉS trains with mandatory booking, day and night and certain areas, as well as for the use of certain services on board.

At a stop point that does not sell a ticket, the passenger who takes a train requiring a booking without first acquiring a ticket and/or a booking title must contact the control agent. The customer will be regularised according to the conditions of chapter 8.

Failure to claim a reserved seat within 15 minutes of the train's departure from the station indicated on the ticket may result in the loss of the reserved seat and, more generally, of all seats.

Access to INTERCITÉS trains at night is not suitable for wheelchair customers due to corridors and platforms that are too narrow and do not allow the movement of the chair and do not allow the storage of an unfolded chair. The free Accès Plus service is at their disposal on 3635#45 (free service, price of a call) to find the right transport solution for their travel needs.

### 7.2.3. Specific conditions for access to trains subject to safety operations

For the purposes of the VIGIPIRATE plan and the safety of all, passengers undertake to facilitate safety operations allowing the visual inspection or search of their luggage by agents of SNCF's internal security department.

## 7.3. Specific boarding devices

### 7.3.1. Boarding Devices

Tickets may be read when boarding before accessing the train, in the presence of SNCF personnel or not. This device is intended to control that passengers comply with the conditions of access to the train.

### 7.3.2. Terms and conditions for accessing the train

In the case of a boarding device, access to the train is only authorised to passengers with a valid ticket for the train and journey indicated on the ticket: the cases of flexibility of access referred to in Articles 3.2.1 of Volume 3 of these Fares, granted to certain passengers due to their fares and/or status, and allowing them to access trains different from their booking, apply to these devices.

A passenger without a ticket does not pass the boarding system; he/she is redirected to the counter, the Regional Ticket Distributor (DBR) or the Self-Service Kiosk (BLS) to obtain a valid ticket.

Persons without a valid ticket for the train and journey indicated on the ticket may not accompany passengers beyond the boarding area.

For all the tickets defined in Article 5 of Volume 1 of these Fares, the passenger must position his/her ticket (regardless of the medium used) on the reader provided and identified for this purpose, to allow the bar code appearing on the medium in his/her possession to be read (e-ticket printing, smartphone screen, loyalty card, IATA ticket) or without contact with magnetic cards or smartphones.

In the event of difficulties, the passenger may contact the authorised personnel, if they are present near the devices or at the station.

### 7.3.3. Timestamp and proof of boarding

The reading of the medium, when boarding, is subject to a timestamp.

The related data shall be recorded in the computer database and kept under conditions that guarantee its integrity. They shall be proof, until proven otherwise, that the boarding device has been crossed.

#### 7.3.4. Platform and on-board control

The existence of a boarding system does not exempt the passenger from:

- submitting to any control operations that may be carried out subsequently, in the station or on board the trains, by authorised personnel.
- stamping operations where these are mandatory pursuant to these Fares, for the TER regions concerned.



## 8. Control of tickets and regularisation

### 8.1. Ticket control

Depending on the type of ticket acquired, the passenger must present his/her ticket, his/her e-ticket compatible card, his/her e-ticket printed or loaded on a smartphone to any SNCF agent asking for it, on trains and in stations.

Passengers holding a Printed Ticket or an e-ticket must be able to prove their identity. As the e-ticket and the Printed Ticket are nominative, personal and non-transferable, the passenger is likely to have to present one of the documents listed below to any controller asking for it in addition to his/her e-ticket Confirmation or his/her e-ticket compatible card or m-ticket:

- The presentation of the visual of the national identity card on the France Identité application, on a temporary basis, until the "SNCF Control" functionality is made available by France Titres.
  - The physical and official titles listed below:
    - o French national identity card or identity card from a Member State of the European Union or from Iceland, Liechtenstein, Norway, the United Kingdom, Switzerland, Andorra or Monaco, of which the holder is a national
    - o Passport
    - o French or EU driving licence
    - o French civil or military disability card
    - o French veteran's card
    - o French military identity card
    - o French hunting licence
    - o Pass for members of the consular corps issued by the French authorities
    - o Receipt valid as proof of identity issued to people under formal investigation in exchange for their identity documents
    - o Receipt valid as proof of identity, issued to a French national who has been banned from leaving the country
    - o One of the residence permits issued pursuant to Articles L. 311-1 et seq. of the Code on the Entry and Residence of Foreigners and the Right of Asylum
    - o A republican identity document as provided for in Article L. 321-3 of the Code on the Entry and Residence of Foreigners and the Right of Asylum
    - o A travel document for foreign minors, as provided for in Article L. 321-4 of the Code on the Entry and Residence of Foreigners and the Right of Asylum
    - o A refugee or stateless person's identity and travel document
    - o Professional cards issued by a public authority (Ministry, local authority, French or European administration) bearing a photograph, surname, first name and address of the holder
- Please note that for national identity cards and French passports: these documents must be valid or expired within the last 5 years. All other documents must be original and valid.

The following presentations are not accepted:

- Hard copies of identity documents
- Scanned documents or photos of identity documents on smartphones, because it is so easy to generate forged documents on the Internet
- The social security card does not provide sufficient guarantees and is not considered an official document.



The holder of a discount card or a subscription card is required to present his/her physical card with his/her ticket, unless this card is an e-ticket compatible card (in this case, no ticket must be presented by the passenger). If, when ordering an e-ticket, the passenger has used his/her e-ticket compatible card, he/she may also be required to present any other discount or subscription card that is not compatible with e-ticket that he/she holds and which would have allowed him/her to benefit from a specific discount. He/she may also be asked to provide proof of his/her identity with a valid original official identity document with a photo. Copies of identity documents (paper, scanned documents, etc.) are not accepted.

When the passenger uses an e-ticket or the use of the fare is subject to proof of his/her identity and its unambiguous visual identification is not possible, for any reason whatsoever, SNCF is entitled to require a regularisation to the Increased Control Scale. In the absence of acceptance of regularisation, the passenger is verbalised.

Any collection made by control agents will give rise to a receipt which, where applicable, may be deemed equivalent to a ticket.

In order to carry out internal analyses on the terms and conditions of sale of its tickets, SNCF may decide to withdraw the passenger's ticket on board the train and provide him/her with a ticket presented on a specific medium.

## 8.2. Regularisation of the Passenger in an irregular situation

### 8.2.1. Irregular situation

Any passenger who, in the controlled enclosure or on a train, cannot present to a control agent a valid ticket within the meaning of the provisions of these Passenger Fares and the regulatory provisions of the Transport Code relating to the railway or guided transport policy, i.e. in particular the passenger who:

- may not present any ticket, e-ticket compatible card, e-ticket printed or loaded on a smartphone;
- presents a ticket not completed by the operations incumbent on it (stamping, validation, etc.);
- is unable to provide proof of the reduced price of his/her ticket;
- travels with a ticket, or an e-ticket printed or loaded on a smartphone that is illegible or falsified;
- travels at the Adult Avantage fare or the Liberté card Avantage fare in one-way or round trip during the week (from Monday to Friday of the same week) without the toddler or child (under 12) that allowed him/her to benefit from his/her Avantage discount;
- travels with a non-transferable nominative ticket established in the name of another person;
- travels with an e-ticket and presents an e-ticket printed or loaded on a smartphone or an e-ticket compatible card, the reading of which reveals that the e-ticket has already been controlled on board the train or that the passenger has taken a seat on a train that does not correspond to the one booked or indicated on the ticket;
- has not complied with the provisions governing the use of his/her ticket, in particular that relating to the limitation of the temporal validity of his/her ticket(s) after stamping. The same applies to tickets with a booking used after the exchange period or on a day other than that of the booking indicated;
- presents an e-ticket printed or loaded on a smartphone corresponding to an e-ticket that has already been exchanged or refunded.

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- Passengers are also deemed to be in an irregular situation when the ticket:
  - is a ticket comprising several segments, at least one segment of which is missing;
  - is nominative (e.g. an e-ticket) but he/she is not able to justify his/her identity with a valid original official identity document with a photo (copies of identity documents are not allowed);
  - is not valid for the trip, the day, the class, the conditions of the journey or the type of train he/she has taken (particularly when booking is mandatory);
  - is valid on a train without a mandatory booking and has a discount fare higher than the fare applicable on the train he/she has taken;
  - is a Printed Ticket where the surname, given name and date of birth indicated do not correspond to the person using it (or this person is unable to prove his/her identity) and/or the elements of the trip are not legible, in particular those appearing in the background frame.

### 8.2.2. Control and criminal settlement

At the time of the control, a passenger in an irregular situation who has not walked up to the control agent under the conditions defined in Article 8.3. volume 1 of the Passenger Fares, has the possibility of regularising his/her situation by the immediate payment, as a settlement, of a fixed compensation which is added to any shortfall in collection.

For the calculation of the fixed compensation and the shortfall in collection, a fixed amount is applied to the Control Scale or Increased Control Scale defined according to the kilometre level in which the passenger's trip is located. The details of these amounts are set out in volume 7 Appendix 4 "Regularisation scales - Grids by carrier".

Only journeys with an origin - destination on the train taken may be regularised. No regularisation will make it possible to obtain a ticket for another train even if it is a connection.

No discount shall be granted to the Control Scale or the Increased Control Scale.

The flat-rate allowance is collected per passenger.

The Increased Control Scale will be applied in cases of proven fraud such as forgery of ticket, use by a third party, presentation of a card with a false date of birth, a cancelled e-ticket before departure, a fraudulent upgrade.

If the passenger is unable or unwilling to pay the amount claimed immediately and thus refuses the proposed settlement, a report confirming the infringement shall be drawn up by the control agent. The passenger then has the time allowed by the law:

- to pay the amount of the settlement which includes the flat-rate amount in the Control Scale or the Increased Control Scale including the shortfall in collection and the fixed compensation; - and the administrative fees, in accordance with the provisions of Article 529-4 of the French Code of Criminal Procedure and the provisions relating to the settlement provided for in Article R. 2243-4 of the French Transport Code;
- or to send a substantiated objection to SNCF, sent to the public prosecutor.

For the preparation of the minutes, the agents mentioned in paragraphs 3 to 5 of paragraph I of Article L. 2241-1 are authorised, depending on the case, to collect or record the identity and address of the offender, under the conditions provided for by Article 529-4 of the French Code of Criminal Procedure.

When they find an offence in a report, the control agents approved by the Public Prosecutor and sworn in are authorised to record the identity and address of the offender. If a passenger obstructs

the identification process required to formally report the offence, the control agent can request assistance from a law enforcement officer.

If the offender refuses or is unable to prove his/her identity, the sworn and approved control agent shall immediately report this to any territorially competent law enforcement officer, who may then order the perpetrator of the offence to be brought before him or to hold him for the time necessary for his/her arrival or that of a law enforcement officer acting under his/her control.

During the time necessary for the information and decision of the law enforcement officer, the offender is required to remain at the disposal of a sworn and certified agent. Breach of this obligation is punishable by two months' imprisonment and a €7,500 fine.

If payment is not made within the statutory time limit and in the absence of objection, the passenger is subject to criminal proceedings in accordance with the provisions of Article 529-5 of the Code of Criminal Procedure.

In all cases where a report has been drawn up, the case is examined electronically using a database.

As part of their duties, the sworn agents referred to in Article L.2241-1 I 4 and 5 of the Transport Code may also record non-fare infringements in a report.

The amount of the fixed compensation applicable to breaches of the railway transport policy is set out in Volume 7 Appendix 6: "Fixed compensation applicable to contraventions to the railway transport policy".

### 8.3. Regularisation of the Passenger on a commercial basis under the conditions of the On-Board Scale and the Exceptional Scale

Regularisations under the conditions of the On-Board Scale or the Exceptional Scale involve the immediate payment of the amount of the On-Board Scale or the Exceptional Scale, for any irregular situation spontaneously reported before the control operations.

Regularisations to the On-Board Scale and the Exceptional/Distribution Scale are not applicable in the presence of a boarding device.

Regularisation under the conditions of the On-board Fare implies the immediate payment of the increased price shortfall according to the rules of the On-board Fare, for any irregular situation spontaneously reported before the control. Regularisations on a commercial basis are made under the conditions specified below.

However, on board or on arrival of trains on lines without systematic commercial support, regularisation is only carried out at the control fare, except for special regional provisions (information on the [snf.com](http://snf.com) website).

#### 8.3.1. On-board scale

A passenger who spontaneously walks up to the agent in charge of the control by notifying him of the irregularity of his/her situation when accessing the train, excluding the boarding device, or within minutes of departure from the station, may regularise his/her situation (on a commercial basis) under the conditions of the On-board Scale.

The On-board Scale is calculated according to the kilometre level in which the passenger's trip is located. The details of the Scale are set out in volume 7 appendix 4 "Regularisation Scales - Grids by carrier".

When, for a journey on a given train, several irregular fare situations are observed simultaneously for the same passenger, the highest amount shall be collected.

The situation of passengers and their accompanying pets are however regularised separately.

### 8.3.2. Exceptional scale / distribution (according to regional provisions)

Subject to the passenger walking up such as provided for in the previous article, the Exceptional/Distribution Scale is applied:

- in the event of a national distribution problem. The decision to apply the Exceptional Scale is taken by the operational centres and sent to the Train Managers

and/or

- if the stop point has no means of physical distribution of tickets.
- The Exceptional Scale is calculated according to the kilometre level in which the passenger's trip is located. The details of the Scale are set out in Volume 7 Appendix 4: "Regularisation scales - grids by carrier". The Distribution Scale corresponding to the price charged at the counter, at the DBR via distance selling. The regions concerned by this scale are identified on the TER sites.

### 8.3.3. Absence of tickets and similar situations

In the absence of a ticket (and similar situation, such as the absence of an e-ticket compatible card, e-ticket printed or loaded on a smartphone), discounted fares not subject to possession of a discount card, as well as those involving the prior filing of a request, including those requiring the mandatory purchase of a return ticket, are not taken into account on board the trains.

- For TER, INTERCITÉS and TGV INOUI, the discount rate applied to regional or national commercial cards as well as social cards is capped at 25%.

In the above case, the discount is only applied to the On-board Scale or the Exceptional Scale.

### 8.3.4. Non-compliance with the conditions for applying reduced fares

When the conditions for awarding the discounted ticket are not met, depending on the distance of the journey, the following is collected:

- when the passenger comes spontaneously before any control operation, the difference between the amount of the On-board Scale and the price of the ticket actually purchased, for the journey in question.
- when the passenger does not appear spontaneously before any control operation, the difference between the amount of the control Scale and the price of the ticket actually purchased, for the journey in question,

These provisions do not apply in the event that the ticket does not indicate the price corresponding to the trip in progress or is non-exchangeable. In such cases, the passenger will be considered to be without a ticket.

### 8.3.5. Unstamped ticket

For the 3 regions TER Auvergne - Rhône Alpes, Nouvelle Aquitaine and SUD PACA, when the stamping of a ticket is mandatory, nothing is collected from the passenger who reports his/her situation under the conditions provided for in Article 4.3. of volume 1 of the Passenger Fares, except on lines without systematic commercial support.

When the passenger does not manifest himself/herself or if he/she travels on a line without systematic commercial support, a flat-rate amount is collected as stated in the Price Schedule (Volume 6 of the Passenger Fares).

Details of lines with non-systematic support are included on the regional TER sites.

### 8.3.6. Booking not valid for the train with mandatory booking taken (TGV and INTERCITÉS trains with mandatory booking)

For TGV and INTERCITÉS trains with mandatory booking, regardless of the fare held, the passenger must have a valid ticket for the boarded train.

In the presence of a “reception-boarding” system to access the train, passengers without a valid booking are directed to the station counters and Self-Service Kiosks, or mobile application of our approved distributors and travel agencies in order to obtain the appropriate booking. Only passengers using tickets with a valid booking for the departing train have access to this train.

In the absence of a “reception-boarding” system:

- The passenger is considered to be without a ticket and regularised by payment of the amount of the trip to the On-board Scale (passenger walking up spontaneously) or the Control Scale (passenger not having walked up).
- Customers with a Pass or MAX ACTIF / MAX ACTIF+ subscription are considered as without a ticket and regularised by the payment of a fixed compensation set out in volume 6.

### 8.3.7. No Booking

On board, tickets on an open date are accepted under the following conditions:

In trains with mandatory booking (TGV and INTERCITÉS trains with mandatory booking):

The absence of a booking results in the collection of the flat rate corresponding to the On-board Scale appearing in the Price Schedule (Volume 6 of Passenger Fares). For tickets issued under the conditions of commercial rates (Leisure and cards), a price supplement corresponding to the difference between the price of the train with mandatory booking and the value of the ticket with an open date is collected.

On night trains:

Failure to make a booking or the use of a ticket with an invalid booking results in the collection of:

- for a seat, the flat rate on the On-board Scale indicated in the Price Schedule (Volume 6 of Passenger Fares),
- for a bunk, the amount of the journey made on the On-board Scale or Control Scale indicated in the Price Schedule (Volume 6 of Passenger Fares).

### 8.3.8. Specific access requirements for parliamentary fares

Only parliamentary fares (MPs, senators) have the possibility of taking, provided that they have not been able to exchange their ticket due to a full train and that they walk up to the train manager, a day TGV or INTERCITÉS train with a mandatory booking other than the one for which they booked, on the same day, up to a limit of one hour before or after the time initially scheduled for the same route and without a guaranteed seat.

For trips by INTERCITÉS train at night, parliamentary fares (deputies, senators) have the possibility of taking - provided that they have not been able to exchange their ticket (full train) and that they walk up to the train manager - a night INTERCITÉS train, other than the one for which they booked, on the same day, up to a limit of one hour before or after the time initially scheduled for the same destination and without guarantee of sitting or lying.

The passenger is regularised under normal conditions without collection of the fixed amount of the On-board Scale. Any overpayment is not refunded to the passenger.

Passengers using a ticket issued at a non-exchangeable and non-refundable fare do not benefit from this specific access, regardless of their status.



### 8.3.9. Upgrade

On board the train, the upgrade is subject to the prior agreement of the control agent to whom the passenger must walk up.

If the upgrade is authorised by the fare used, the collection will only concern:

- the difference in price between a 1st class ticket and a 2nd class ticket, either on the Exceptional Scale (the passenger shows up spontaneously) or on the Control Scale (the passenger did not show up).

For fares that do not allow upgrades, the following is collected, depending on the fare used:

- either the difference between the Control Scale and the value of the ticket presented;
- or the price of a 1st class ticket in the Control Scale, without taking into account the value of the initial ticket.

If the customer refuses to pay this difference to the controller and continues to remain installed in 1st class: in this case, depending on the distance of the journey, the customer must pay the fixed kilometre amount in the Control Scale without taking into account any discount.

### 8.3.10. Change of journey

A ticket used to travel with a different origin and/or destination than those indicated on the ticket itself is not valid. The passenger is considered to be without a ticket and may be refused access to the train or be regularised in accordance with Articles 4.2 et seq.

## 8.4. Payment terms

On board a train, all payments are made:

- In cash that is legal tender in France;
- By French smart bank card displaying the CB logo and/or the contactless logo;
- By international foreign bank cards, bearing the CB, VISA or Mastercard logo.

Card payments can also be made with the Apple Pay, Google Pay and Samsung Pay applications (maximum amount of €300).

Since 1 January 2025, bank cheques and chèques vacances Classic (paper format) are no longer accepted on board.



## 9. Consequences for customers of the fraudulent use of a product, service, ticket or behaviour likely to harm SNCF Voyageurs and/or its customers

“Proven fraud” is defined as an illegitimate act or misappropriation observed by SNCF Voyageurs or one of its subsidiaries in order to obtain a financial advantage or services resulting in damage, in particular financial, moral or damage to the brand image.

The fraudulent use of a ticket, an e-ticket confirmation, a subscription, an SNCF loyalty and/or a discount card (in particular and without this list being exhaustive: expired, falsified, counterfeit e-ticket confirmation, nominative ticket used by a third party or by a person who is unable to prove his/her identity at the time of his/her control, exchange or refund of a used ticket, etc.), or behaviour likely to harm the safety of the operation and railway equipment, or to harm the person of SNCF Voyageurs passengers and personnel on board the trains or at stations, shall result in its immediate withdrawal and, where applicable, the cancellation of tickets already ordered, the automatic termination of the subscription, the temporary suspension of the right to re-subscribe to the terminated service or product and the initiation of legal proceedings.

In this respect, SNCF Voyageurs reserves the right to temporarily suspend, resubscribe or terminate the product(s) or service(s) concerned for a period of:

➤ 6 months in the following cases of “proven fraud”:

- Voluntary disclosure by a customer subscribing to an SNCF Voyageurs product or service of its Subscriber number to a third party and/or use by a third party of a booking for a Trip booked or made on an eligible Train thanks to a Subscription of which the Subscriber is a beneficiary,
- Use of a third party’s IBAN, stolen or falsified card
- False statement when taking out the Subscription and/or identity theft of a third party when taking out the Subscription or during travel
- Impossibility, during a control on the platform (for example, at the boarding device) or on board the train, to be able to prove by means of an official identity document with a photograph of his/her identity as holder of the Subscription or the discount card in whose name the trip in progress was booked,
- Abusive and/or inconsistent bookings of multiple trips on one or more eligible trains. For example, two (2) bookings from different stations on the same day and in the same time slot.
- Fraud of one of the components of the Travel Guarantee. For example, several consecutive bookings on the same train on the same day (Paris-Valence; Valence-Nîmes; Nîmes-Montpellier)
- Commercial compensation fraud following a complaint
- Confirmation of one or more bank rejection(s) not regularised during the current month of Subscription,

➤ 1 year in the following cases:

- Behaviour likely to compromise the safety of the operation and railway transport equipment on board the trains or at stations,



- Behaviour likely to compromise the safety of SNCF personnel and passengers on board the trains or at stations,
- Behaviour likely to harm passengers and SNCF personnel on board the trains, at stations or in the customer relationship (any type of personal harm within the meaning of Book II of the Criminal Code - legislative part)
- Behaviour on board contrary to the provisions of Books III, IV and V of the Criminal Code (legislative part),
- Behaviour on board contrary to the provisions of Books V and VI of the Criminal Code (regulatory part),
- Non-compliance with the provisions relating to safety and rules of conduct in rail or guided transport and certain other public transport.

➤ Until regularisation of unpaid amounts due to insufficient provision

## 10. Luggage and bicycles

### 10.1. Acceptance of luggage on board

Passenger luggage is accepted on board trains.

For the comfort, safety and security of all, during your trip, you must be able to carry all your luggage yourself and in one go (except for the Accès Plus service).

No seat booking (seat or bunk) is allowed for the transport of luggage.

Each person is permitted to carry a maximum of 2 pieces of labelled luggage with maximum dimensions of 70 x 90 x 50 cm, and one piece of labelled hand luggage with maximum dimensions of 40 x 30 x 15 cm.

You also have the right to have a piece of special luggage with you. If you are travelling with special luggage, each person is permitted to carry a maximum of one piece of special luggage (see list below), one piece of labelled luggage with maximum dimensions of 70 x 90 x 50 cm and one piece of labelled hand luggage with maximum dimensions of 40 x 30 x 15 cm.

Suitcases, travel bags and backpacks are accepted as hand luggage, provided their packaging, fastening, volume and weight allow passengers to carry them and place them without difficulty or risk to passenger safety or risk of damage, in the areas provided for luggage in passenger carriages, subject to compliance with the maximum dimensions of 40x30x15 cm

With their luggage, the passenger must not under any circumstances hinder movement in corridors or access to compartments and cars. Passengers must be able to place their luggage alone in the room where their seat is located (up or down), in dedicated areas without risk to passengers or their luggage.

In the event of hindering movement in the corridors, in the event of improper occupancy of a seat or luggage area, you are liable to a fine of €150.

The following are accepted as special luggage under the same conditions as above and for a maximum item per passenger on TGV INOUI and INTERCITÉS by day subject to booking and INTERCITÉS by night:

- Folded children's strollers provided that they measure a maximum of 90 x 130 x 50 cm once folded;
- Scooters, whether electric or not, provided that they are folded and provided that they measure a maximum of 90 x 130 x 50 cm once folded;
- Wakeboards or snowboards in a labelled cover provided they measure a maximum of 90 x 130 x 50 cm;
- Musical instruments provided they are transported in a labelled case provided for this purpose, preferably rigid provided they measure a maximum of 90 x 130 x 50 cm;
- Pairs of skis provided that they are transported in a labelled cover provided for this purpose, at the rate of one pair per person;
- The PMR/PSH (persons with reduced mobility/persons with disabilities) equipment used by a person with a disability during a trip is not considered luggage. However, any additional equipment of the person with a disability (crutches or cane or walker or oxygen bottle or folded wheelchair, etc.) is considered luggage and provided that it measures a maximum of 90 x 130 x 50 cm. For more details, see the PRM Equipment and luggage passenger page <https://www.sncf-voyageurs.com/fr/voyagez-avec-nous/preparez-votre-voyage/accessibilite/materiels-et-bagages-pmr/>

Each piece of luggage left on the train must be able to be identified as belonging to a passenger, visibly bearing the surname and given name of the passenger, in accordance with the provisions of Article R. 2242-13 of the Transport Code; any unidentified object is considered suspicious and may be destroyed by the competent services.

Failure to comply with the luggage policy on board TGV INOUI and INTERCITÉS trains may result in the payment of €50 for 1 piece of excess or non-compliant luggage, €100 for 2 pieces of excess or non-compliant luggage, and €150 for 3 or more pieces of excess or non-compliant luggage.

For international trains operated by SNCF Voyageurs or in partnership with its partners in Europe (TGV Lyria, TGV INOUI France-Italy, and DB-SNCF Voyageurs en coopération), the following specific rules apply:

- There are no restrictions on the number and weight of luggage, as long as the passenger can carry it himself/herself and without assistance, and the hand luggage, labelled, does not exceed the maximum dimensions of 130cm x 90cm

For more information on the management of your luggage, please visit the following page: <https://www.sncf-voyageurs.com/fr/voyagez-avec-nous/en-france/tgv-inoui/vos-bagages-et-consignes/>

## 10.2. Acceptance of bicycles on board

If you travel with a bicycle on board a TGV INOUI or an INTERCITÉS train, it is accepted as special luggage and at the rate of one item per passenger under certain conditions:

- If you are travelling with an unfolded or fully assembled bicycle, the booking of a space is only available on certain TGV INOUI trains and on board certain day and night INTERCITÉS trains subject to booking and offering a dedicated space. It must be made at the counter, by telephone or on all distribution channels allowing it at the same time as the purchase of the passenger ticket. Applicable price: €10 on TGV INOUI and INTERCITÉS with mandatory booking. €5 on INTERCITÉS with no mandatory booking.
  - You can carry a maximum per person of 1 fully assembled bicycle as described above, 1 piece of labelled luggage with maximum dimensions of 70 x 90 x 50 cm, a double labelled bike bag and 1 piece of labelled hand luggage with maximum dimensions of 40 x 30 x 15 cm.
- If you are travelling with a disassembled bicycle under a labelled cover, provided that its wheels are disassembled before access to the platform and contained in a cover with maximum dimensions of 90 x 130 x 50 cm.
  - You can carry a maximum per person of 1 bicycle as described above, 1 double labelled bike bag and 1 piece of labelled hand luggage with maximum dimensions of 40 x 30 x 15 cm.
- If you are travelling with a folded bicycle, provided that it is carried by hand and folded close to the car and provided that it measures a maximum of 90 x 130 x 50 cm once folded.
  - You can carry a maximum per person of 1 bicycle as described above, 1 double labelled bike bag and 1 piece of labelled hand luggage with maximum dimensions of 40 x 30 x 15 cm.

Any bicycle put on the train must be able to be identified as belonging to a passenger. It must be visibly labelled and bear the surname and given name of the passenger, in accordance with the provisions of Article R. 2242-13 of the Transport Code; any unidentified object is considered suspicious and may be destroyed by the competent services.

When you buy a space for your bicycle, the bicycle must be stored in a dedicated area and a seat is assigned to you near your bicycle. For this reason, it is difficult to have cyclists and non-cyclists travel together, with separate bookings having to be made.

In the event of hindering movement in the corridors or in the event of improper occupancy of a seat or luggage area, you are liable to a fine of €150.

Failure to comply with the luggage policy on board TGV INOUI and INTERCITÉS trains may result in the payment of €50 for 1 piece of excess or non-compliant luggage, €100 for 2 pieces of excess or non-compliant luggage, and €150 for 3 or more pieces of excess or non-compliant luggage.

For more information concerning the carrying of bicycles, please visit the following page: <https://www.sncf-voyageurs.com/fr/voyagez-avec-nous/en-france/tgv-inoui/vos-bagages-et-consignes/>

## 10.3. Luggage and bicycles prohibited on board

Luggage that does not comply with the rules detailed below are prohibited on board:

- Not compliant with the special luggage list
- Recumbent bikes, tricycles, tandems, cargo bikes, longtail bikes, trailers, bikes carried in a cardboard box and any bike larger than a conventional bike are not allowed.
- Containing products that are:

- Hazardous: Weapons (in particular bladed weapons, firearms, etc.), explosives, flammable liquids (fuels, paint, etc.) or any hazardous product (chemical, biological, etc.).
- Unusual: Like perishable foods with an unpleasant smell or plants.
- For trade: Products the quantity and/or packaging of which demonstrates that the passenger ticket is diverted for the purpose of transporting goods which should have been the subject of a service by an operator specialised in this field.
- Prohibited: Products prohibited by customs or any other administrative authority.

## 10.4. Liability for luggage and bicycles

In accordance with Articles 33 and 34 of Annex I of Regulation (EU) 2021/782 (DOV):

- In the event of the death or injury of a passenger, SNCF is liable for the damage resulting from the total or partial loss of damage to the items that the passenger carried with him/her as hand luggage up to a maximum of 1,400 account units (i.e. approximately €1,600) for each passenger.
- SNCF assumes no liability with regard to hand luggage, for which passengers shall remain entirely responsible, even when the luggage is placed in locations provided for this purpose at the end of or in the middle of a train carriage, unless proof of its fault is provided. If such proof is provided, the amount of the compensation to be paid by SNCF may not exceed €360.

Furthermore, SNCF is only liable for luggage lost in the railway tracks in the event of proven fault against it. If such proof is provided, the amount of the compensation to be paid by SNCF may not exceed €360.

In accordance with the aforementioned Regulation, when a passenger has made a booking for a fully assembled bicycle and the transport of this bicycle is refused without a duly justified reason by SNCF, the passenger may benefit from re-routing or refund, or compensation in case of late arrival and assistance.

It is forbidden for anyone who does not take a seat on the train to drop off luggage. Group luggage is subject to the specific provisions set out in the general terms and conditions of sale of group fares (volume 3 article 3.4 of the Passenger Fares).

Passengers are required to collect their luggage before getting off the train.

## 11. Lost and Found

In the event of loss of an item at a station or on board a train, you should contact the “Lost and Found” service of SNCF Gares & Connexions by completing an online statement of loss (<https://www.garesetconnexions.sncf.fr/mon-compte/objets-trouves/declaration-perde>).

Lost and found offices are also available at some stations.

For more information, please visit the page: <https://www.garesetconnexions.sncf.fr/service-client/a-vos-cotes/objet-perdu-trouve>.

## 12. Complaints and mediation

### 12.1. Complaint

Any complaint other than those relating to bodily injury must be made within three months of the end of the train trip. If necessary, SNCF Voyageurs reserves the right to request the originals or copies of the tickets and/or paid invoices necessary to process the request.

Under the Complaint Guarantee, ticket holders can file a complaint with the Customer Relations Department via the Internet:

- On the SNCF website: [www.sncf-voyageurs.com/fr/contactez-nous/demande-et-reclamation/](http://www.sncf-voyageurs.com/fr/contactez-nous/demande-et-reclamation/)
- On the SNCF Connect website or application: [www.sncf-connect.com](http://www.sncf-connect.com)
- On the TGV INOUI SNCF website: [www.tgvinoui.sncf](http://www.tgvinoui.sncf)
- On the TGV INOUI PRO application for customers with a Pro fare
- On the SNCF website or on the group travel website for Group customers [via the dedicated form](#)

Or by post: Service Relation Client SNCF Voyageurs, 62973 ARRAS Cedex 9

Or by telephone:

- Remote Customer Care 3635 (free service + price of a call)
- Remote Customer Care 00 33 1 84 94 3635 (free service + price of a call) for calls made from abroad. For any information, booking of tickets or services (Accès+, Junior and Co, Luggage, Pro)
- For tracking your order and complaints, you can contact us at 3635 (free service + price of a call).
- For requests in progress for group trips: SNCF Group Agency: 0810 879 479 (Service €0.05/min + price of a call) from Monday to Friday from 8:30 to 18:00, then key 2 of your phone. After-sales service of <https://www.voyages-train-groupes.sncf.fr>: 0810 879 479 (Service €0.05/min + price of a call) from Monday to Friday from 8:30 to 18:00, then key 1 of your phone.

SNCF Voyageurs shall respond to complaints from passengers within a maximum of one month. In the event of a request requiring additional expertise, SNCF Voyageurs informs the passenger that he/she will receive a response within a period of less than three months from receipt of his/her complaint.

SNCF responds to passenger complaints in French.

Customers who have purchased their ticket from an approved travel agency contact the agency directly.

Without prejudice to his/her right to resort to a mediation procedure referred to in Article 13.2, and after having unsuccessfully lodged a complaint with the SNCF Customer Relations Department, the passenger may send a grievance to the Directorate General for Competition, Consumer Affairs and Fraud Control (DGCCRF) within 3 months of receipt of information on the rejection of his/her initial grievance by SNCF Voyageurs.

## 12.2. Mediation

In the event of disagreement with the response from the Customer Relations Department or in the absence of a response within the time limits indicated in 13.1 above, the passenger may contact the SNCF Voyageurs Mediator by letter sent to TSA 37701 – 59973 Tourcoing Cedex or

by internet on the website: <https://mediation-sncf.my.site.com/mediation/s/?language=fr/>. They must then attach all the necessary supporting documents, and in particular the contract of carriage at the origin of their complaint as well as the complaint sent to the Customer Relations Department. In the absence of such documents, the request cannot be processed.

The principles and rules applicable to referral to the SNCF Voyageurs Mediator are defined with regard to the provisions of the French Consumer Code relating to dispute resolution (Book VI, Title 1), included in the Mediation Protocol signed on 16 October 2020. The Protocol is available on the Mediator's website and attached to his annual report, which is also available online.

## 13. Compensation for delays

### 13.1. Compensation for delays on a journey in France (excluding direct tickets)

**The G30 Guarantee** applies if your TGV INOUI, INTERCITÉS train or your trip in France on an international TGV operated by SNCF Voyageurs or with one of its partners (defined in paragraph 15.1 of Volume 1 of these Passenger Fares) arrives at your destination at least 30 minutes after the scheduled time, regardless of the reason for the delay, and you hold a valid ticket at the start of the trip.

If you have actually made your trip, SNCF Voyageurs offers compensation in the form of a digital voucher, bank transfer (transfer in euros only possible if the duration of the delay is more than 60 minutes), point, or discount of the subscription, depending on the duration of the delay, the status of the customer and/or the ticket fare.

The G30 Guarantee does not apply if there was no travel.

The procedures for requesting and calculating the G30 Guarantee are specified in volume 1, paragraph 15.6 "G30 Guarantee" of these Passenger Fares.

### 13.2. Compensation for delays on international TGVs (excluding direct tickets)

For international TGV trips, compensation applies regardless of the reason for the delay if your train arrives at least 30 minutes after the scheduled time.

For international trips by TGV, SNCF Voyageurs offers compensation in the form of a voucher or bank transfer (transfer in euros only possible if the duration of the delay is more than 60 minutes) on the following scale:

- 25% of the train ticket price delayed between 30 minutes and 2 hours.
- 50% of the train ticket price delayed by 2 hours or more.

The above provisions shall apply without prejudice to the effective application of the most advantageous scheme which may be provided for by mandatory law provisions of the country of the forum and/or the country of habitual residence of the passenger which is also the place of origin or destination of the trip.

SNCF Voyageurs provides passengers on board international TGV INOUI trains between France and Spain (TGV INOUI Paris-Barcelona) with a complaint book in accordance with the Spanish regulations applicable in Spain. Passengers can request them from service personnel on these trains for international trips.



For a domestic trip (between 2 French stations) on an international TGV, the G30 Guarantee applies.

Customers of international TGVs, who purchased their ticket on the SNCF Voyageurs distribution network, may request compensation according to the same procedures as for the G30 Guarantee see volume 1, chapter “G30 Guarantee” of these Fares: online at <https://tout-oui.sncf.com> or by form downloadable from [sncf.com](https://sncf.com).

Customers who have purchased their ticket outside the SNCF network must contact their distributor.

All requests must be sent no later than 90 days after the trip.

### 13.3. Compensation in case of delay for a direct ticket travel

In the event that the passenger buys a trip including one or more connecting trips that meets the conditions specified in 4.2 of Volume 1 of these Passenger Fares, then his/her trip will be considered as a direct ticket from his/her point of departure to his/her final point of arrival.

In the event of a delay at its final destination observed on a direct ticket, SNCF Voyageurs compensates the passenger under the conditions specified below, regardless of the reason for the delay.

The compensation rate of each carrier is applied for the trip that concerns it according to the final delay on arrival, according to the following scale:

Delay to your final destination	Voucher value <sup>1</sup> (% calculated on the price of the ticket paid on each trip)		
	TGV INOUI, INTERCITÉS	OUIGO	TER
Less than 30 mins	-	-	-
Between 30 and 59 minutes	25%	-	-
Between 60 and 119 minutes	25%	25%	25%
120 to 179 minutes	50%	50%	50%
More than 180 minutes	75% <sup>2</sup>	50%	50%

Passengers who have purchased their ticket on the SNCF Voyageurs distribution network may request compensation according to the same procedures as for the G30 Guarantee see volume 1, paragraph 15.6 “G30 Guarantee” of these Passenger Fares: online at <https://tout-oui.sncf.com> or by form downloadable from [sncf.com](https://sncf.com).

Customers who have purchased their ticket outside the SNCF Voyageurs network must contact their distributor.

<sup>1</sup> Voucher or cash transfer from 60 minutes late

<sup>2</sup> For international trips see 14.2

All requests must be sent no later than 90 days after the trip.

Subscriptions are excluded from direct ticket guarantees.

## 14. Travel Guarantee

### 14.1. Scope of the Garantie Voyage TM

Passengers travelling in France subject to Passenger Fares

SNCF:

- On board the TGV INOUI and INTERCITÉS trains
- On board international trains operated by SNCF Voyageurs or in partnership with its partners in Europe. i.e.: TGV Lyria, TGV France-Italy, TGV INOUI France-Spain, DB-SNCF in cooperation, TGV Brussels/Province in cooperation with SNCB, TGV France-Luxembourg, TGV Paris-Freiburg im Breisgau.

Passengers using trains are not affected by the application of the Travel Guarantee:

- OUIGO offer that applies its own commercial rules and general terms and conditions of sale,
- Transilien,
- TER,
- other railway companies (Eurostar, etc.).

In the event of exceptional circumstances, SNCF Voyageurs may adapt the application of the Garantie Voyage TM. We will inform you as soon as possible at the train station, on the sncf.com website and on your mobile phone via the SNCF Connect application or your mobility application. For any complaint relating to the Garantie Voyage TM, to be made no later than 3 months after the end date of the trip (Article 13 Volume 1)

### 14.2. Information guarantee

We are there in real time to inform you at stations and on trains but also on your mobile phone with the SNCF Connect app or your mobility app, or by phone on 3635\* to confirm your trip or notify you by email and/or SMS of a possible time change concerning your trip, if you left us your contact details when booking.

We are also here on the Internet to give you your train's punctuality history over the last 60 days.

#### **Conditions of application**

Before or during your trip, you are informed in real time of the times and conditions of circulation of your train:

- At the station thanks to our agents or our billboards,
- By telephone on 3635 (free service + price of a call),
- Via the Internet in the "Timetables & Traffic Info" section on sncf.com,
- On your smartphone using the SNCF Connect app or your mobility app.

If you leave us your contact details at the time of your booking or if you are a member of the Grand Voyageur programme, you may be informed of a possible change to your schedule, by



email and/or SMS, in case of events known by SNCF that may change the progress of your trip (work on the tracks, collective action, bad weather, etc.)

Furthermore, under this Information Guarantee and Regulation (EC) No. 2021/782 of the European Parliament and of the Council of 29 April 2021 on rail passengers' rights and obligations, SNCF may inform customers in a disrupted situation concerning trips on the following points:

- Travel Time Change
- Possible delay regarding a trip
- Change of journey
- Lack of service (no bar, wifi, air conditioning, etc.)
- Modification of the composition of the train
- Hardware anomaly (particularly plug or door out of service)
- Train delay or train cancellation.
- In the event of a major problem, in order to take charge, find a solution to continue the trip or offer, if necessary, accommodation to passengers

The times on your ticket are considered modified if, until the day before your trip, the departure time is brought forward by more than 1 minute or delayed by more than 5 minutes; or if the arrival time is brought forward or delayed by more than 5 minutes,

Your contact details, email address and/or mobile number are not used for commercial purposes. SNCF assumes no liability in the event of a technical failure related to mobile phones or network access.

In addition, in order to prepare your trip as well as possible, you can consult the Punctuality Information on the last 60 days of the trains offered for sale on the SNCF Connect website, by carrying out a time search.

### **Who should I contact?**

- To our SNCF agents at the station or on board the train,
- With the SNCF approved travel agency with which you made your booking,
- To our SNCF advisers on the telephone number 3635\*. They are available every day from 7:00 to 22:00 to answer your questions.

### **What to consult?**

- Billboards, departure screens or arrival screens that display the track numbers 20 minutes before the departure/arrival of your train,
- The SNCF Connect application or your mobility application
- Internet: [sncf.com](https://www.sncf.com)
- Your mobile phone (SMS) or email.

## **14.3. Assistance guarantee**

In the event of a disrupted situation during the trip, SNCF undertakes to provide cover to allow its customers to continue their trip.

### **Conditions of application:**

Measures adapted to the situation are proposed, regardless of the fare with which you are travelling:

- Priority is given to finding a transport solution to transport customers to their destination station indicated on their ticket (outside the Transilien network), via another train or a

replacement vehicle when this is physically possible and according to the terms defined by SNCF.

- If it is impossible to continue the trip on the same day, accommodation in a 2-star hotel is offered within the limit of the hotel's available capacity, or failing this in a lower category hotel or a stationary train at a platform.
- As far as possible and within the limit of available stocks, a drink is offered (and at lunch or dinner time, a snack or a meal box),

Furthermore, in accordance with Regulation (EC) No 2021/782 of the European Parliament and of the Council of 29 April 2021 on rail passengers' rights and obligations, if the carrier does not communicate re-routing possibilities to passengers within 100 minutes of the scheduled departure time of the delayed or cancelled service or

of the missed connection, passengers have the right to organise their re-routing by themselves, subject to the use of public transport service providers by rail, coach or bus. The carrier shall then refund the passengers for the necessary, appropriate and reasonable costs incurred by them.

### **This does not concern**

Routing to the destination station if it is on the Transilien network.

## **14.4. Delay or refund guarantee**

If your departure train is delayed for more than 1 hour or cancelled, another travel solution or refund may be offered, at your choice:

1. You continue your trip or are rerouted to your final destination under comparable transport conditions and as soon as possible.
2. You continue your trip or are rerouted to your final destination under comparable transport conditions and at a later date, at your convenience, at no cost; for example through a ticket exchange. You can take the same trip or another route, under conditions comparable to your initial trip, same class, same level of comfort, subject to the availability of seats.
3. You cancel your trip and we will refund you in full for your ticket, including the part(s) of the trip already taken if the trip is no longer relevant to your original travel plan, as well as, if it takes place, your return ticket.

The Refund Guarantee cannot be combined with compensation in the event of delay with or without direct ticket.

### **Which tickets are affected?**

All tickets required to be booked, including non-exchangeable/non-refundable fares.

### **Where to exchange? Where to be refunded?**

Up to 24 hours after the departure of your train, go to the station, customer service area or your SNCF approved travel agency.

After 24 hours, send your refund request online at <https://tout-oui.sncf.com> or by post to Service Relation Client SNCF Voyageurs (SNCF Voyageurs Customer Relations Department) - 62973 ARRAS Cedex 9. All requests must be sent no later than 90 days after the trip.

## 14.5. G30 Guarantee

In the event of arrival with a delay of 30 minutes or more at the final destination during a trip including a TGV INOUI or an INTERCITÉS or a domestic trip of an international TGV operated by SNCF Voyageurs or with one of its partners (see 15.1 of Volume 1 of these Passenger Fares), it is possible to request compensation ranging from 25% to 75% of the price of the valid ticket used depending on the extent of the delay and regardless of the reason for this delay.

SNCF Voyageurs undertakes to allow the customer to submit their request online regardless of the type of ticket (paper or electronic format) as soon as the train arrives at the station, to respond within a maximum period of 1 month and to offer compensation as a Voucher usable at the counter by telephone and on the Internet for the purchase of SNCF TGV INOUI and INTERCITÉS tickets or in euros at the customer's request for delays of more than 60 minutes.

For trips without booking or made with certain special fares, the request for compensation is to be made by post in accordance with the terms and conditions specified on [sncf.com](https://sncf.com).

The compensation request may be made:

- Online at <https://tout-oui.sncf.com> and on the SNCF Connect mobile application or your mobility application, regardless of the type of ticket.
- By post by downloading from <https://www.sncf-voyageurs.com/fr/contactez-nous/en-cas-de-retard/tgv-inoui-intercites/>, the compensation request form to be completed and returned in accordance with the terms and conditions provided.
- By simple letter indicating: the reference of the Travel File on the ticket (reference with 6 letters), the date of the trip, the train number, the surname and given name, the email (or postal contact details) with the ticket attached.

If the delay has not caused passengers to incur any expenses, these elements must be sent to: Service Garantie 30 minutes SNCF Voyageurs -CS 69150 -14949 CAEN Cedex 9.

If the delay has caused passengers to incur expenses, the aforementioned elements as well as supporting documents for the expenses incurred must be sent to: Services Relations Clients SNCF Voyageurs 62973 ARRAS Cedex 9

Customers holding a Grand Voyageur or Grand Voyageur Le Club loyalty card can make the request directly on the dedicated website [tgvinou.sncf](https://tgvinou.sncf.com).

To do so, simply log in and go to the "Need help" ("Besoin d'aide") section and then "Contact us by form" ("Nous contacter par formulaire").

Customers who are MAX ACTIF/MAX ACTIF+ subscribers and PASS holders of a Grand Voyageur or Grand Voyageur Le Club card may benefit from specific conditions of application and must consult the [tgvinou.sncf](https://tgvinou.sncf.com) website to find all the terms and conditions of registration.

### **Detailed conditions of application of the G30 Guarantee – excluding "direct ticket"**

Passengers on TGV INOUI et INTERCITÉS trains or partner trains (See 15.1 of Volume 1 of these Passenger Fares) (with or without mandatory booking) who suffer a delay of at least 30 minutes benefit from compensation equivalent to:

- 25% of the train ticket price delayed by less than 2 hours;
- 50% of the train ticket price delayed between 2 hours and 3 hours;
- 75% of the train ticket price delayed by 3 hours or more.

The G30 Guarantee does not apply if the passenger has not made his/her trip.

This compensation applies to the price of the valid ticket used (excluding ancillary services) and is only granted if the calculated amount is greater than or equal to 4 euros per trip and per passenger. It is made by digital voucher (from a delay of 30 minutes) or by bank transfer for delays of 1 hour or more, if the customer provides his/her bank details with a valid BIC/IBAN at the time of his/her G30 request. It is only made as a Voucher for delays of less than 1 hour.

Vouchers are valid for 12 months, non-nominative, and allow the purchase of TGV INOUI and INTERCITÉS tickets.

Digital vouchers are sent by email to customers who have provided their email address when requesting compensation. They can be used in stations, shops and on the Internet. Valid digital vouchers can be viewed at any time from My TGV INOUI Space on [tgvinouai.sncf](https://tgvinouai.sncf), under the “My discounts” (“Mes réductions”) tab.

TERs are not covered by the G30 Guarantee.

Subscriptions and the Liberté card are subject to specific calculation rules:

- For holders of the Liberté card, the compensation calculated as for customers without a card is a minimum of 5 euros.
- For monthly and weekly PASS customers, MAX ACTIF/MAX ACTIF+, MAX JEUNE and MAX SENIOR subscribers, the compensation according to the lateness tier is
  - o €5 for delays between 30 and 179 minutes
  - o €10 for delays between 180 and 239 minutes
  - o €20 for delays of 240 minutes or more

The compensation will be paid in vouchers only.

- MAX ACTIF/MAX ACTIF+, Grand Voyageur le Club and Weekly and Monthly PASS subscribers can register for the 30-minute Proactive Guarantee on the [tgvinouai.sncf](https://tgvinouai.sncf) website to be automatically compensated in loyalty points from 30 minutes of cumulative delay in the month from each unit delay of more than 15 minutes.

Specific information on INTERCITÉS Punctuality Guarantee for customers on the Paris Limoges Toulouse and Paris Clermont-Ferrand lines:

From March 2024, customers with a monthly travel pass on the Paris Limoges Toulouse and Paris Clermont-Ferrand lines will be entitled to a refund of 20% of the price of their pass if the regularity of their line is:

- Less than 75% for delays of up to 5 minutes or
- Less than 95% for delays of up to 1 hour.

This does not concern holders of weekly and monthly travel passes on the Paris Les Aubrais line.

When a pass holder is eligible for the measure (regularity not in line with expectations, monthly pass valid for the impacted time period and line), they will receive an email from the SNCF Voyageurs Customer Relations teams around the 20th of the following month, informing them that they can claim compensation. To do this, they must reply to the email and provide valid bank account details. Customer Services will make the transfer and the customer's bank account will be credited within 3 weeks with the amount corresponding to the 20% of the price of the monthly pass.

If the customer does not receive the email, they can check whether they are eligible for compensation around the 20th of the following month (<https://www.sncf-voyageurs.com/fr/contactez-nous/questions-et-reponses/garantie-voyage/>). If this is the case, the customer can submit their request via the link <https://tout-oui.sncf.com>.

Customers have a maximum of 90 days from the end of the validity period of their pass to request compensation.

For Compensation for Delay with a Direct Ticket, see 14.3 of Volume 1 of these Passenger Fares.

## 14.6. Complaint guarantee

The Customer Relations Department undertakes to respond to complaints within a maximum of 1 month. For further information, see Article 13.1 of Volume 1 of these Passenger Fares.

# VOLUME 2 – PERSONAL DATA PROTECTION CHARTER

Welcome to the SNCF Voyageurs Personal Data Protection Charter.

When you travel on our long distance trains, or when you use our services, you give us some of your personal information. The purpose of this Policy is to inform you about how we process this data. In addition to the legal obligations that we must comply with, we place the utmost importance on the protection of the personal data entrusted to us and respect for your privacy.

The OUIGO.COM website has its own personal data protection charter available at the following link: <https://www.ouigo.com/charte-confidentialite>.

## 1. General provisions

### 1.1. Data Controller

SNCF Voyageurs – 1 / 3 Rue Camille Moke 93212 SAINT-DENIS acting as data controller as defined by Regulation (EU) 2016/679 of the European Parliament and of the Council of 27 April 2016 (hereinafter the “GDPR”) and Law No. 2018-493 of 20 June 2018 processes personal data in order to carry out the services it provides.

### 1.2. Purposes and legal bases of processing

The processing is implemented by SNCF Voyageurs or its subsidiaries for the following purposes:

<u>Purposes</u>	<u>Legal basis/bases of processing</u>
The provision and management of transport services provided by SNCF Voyageurs as well as these ancillary services (on-board catering, Junior & Cie, etc.)	Performance of the contract of carriage and/or subscription contract concerned
Management of its contractual relations (in particular discount cards, subscriptions, loyalty cards)	Performance of the contract of carriage and/or subscription contract concerned
Commercial prospecting of passengers and prospects	Legitimate interest of the data controller (based on the exception of “similar products and services”) in accordance with Article L. 34-5 of the French Postal and Electronic Communications Code.  Consent (for “opt-in partner” communications)
The organisation of competitions	Performance of the contract (game rules)
Conducting polls and satisfaction surveys	Legal obligation for satisfaction surveys relating to the quality of service on board

	(Regulation (EC) No 2021/782 on rail passengers' rights and obligations)  Legitimate interest in assessing customer satisfaction in relation to the change in product(s) and service(s) offered by SNCF Voyageurs as well as the relevance of its economic model
Management of commercial or accident complaints	Performance of the contract of carriage Legal obligation (Regulation (EC) No 2021/782)
The development of statistical studies for marketing targeting purposes through behavioural assessment, segmentations and profiling	Legitimate interest: Determine the best match between the offers and services offered by SNCF Voyageurs and the profile and expectations of customers
Preventing and combating fraud and dealing with fines	Legitimate interest of the data controller concerning the prevention of fraud / legal obligations concerning the processing of infringements: (Articles 529-3 et seq. of the French Code of Criminal Procedure and the French Transport Code, for infringements of the first four classes, are noted by the agents referred to in Article L.2241-1 I 4° and 5° of the French Transport Code).
The transmission of personal data to the competent authorities (tax, judicial, police, etc.)	Legal obligation (where required by law)
Management of collections, recovery of undue payments (Articles 1302 et seq. of the French Civil Code)	Legitimate interest of the data controller to recover the sums due to it.

SNCF Voyageurs implements automated processing of personal data for the purposes of the centralised management and monitoring of the findings of breaches of the railway transport police and their recovery, the detection of habitual offences and the intentional statement of false address/false identity, the management of communications to the judicial authorities in the context of the recovery of increased flat-rate fines, as well as the production of anonymous statistics.

The data collected is only processed for a time limited to payment of the fines and is only retained for the legal time limits in force. In addition, it is only processed by authorised agents of the Institutions of the Unified Public Group and the departments/service providers responsible for collection, and are not communicated to any third party with the exception of the judicial authorities.

### 1.3. Categories of personal data collected

<u>Purposes</u>	<u>Categories of personal data</u>
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The provision and management of transport services provided by SNCF Voyageurs as well as its ancillary services (on-board catering, My Luggage (Mes Bagages), Junior & Cie, etc.)	Identity data Personal and business contact details including email address and/or mobile phone number to ensure the provision of travel information Bank data Travel Information Customer identifiers (order no., etc.) Support preferences
Management of its contractual relations (in particular discount cards, subscriptions, loyalty cards)	Identity data Personal and/or professional contact details Customer discount or subscription card information (including commercial, subscription or loyalty card number)
Commercial prospecting of passengers and prospects	Identity data Personal contact details (email address etc.)
The organisation of competitions	Identity data Personal contact details (email address etc.)
Conducting polls and satisfaction surveys	Identity data Customer Travel Information Personal contact details (email address)
Management of commercial or accident complaints	Identity data Personal contact details Travel Information Information about Customer Business Cards, Subscriptions or Loyalty Program Bank data (banking details) Any data necessary for the handling of an accident
The development of statistical studies for marketing targeting purposes through behavioural assessment, segmentations and profiling	Identity data Personal contact details Travel Information Information about holding a discount card, subscription or loyalty programme Customer preferences (travel preferences, food preferences for on-board catering)
The prevention and fight against fraud, the management of pre-litigation and litigation, the processing of fines	Identity data Personal contact details Travel Information Information about holding a discount card, subscription or loyalty programme Data on convictions, offences
The transmission of personal data to the competent authorities (tax, judicial, police, etc.)	Travel Information Discount card information

	Other elements depending on the nature of the request and the competent authority concerned
	Other elements depending on the nature of the request and the competent authority concerned
Audience measurement, management of cookies and other trackers	Login and browsing data (logs, cookies, IP address, MAC address)
Management of requests to exercise rights and questions about Personal Data	Identity data Personal contact details Customer discount or subscription card information (including commercial, subscription or loyalty card number)  Data to ensure the identity of the person and avoid any risk of name confusion (copy of proof of identity if necessary)
Management of collections, recovery of undue payments (Articles 1302 et seq. of the French Civil Code)	Legitimate interest of the data controller to recover the sums due to it

The customer is alerted to the fact that the data entered in connection with the purchase of tickets or any applicable fare entitlement must be accurate, relevant, necessary and up to date. In addition, contact details are requested at stations and shops and at self-service kiosk for any e-ticket purchase, in the context of the objectives of protecting interests that are essential and vital to the persons concerned, in the context of the fight against the “Covid 19” epidemic, in accordance with recital 46 of Regulation No. 2016/679 (“GDPR”).

## 1.4. Retention periods

SNCF Voyageurs undertakes not to retain your Personal Data beyond the period strictly necessary for the purposes of use for which it was collected, and in accordance with the Applicable Regulations.

The retention periods are determined for each type of processing according to each purpose and are mentioned in the privacy policies or general terms and conditions of sale dedicated to each service.

The data controller undertakes to archive or erase your Personal Data as soon as the defined purpose and/or retention period expires.

These maximum periods apply, unless you request the erasure or cessation of the processing of your Personal Data before the expiry of these periods, if their retention is no longer justified by legal requirements.

In the context of preventing and combating fraud, defending the interests of SNCF Voyageurs in civil and/or criminal matters and in order to constitute evidence in the context of pre-litigation or litigation, SNCF Voyageurs may be required to retain your personal data for a period of 5 years from the purchase of a ticket or a subscription and then anonymised in accordance with the regulations in force.

## 1.5. Recipients and transfers of personal data

The data collected directly or indirectly by SNCF Voyageurs is necessary for the processing and purposes provided for under the terms of this Charter and is intended for the relevant departments of SNCF Voyageurs as mentioned in each of the general terms and conditions of sale or data protection policy relating to each service, as well as, where applicable, its partners or service providers.

Personal data may be processed by SNCF Voyageurs' employees, within the limits of their respective responsibilities and to achieve the purposes of the processing concerned. In this context, personal data may be communicated to any employee of SNCF Voyageurs, or to SNCF approved travel agencies, when it is necessary for the processing of a request or complaint by the Customer and for its information.

Personal data may also be transmitted to state bodies, in accordance with the purposes concerned.

Personal data may also be processed by SNCF Voyageurs' partners and service providers (including third-party railway companies for which certain services have been entrusted), including its subsidiaries, within the limits of their respective responsibilities and to achieve the purposes of the processing concerned.

The main categories of service providers to whom the data collected by SNCF Voyageurs may be intended are as follows:

- "CRMS": Subsidiary of SNCF Voyageurs in charge of customer sales and relationship management
- Polling and satisfaction survey institutes
- Service providers relating in particular to the support of children on board, catering or support of persons with reduced mobility
- IT service providers (hosting providers, developers, IT support, etc.) including SNCF Connect & Tech Services, a subsidiary of SNCF Voyageurs.

These various service providers are mentioned more specifically in the documents relating to each processing concerned. However, more specifically in terms of preventing and combating fraud, managing pre-litigation and litigation, SNCF Voyageurs may be required to cooperate with various external players (service centre, IT development, hosting, "cloud" acceptance and production environment). As such, the data is hosted in the European Union.

SNCF Voyageurs' service providers have been rigorously selected and have undertaken to comply with a number of security measures, all in line with the state of the art. SNCF Voyageurs reserves the right to be able to control the proper application of these measures by the service providers at any time.

It should be noted that in the context of your trip, and in order to meet its legal obligations (customer satisfaction surveys as part of the minimum quality standards provided for by Regulation (EC) No 2021/782 on rail passengers' rights and obligations), SNCF Voyageurs may be required to measure customer satisfaction with their travel experience in order to improve the quality of on-board service and the customer experience.

In order to implement this processing, emails are sent from the “SalesForce” tool, a technical infrastructure with access to the data.

Lastly, SNCF Voyageurs may be required to transmit personal data to third parties, and in particular to the authorities, when required by law. SNCF Voyageurs cannot be held liable in this respect.

## 1.6. Commitments of SNCF Voyageurs regarding the security of personal data

SNCF Voyageurs undertakes to take all necessary security measures to prevent any breach of the personal data of these customers, whether as a result of a malicious or accidental act. These measures cover a number of topics such as:

- Integration of security into projects including formalisation of a risk analysis relating to cyber security in particular,
- Detailed management of authorisations within SNCF Voyageurs’ personnel and service providers who need to access Customer data in the context of their activities,
- A confidentiality obligation for all service providers with access to Customer data,
- Security and regulatory monitoring enabling the authentication service to be regularly upgraded in order to maintain its level of security
- Scheduling of regular technical-functional audits leading to action plans, the implementation of which is monitored.

## 1.7. Personal rights

In accordance with the regulations in force, the Customer has various rights with regard to the use made of his/her personal data.

These rights are:

<b>Access</b>	<b>Rectification</b>	<b>Portability</b>
The exercise of the right of access allows the Customer to control the accuracy of the data and, if necessary, to have it corrected or erased.	The exercise of the right of modification allows the Customer to update his/her data.	Exercising the right to portability of data allows the Customer to transmit it to a third party of his/her choice.
<b>Erasure</b>	<b>Objection</b>	<b>Limitation</b>
The exercise of the right of erasure allows the Customer to obtain the erasure of his/her data.	Exercising the right to object allows the Customer to object to the use of his/her data for a specific purpose.	Exercising the right to limitation allows the Customer to ask an organisation to temporarily freeze the use of some of its data.

The Customer may also have additional rights provided for by the national legislation to which it is subject, such as the definition of guidelines relating to the retention, erasure and communication of personal data after his/her death.

With regard to the right to erasure, it may include certain limits, in particular in terms of Article 17 (E) of the “GDPR”.

The Customer may exercise these rights through several channels:

Via the contact form	By post
By clicking here: <a href="https://url-c.fr/e/n8xex">https://url-c.fr/e/n8xex</a>	SNCF Voyageurs Equipe Protection des Données TGV IC 1 / 3 RUE CAMILLE MOKE CS 20012 93212 LA PLAINE SAINT-DENIS France.

The Customer also has the possibility of contacting the supervisory authority to which it reports to it in order to inform it of any breach with regard to the use made of its personal data.

The personal data necessary for the processing of your requests to exercise rights are retained for five (5) years from the end of the calendar year of your request.

## 2. Transport Related Services

The rules applicable to the processing and storage of personal data for the performance of the services associated with the transport offered by SNCF Voyageurs or its subsidiaries can be consulted at the following addresses:

<u>Service</u>	<u>Link to applicable rules on the protection of personal data</u>
My Luggage (Mes Bagages)	Article 4.9. My Luggage (Mes Bagages) “Personal data protection” of passenger fares available on the website: <a href="https://www.sncf-voyageurs.com/fr/mentions-legales/conditions-generales-de-vente-du-service-mes-bagages/">https://www.sncf-voyageurs.com/fr/mentions-legales/conditions-generales-de-vente-du-service-mes-bagages/</a>
Accès Plus	Volume 4: Article 2.4: “personal data” of passenger fares available on the website <a href="http://www.sncf-voyageurs.com/fr/voyagez-avec-nous/preparer-votre-voyage/accessibilite/cgu-du-service-dassistance-pmrps-h-de-tgv/">www.sncf-voyageurs.com/fr/voyagez-avec-nous/preparer-votre-voyage/accessibilite/cgu-du-service-dassistance-pmrps-h-de-tgv/</a>
Wi-Fi	Directly on board our TGV INOUI trains when connecting to the SNCF_WIFI_INOUI wifi network and on the TGV INOUI portal under Legal notices
Group Sales	For group trips of 10 to more than 250 people: the GTCS include a “personal data” article available here”: <a href="https://www.sncf-voyageurs.com/fr/voyagez-avec-nous/preparez-votre-voyage/voyagez-en-groupe/">https://www.sncf-voyageurs.com/fr/voyagez-avec-nous/preparez-votre-voyage/voyagez-en-groupe/</a>
The BAR	The sale of smartbar products and their management are carried out by Newrest. Regarding lebar.sncf.com, the personal data protection policy can be consulted via this link (see Article 2.2 of the GTCU)

### 3. Processing relating to the control of fare entitlements on the purchase of reduced-fare tickets

SNCF Voyageurs processes personal data concerning the control of the customer's fare entitlement when purchasing their ticket at a reduced fare.

The scope of the fare entitlements concerned is as follows:

- Youth Advantage Card,
- Adult Advantage Card,
- Senior Advantage Card,
- Liberté Card
- Weekly and Monthly PASS
- Weekly or Monthly Pass

During the purchase process, the customer must enter their card number. The processing consists of verifying the existence of a valid discount card on the date of the trip in the SNCF Voyageurs database. The legal basis for this processing is the performance of the contract of carriage accepted by the customer, in accordance with the conditions mentioned in the "Passenger Fares". The categories of persons concerned by this processing are passenger customers who wish to acquire a ticket using their fare entitlement.

The personal data necessary to control the fare entitlement are the surname, given name, date of birth and the discount card number entered by the customer when purchasing the ticket or registering in "My SNCF Identifier" ("Mon Identifiant SNCF").

It is retained for a period of 3 years from the date of purchase of the fare product (or 5 years for loyal customers) then automatically purged at the end of this period.

The recipients of this personal data are as follows:

Internal recipients:

- Customer Relations Centre
- Operational agents of SNCF (Train Managers, On-board Attendants, Sales Agents)
- External bodies:
- SNCF partner distributors and approved travel agencies (including SNCF connect).

In the context of this processing, SNCF Voyageurs shall provide data subjects with the following useful information concerning the rationale, importance and consequences contemplated by this processing for the data subject, in accordance with the requirements relating to the regulations applicable to fully automated decision-making:

During the purchase process, the customer must enter their card number, PASS or Pass to obtain the associated reduced fare. The processing consists of automatically querying the SNCF Voyageurs database from all SNCF approved sales channels and travel agencies in order to verify the existence



of a discount card, a PASS or a Pass valid on the date of the trip and corresponding to the date of birth of the passenger.

In the absence of a valid card during the control, the sale of the discounted ticket cannot be finalised. The customer also has the opportunity to express his/her point of view against this automated decision. To do so, the request must be sent on the chat bot: <https://tout-oui.sncf.com>. Lastly, you may exercise your “data protection” rights in accordance with Article 1.7 of this Charter.

## 4. Processing of the SNCF Voyageurs e-ticket

Since 2009, SNCF Voyageurs has offered dematerialised tickets known as “e-tickets”, in addition to the classic ticket known as “IATA ticket” with a magnetic stripe. The e-ticket can be printed and reprinted at will. Thus, the passenger no longer has to worry about losing his/her ticket. As the e-ticket is nominative and non-transferable, it also limits the risk of theft and identity theft.

In the context of the growing digitisation of services and in the face of the success of e-tickets, the majority of SNCF Voyageurs’ fares are now offered as e-tickets.

The categories of data processed in the context of the e-ticket are:

- Identification data relating to passengers: title, surname, given name, date of birth;
- Contact data: email address, telephone number;
- The number of the commercial card or subscription taken out by the person concerned;
- The number of the loyalty card of the person concerned if they are part of the Passengers programme;
- Travel data: the origin and destination of the trip, the date of the trip, the price of the ticket and the payment method, the car and seat allocated to the person concerned.

The purpose of processing the e-ticket is:

- the management, issue and use of the e-ticket, the management of after-sales service operations and customer complaints.
- The individual information of passengers on their trip, particularly in the event of disruptions, if the contact details of the person concerned have been communicated by the latter;
- the prevention and fight against fraud;

The recipients of the data are SNCF Voyageurs agents:

- The customer relations department in charge of sales and after-sales operations
- At points of sale
- Controlling upon boarding and on board the trains
- In charge of statistical analyses and relational marketing.

Lastly, you may exercise your “data protection” rights in accordance with Article I. 7 of this Charter.

## 5. 30-minute Guarantee Processing

The information requested under the G30 guarantee is collected by SNCF Voyageurs in its capacity as data controller in order to receive, record and process complaints relating to your “G30” guarantee (as mentioned in our “passenger fares”) and to carry out satisfaction surveys concerning the processing thereof. They are intended for the various services of SNCF Voyageurs and its subsidiary “E-voyageurs Technologies” in charge of the operational maintenance of the “G30” information system. If your request is fully or partly for another European railway company, the information collected will be transferred to it as appropriate. For more information on the management of your personal data under this guarantee, you can consult the G30 service GTCU : <https://www.sncf-voyageurs.com/fr/contactez-nous/questions-et-reponses/garantie-voyage/>.

Lastly, you may exercise your “data protection” rights in accordance with Article 1.7 of this Charter.



## 6. Processing relating to the purchase and dematerialisation of discount cards

SNCF Voyageurs implements the sale and digitisation of commercial cards (Adult Advantage, Senior Advantage, Youth Advantage, Liberté), MAX, PASS subscriptions and Weekly or Monthly Passes, as Data Controller.

Regarding the sale, the purposes of the processing consist of:

1. Validating the customer's eligibility for the product requested
2. Collecting your card at the point of sale: Self-service kiosks, station counters and approved SNCF branches
3. Contacting customers as part of the management of their contract
4. Contacting customers in order to send them their business card by email and having it printed via a credit card ticket via physical channels at the time of purchase and reinsuring them in case of loss.
5. Preventing and detecting fraud
6. Contacting the customer again in order to propose a possible renewal of their discount card

The data collected is as follows:

- Name: Mandatory collection the legal basis of which is the performance of the customer's contract
- Given name: Mandatory collection the legal basis of which is the performance of the customer's contract
- Date of birth: Mandatory collection the legal basis of which is the performance of the customer's contract
- Email address: Mandatory collection
- Postal address (no., street, city, postal code): This data is collected in order to obtain proof of purchase in connection with the sale of the card in accordance with the applicable legal provisions and in order to facilitate the identification of individuals in the event of possible fraud.
- Card no.: Optional collection, only in case of renewal, in order to improve the customer experience when purchasing these tickets (the customer has only one card number to use). Failure to complete this data does not block the purchase of a new card of the same type.
- Validity period: Data must be generated when the card is purchased
- File no.: Data must be generated when the card is purchased, valid for pick-up at the station (Self-Service Kiosk).

The postal address is collected for billing purposes relating to the sale of the discount card and may be used for possible identification purposes in the event of fraud with a view to recovering unpaid amounts.

Purposes 1 to 4 and 6 have as their legal basis the performance of the customer's contract, namely the passenger fares accepted when digitising his/her card or selling it on the SNCF Voyageurs digital spaces.

Purpose 5 has as its legal basis the legitimate interest of the data controller in preventing and combating fraud.

Purpose 6 has as its legal basis the legitimate interest of SNCF Voyageurs consisting of offering a renewal of the card to a customer who has already acquired this fare product, this new product consisting of a product similar to the initial product within the meaning of Article L. 34-5 of the French Postal and Electronic Communications Code.

The personal data processed hereunder shall be retained for a maximum of 3 years or 5 years (for loyal customers) from the date of purchase of the card.

Lastly, you may exercise your “data protection” rights in accordance with Article I. 7 of this Charter.

# VOLUME 3 – FARE RANGE

## 1. Price formation

### 1.1. Definition of the base price

The price of the basic fare corresponds to the price of the standard fare for a 2nd class trip on the connection.

A distinction is made between:

- a general base price determined according to a kilometre rule and scale defined in point 1.2. below;
- specific base prices applicable to certain connections determined under the conditions defined in point 1.3. below.

A standard reference fare price and specific base fare prices are also defined in 1st class.

### 1.2. Determination of the general base price

The base price results from the application of an algebraic formula " $a + b \cdot d$ ". Parameters "a" and "b" are determined by distance ranges, "d" being the fare distance of the trip or part of a trip to be considered depending on the route taken, for a trip made in 2nd class.

The distance ranges and the value of each of the corresponding parameters are listed in the Price Schedule.

The amount obtained is rounded up to the next decimal in euros. For each trip, the price received may not be less than the minimum amount stated in the Price Schedule.

SNCF sets the calculation distances to be used. However, particular distances may be applied to certain connections, in particular to or from stations in certain Alpine valleys.

The price of the standard fare for a ticket for a trip made in 1st class is determined on the basis of these same elements to which an increase coefficient is applied.

This price is the reference for all the certificates issued under the conditions of the fares of accompanying persons/guides for disabled persons, military families, War Invalids or Pensioners, Large Families, Annual Leave, Group. This price is also the reference for TER tickets under the conditions of the CARTE AVANTAGE (Youth, Adult and Senior) fares as well as the Discovery fares (Youth, Senior+ and Child+) and for INTERCITÉS tickets without mandatory booking, tickets valid for 1 day as e-tickets, under the conditions of the CARTE AVANTAGE (Youth, Adult and Senior) fares.

For each of the direct connections concerned, the two 2nd class prices and the 1st class price are indicated in the Price Schedule.

### 1.3. Determination of individual base prices

On certain connections served by trains offering advantageous conditions in terms of comfort and speed and/or to take into account the elements of competition which characterise these connections, a particular base price may be established.

In night TGVs, INTERCITÉS and day INTERCITÉS with mandatory booking, the specific base price is the SECOND and FIRST Class Fare.

In certain night TGVs and INTERCITÉS, qualified as regulated trains, in 2nd class, the particular base price is a regulated fare, lower than the Full SECOND and FIRST Class Fare.

For each destination, the Full SECOND and FIRST Class Fare and the Regulated Fare are available in volume 6 of the Passenger Fares.

These fares serve as the basis for calculating the proposed discounts for accompanying persons/guides for disabled persons, subscriptions for War Invalids or Pensioners, Large Families, Annual Leave.

For each of the direct connections concerned, the 2nd class price and the 1st class price are indicated in the Price Schedule.

A Pro fare offer entitled Pro SECOND and BUSINESS FIRST is defined in particular for professional customers. Its specific price includes exclusive services.

## 1.4. Determination of reduced prices

The reducing coefficients are applied to the base price of the class in question or to the price charged to adults of the class in question.

The discount does not apply to:

- temporary local contributions;
- the additional amount that may be received for the booking of seats.

For each trip, the price received may not be less than the minimum amount stated in the Price Schedule.

In TGVs, the amount of the discount granted is always at least equal to that resulting from the application of the actual rate of discount of the fare concerned.

The amount obtained after application of the reduction coefficient is rounded up to the next decimal in euros.

## 1.5. Calculation of the price of tickets

To travel between the original station and the destination station under the conditions defined in Article 2.1 of Volume 1, the passenger has the choice of route.

Each part of a trip that corresponds to the use of a train between the original station and the destination station is called a "segment".

The calculation of the total price of a ticket is determined according to the following elements:

- the nature of the beneficiary/beneficiaries [adult(s), child(ren)];
- the number of beneficiaries;
- the nature of the train(s) taken;
- the fare distance of the trip when the general basic fare is applied;
- the fare(s) applied;
- the class of car taken;
- the use of additional services.

The price of the trip is calculated under the following conditions:

- when a single train is taken, the price of the ticket is calculated on the basis of the price elements that characterise the trip;
- when several trains are used, the price of each segment is calculated separately according to the price elements that characterise it.

## 1.6. Temporary local contribution

A temporary local contribution is included in the price of tickets the origin or destination of which is one of the stations indicated in Appendix 1.

Each of these stations corresponds to a rate which is applied to the rounded amount of the base price or the 1st or 2nd class price in the event of a night TGV or INTERCITÉS.

The price obtained is itself rounded up to the next decimal in euros.

The amount of the temporary local contribution may not be greater than that calculated on the base price of a 2nd class ticket for a fare distance of 600 kilometres.

For each station subject to a contribution, the contribution rate and the collection ceiling are indicated in Appendix 2 of volume 7.

## 1.7. Price Information

Information on prices can be given either at train stations, in approved travel agencies, in SNCF shops, on the Internet, or by the Remote Customer Care (3635 free service + call rate) and, for certain direct connections, by means of guides and sheets made available to customers.

## 2. Access to reduced prices

### 2.1. Discount card

#### 2.1.1. Issuance of cards conditioning access to certain discounted prices

The application of certain discounted fares is subject to the passenger having a discount card, the conditions of issue of which are set out in the various fares concerned.

The cards are nominative and non-transferable.

The establishment of these cards is subject to the presentation of certain official supporting documents. When written in a foreign language, they must be accompanied by a translation into French, certified as true to the original.

To draw up a card, the applicant must provide a recent identity photograph of each holder.

This photograph must be taken without touch-up on a neutral background thus clearly highlighting the contour and details of the portrait, with the head to be taken from the front or at most three quarters. Only photographs allowing unambiguous identification are accepted.

#### 2.1.2. Use of cards

They must be presented at any request. The presentation of a valid original official identity document with a photo justifying the identity and/or age of the holder may be required. Copies of identity documents (paper, scanned documents, etc.) are not allowed.

A card the validity of which has expired on the day of the trip does not allow the use of the tickets issued to its holder, even if they were issued during the validity period of the card.

When it is found that a passenger makes use of a falsified card, slip and/or coupon or that he/she uses a card, slip or subscription coupon of which he/she is not the holder, SNCF immediately withdraws the ticket presented without any refund and/or invalidates the product in the system. In addition, owners or non-owner users may be liable for damages or be subject to legal proceedings. The same applies to any person who has used fraudulent means or forged documents to obtain a card.

## 2.2. Specific application of certain discounts

The discounts granted under certain fares may be withdrawn or reduced at certain periods, in certain Regions on TER trains or on certain trains included in the timetable database; the access of passengers benefiting from these discounts is then subject to the payment of the corresponding price supplement. It is up to passengers, before booking their seats, to inquire about the special terms and conditions of use applicable to the train they wish to take.

## 2.3. Passenger calendar

### 2.3.1. Descriptions of the passenger calendar

The passenger schedule included in the appendices to the Passenger Fares determines two periods depending on the size of the traffic; they are designated by the conventional blue and white colours.

The definition of these periods is generally as follows:

- blue: periods of low traffic;
- white: daily and weekly traffic peaks and periods of very strong demand related to holidays and major holiday departures.

SNCF makes this timetable available to its passengers in SNCF stations and shops. The calendar is also available online at <https://www.sncf-voyageurs.com/fr/voyagez-avec-nous/en-france/ter/>.

### 2.3.2. Application of the passenger calendar

On trips or parts of trips on which optimisation does not apply (in particular trips or parts of trips in TER), the travel schedule may be used to determine the applicable discount rate taking into account the date and time of the start of the trip.

The departure time from the original station of the trip is the reference time for granting discounts, on the parts of the trip to which the passenger calendar applies, regardless of the nature of the first train taken.

However, when the origin of the trip is in a station in the Ile-de-France Region and the trip is made via Paris, the departure time to be taken into consideration is that of the Paris head station.

This consideration of the date and time at the origin of the trip for the application of these fares throughout the trip is subject to:

- in the event of a change of train: on the first train taken;
- in the event of a change of station in the same city: compliance with the maximum stop time of 24 hours.

Failing this, and in other cases, it is the departure date and time after the stop that are taken into consideration for the part of the trip still to be made.

## 3. Commercial fares

### 3.1. Commercial optimisation

On trains with mandatory booking, discounted fares are offered in 1st and 2nd class (1st and 2nd class fares, Prem's fares in 2nd class, NO FLEX fares, 1st and 2nd Avantage fares with the Avantage or Liberté card). These reduced fares are offered within the limit of the seats allocated to them.

### 3.2. Consumer Offer

#### 3.2.1. Avantage card (commercial card and ticket)

The Avantage Card allows you to benefit from discounts to travel at a reduced price on trains with mandatory booking outside OUIGO.

In the TERs, the conditions for applying the Avantage card discount are the responsibility of the organising authorities and are available on the TER websites.

These discounts do not apply to trips made in full on the Ile-de-France network.

##### 3.2.1.1. Beneficiaries

The Avantage Card is available for 3 profiles:

- YOUTH 12-27: For any person who is at least 12 and has not reached the age of 28 on the card's validity start date. If the card is acquired after the 27th anniversary date, the validity period of the card is limited to the day before the 28<sup>th</sup> anniversary, i.e. less than one year.
- ADULT 27-59 years: For any person who is at least 27 and who has not reached the age of 60 on the card's validity start date. The card can be purchased until the day before the 60<sup>th</sup> anniversary. In this case, the validity period of the card is one year.
- SENIOR 60+: For any person who has reached the age of 60 on the card's validity start date.

The Avantage card is strictly personal and non-transferable. It must be presented with an identity document during controls on the platform and/or on board the train.

##### 3.2.1.2. Application of discounts with the Avantage Card

- In trains with mandatory booking (TGV and INTERCITÉS with mandatory booking): 30% discount on the 2nd (including Prem's) and 1st class day fare.
- On trains without mandatory booking: 30% discount on the 2nd class, 1st class day fare or Standard Fare
- On trains to and from international destinations (TGV France - Luxembourg, TGV Paris - Freiburg im Breisgau, TGV Paris – Brussels, TGV Lyria, TGV INOUI France-Spain, TGV France-Italy and DB-SNCF in cooperation\*\*): 30% discount on the 2<sup>nd</sup>, 1<sup>st</sup> class fare (Seconda or Prima fare for TGVs to Italy, Standard or Standard 1st fare for TGV Lyria, Essential fare for TGV INOUI to Spain, SECOND or FIRST Class fare for TGVs and ICE to Germany).



**\*\* Discount not applied to Standard 2<sup>nd</sup> class fares below €42 and Standard 1<sup>st</sup> class fares below €56 for short and medium trips and Standard 2<sup>nd</sup> class fares below €56 and Standard 1<sup>st</sup> class fares below €69 for long trips.**

**Short and medium trips:**

Augsburg – Strasbourg / Frankfurt (Main) Hbf – Forbach / Frankfurt (Main) Hbf – Strasbourg / Kaiserslautern – Forbach / Kaiserslautern – Paris / Karlsruhe – Strasbourg / Mannheim – Forbach / Mannheim – Strasbourg / München – Strasbourg / Saarbrücken – Paris / Stuttgart – Strasbourg / Ulm – Strasbourg / Frankfurt (Main) Hbf – Strasbourg / Frankfurt (Main) Hbf – Mulhouse City / Frankfurt (Main) Hbf – Belfort Montbéliard TGV / Frankfurt (Main) Hbf – Besançon Franche Comté TGV / Mannheim Hbf – Strasbourg / Mannheim Hbf – Mulhouse City / Mannheim Hbf – Belfort Montbéliard TGV / Mannheim Hbf – Besançon Franche Comté TGV / Mannheim Hbf – Chalon sur Saône / Karlsruhe Hbf – Strasbourg / Karlsruhe Hbf – Mulhouse City / Karlsruhe Hbf – Belfort Montbéliard TGV / Karlsruhe Hbf – Besançon Franche Comté TGV / Karlsruhe Hbf – Chalon sur Saône / Baden Baden – Strasbourg / Baden Baden – Mulhouse City / Baden Baden – Belfort Montbéliard TGV / Baden Baden – Besançon Franche Comté TGV / Frankfurt (Main) Hbf / Lorraine TGV / Frankfurt (Main) Hbf / Meuse TGV / Frankfurt (Main) Hbf / Champagne-Ardenne TGV / Mannheim Hbf / Lorraine TGV / Mannheim Hbf / Meuse TGV / Mannheim Hbf / Champagne-Ardenne TGV / Karlsruhe Hbf / Lorraine TGV / Karlsruhe Hbf / Meuse TGV / Karlsruhe Hbf / Champagne-Ardenne TGV / Strasbourg – Frankfurt Süd / Berlin Spandau / Berlin HBF / Berlin Ostbahnhof

**Long trips:**

Augsburg – Paris / Frankfurt – Paris / Karlsruhe – Paris / Mannheim – Paris / München – Paris / Stuttgart – Paris / Ulm – Paris / Frankfurt (Main) Hbf – Chalon sur Saône / Frankfurt (Main) Hbf – Lyon Part – Dieu / Frankfurt (Main) Hbf – Avignon TGV / Frankfurt (Main) Hbf – Aix en Provence TGV / Frankfurt (Main) Hbf – Marseille Saint Charles / Mannheim Hbf – Lyon Part – Dieu / Mannheim Hbf – Avignon TGV / Mannheim Hbf – Aix en Provence TGV / Mannheim Hbf – Marseille Saint Charles / Karlsruhe Hbf – Lyon Part – Dieu / Karlsruhe Hbf – Avignon TGV / Karlsruhe Hbf – Aix en Provence TGV / Karlsruhe Hbf – Marseille Saint Charles / Baden Baden – Lyon Part – Dieu / Baden Baden – Avignon TGV / Baden Baden – Aix en Provence TGV / Baden Baden – Marseille Saint Charles / Frankfurt (Main) Hbf / Massy TGV / Frankfurt (Main) Hbf / Saint-Pierre-Des-Corps / Frankfurt (Main) Hbf / Poitiers / Frankfurt (Main) Hbf / Angoulême / Frankfurt (Main) Hbf / Bordeaux Saint-Jean / Mannheim Hbf / Marne-La-Vallée Chessy / Mannheim Hbf / Massy TGV / Mannheim Hbf / Saint-Pierre-Des-Corps / Mannheim Hbf / Poitiers / Mannheim Hbf / Angoulême / Mannheim Hbf / Bordeaux Saint-Jean / Karlsruhe Hbf / Marne-La-Vallée Chessy / Karlsruhe Hbf / Massy TGV / Karlsruhe Hbf / Saint-Pierre-Des-Corps / Karlsruhe Hbf / Poitiers / Karlsruhe Hbf / Angoulême / Karlsruhe Hbf / Bordeaux Saint-Jean / Paris – Frankfurt Süd / Berlin Spandau / Berlin HBF / Berlin Ostbahnhof

**The Advantage Card also offers:**

- 60% discounts on the 2<sup>nd</sup> (including Prem's) and 1<sup>st</sup> class fare for accompanying children aged 4 to 11 inclusive (maximum 3 children) provided they are accompanied by the Advantage Card holder. The booking of accompanying children must be made at the same time as the booking of the ticket of the holder of the Advantage card. It should be noted that the Advantage cardholder and accompanying children must travel at the same Advantage fare. Indeed, the holder of the Advantage card cannot travel at a fare other than the Advantage fare, otherwise the Advantage discount cannot apply to accompanying children.

**It should be noted** that this discount is not applicable to TER trains and to certain PREM'S, 1<sup>st</sup>, 2<sup>nd</sup> class fares and to certain routes served by TGV INOUI and ICE of the DB-SNCF cooperation.

- A last-minute NO FLEX offer on certain trains within the limit of the seats available for holders of the Advantage card, as specified in paragraph 3.2.2.3.1 of this volume.
- 50% discounts on the NO FLEX fare for accompanying children from 4 to 11 inclusive (maximum 3 children) when accompanied by the holder of the Advantage card. The booking of accompanying children must be made at the same time as that of the NO FLEX ticket of the holder of the Advantage card.
- The Advantage card does not entitle you to a discount on the Bambin fare.

On INTERCITÉS without mandatory booking, the 1-day flexible fare is valid for 1 day on an Intercités trip without mandatory booking, on the day of travel of the train designated on the ticket and on the same route. No guaranteed seating if you take another train on the day.

### 3.2.1.3. Special features and conditions of application of the 27-59 Adult Advantage Card

The discounts, as specified in paragraph 3.2.1.2 shall apply to the following conditions:

- For any one-way trip when the cardholder travels with a toddler under 4, a child between 4 and 11, or on a weekend day (Saturday or Sunday).
- On a mandatory round trip including the night from Friday to Saturday, Saturday to Sunday, or Sunday to Monday. The maximum time between outbound and return must not exceed 61 days.

The 27-59 Adult Advantage card also allows a person over 12 accompanying the holder of the Adult Advantage card to benefit from the same discounts as those offered to the holder of the 27-59 Adult Advantage card. The holder of the 27-59 Adult Advantage card and the accompanying adult must travel at the same Advantage fare. Indeed, the holder of the 27-59 Adult Advantage card cannot travel at a fare other than the Advantage Fare, otherwise the Advantage discount cannot apply to the accompanying adult.

This offer is valid within the limit of an adult person over 12 accompanying the holder of the 27-59 Adult Advantage card, provided that the cardholder and the adult accompanying person travel together. Therefore, the ticket of the accompanying adult must be purchased simultaneously with the ticket of the holder of the 27-59 Adult Advantage card.

It should be noted that the discount offered to the accompanying adult is only valid with a 27-59 Adult Advantage card. The Youth Advantage and Senior Advantage cards are not eligible for this discount.

#### **Specificity of exchange and refund in the case of a mandatory round trip at the Advantage fare:**

Initial reservation eligible for the Adult Advantage discount:

If the cancellation or exchange of one of the two journeys results in the loss of the discount conditions of the Adult Advantage card, the exchanged ticket will be re-priced at the fare on the day of exchange.

The unchanged ticket (corresponding to a future journey or already completed journey) will be re-priced at the fare without discount of the day on which the tickets were initially purchased.

Initial reservation not eligible for the Adult Advantage discount:

If the exchange of a return ticket qualifies for the Adult Advantage card discount, the exchanged ticket (outward or return) will benefit from the Advantage discount.

Unchanged tickets (corresponding to a future or already completed journey) do not benefit from the Advantage discount.

For the adult accompanying person and the child accompanying person (up to a maximum of 3), the same after-sales conditions as those of the holder of the Adult Advantage card apply.

### 3.2.1.4. Price and validity of the Advantage card

The Advantage card is sold at a standard and fixed price of €49 but may be subject to specific ad hoc promotions.

It is valid 365 days from the 1st day of validity indicated on the card and defined at the time of purchase of the card. This day must be within a maximum period of 5 months from the date of

purchase of the card, including this day (note: the card purchased on D/M/Y is valid until D-1/M/Y+1. In the case of a leap year, the card purchased on D/M/Y is valid until D-2/M/Y+1). The card is personal and non-transferable. Proof of identity must be presented during the platform or on-board control.

If the card has never been used throughout its validity, it may not be the subject of any request for extension.

#### 3.2.1.5. Issuance of the Advantage card

The Advantage card is issued in most stations, SNCF shops, Self-Service Kiosks and approved travel agencies. It can also be ordered on Direct Line or the Internet.

The card is issued in dematerialised form: a pdf containing the QR code of the discount card is sent as an attachment by email or downloadable via a link.

On Self-Service Kiosks, a purchase confirmation in the form of a bill containing the card's QR code may also be issued.

For customers who do not have an email address, the card will be printed in bill format only at the station at the counter.

#### 3.2.1.6. Loss or theft of the Advantage Card

The card is reprinted in electronic PDF or bill format free of charge:

- On the website [tgvinoui.sncf](http://tgvinoui.sncf) by logging into his/her customer account or by entering his/her surname, given name, date of birth and the email address provided at the time of purchase, the card will be returned to the cardholder's email address.
- At the stations on the Self-Service Kiosks by connecting with its SNCF Connect identifier, the card will be sent back to the cardholder's email address and printed on request in bill format.

#### 3.2.1.7. Refund of the Advantage card

The refund of the Advantage card is only made according to the terms of the right of withdrawal available in paragraph 6.4 of volume 1.

#### 3.2.1.8. Purchase, exchange and refund of tickets issued at the Advantage card fare

For the purchase of a Advantage fare ticket, the passenger must claim the valid card number for the scheduled travel date. The passenger can claim his/her fare either by entering the card number at each purchase, or by logging into his/her customer account in which the number has been previously registered. Failing this, if the customer is unable to prove that he/she holds an Advantage card, the "Advantage Card" discounted price may not be granted to him/her.

Advantage card fares are only issued via e-ticket

The conditions for exchanging and refunding tickets at the Avantage card fare are:

TGV INOUI	Intercités with mandatory booking and Intercités without mandatory booking
<ul style="list-style-type: none"> <li>• Ticket exchangeable and refundable free of charge up to 7 days before departure.</li> <li>• From 6 days before departure, €19 withholding.</li> <li>• Non-exchangeable and non-refundable ticket after departure.</li> <li>• From 30 min before departure, ticket exchangeable 1 time maximum (same day, same trip) and non-refundable after 1 exchange.</li> </ul>	<ul style="list-style-type: none"> <li>• Ticket exchangeable and refundable free of charge up to 7 days before departure.</li> <li>• From 6 days before departure: 40% of the ticket price is withheld with a maximum of €15.</li> <li>• Non-exchangeable and non-refundable ticket after departure.</li> <li>• From 30 min before departure, ticket exchangeable 1 time maximum (same day, same trip) and non-refundable after 1 exchange.</li> <li>• INTERCITÉS SRO specificities: flexible tickets, as e-tickets, valid for 1 day are exchangeable and refundable free of charge until the day before departure. From D-day, they are neither exchangeable nor refundable.</li> </ul>

The exchange or refund of TER tickets is possible depending on the distribution channels and the applicable fare.

The conditions are indicated on the ticket.

The M ticket or the TER printed ticket are not exchangeable. They are refundable until D-1 (unless there is a specific restriction related to the fare).

Some Regions may impose a withholding of 10% or a minimum amount for the refund of tickets.

### 3.2.2. Leisure offer (ticket without discount card)

#### 3.2.2.1. In trains with mandatory booking TGV INOUI and INTERCITÉS

The offer consists of several price levels in 2<sup>nd</sup> and 1<sup>st</sup> class:

##### **In 2nd class:**

- a full 2<sup>nd</sup> class fare which constitutes the reference fare (base fare)
- different Prem's and Second class reduced price levels

##### **In 1st class:**

- a full 1<sup>st</sup> class fare which constitutes the reference fare (base fare)
- different levels of First class reduced prices

Prem's, Second and First class fares are only delivered via e-ticket

#### **Access conditions and application of Prem's, Second and First class fares**

Anyone can benefit from Prem's, Second and First class fares. Children aged 4 to under 12 benefit from a 50% discount on the price charged to an adult.

The Prem's, Second and First class fares are applicable to all trains with mandatory booking within the limit of the seats allocated to these fares.

Access to the reduced Prem's, Second and First class fares is essentially based on purchase anticipation. Fares are accessible from the opening of sales to the departure of the train, within the limit of the seats available at each of these reduced fares, regardless of the type of trip. If no reduced Prem's, Second, First class fare is available, the Full Second or First class fare is offered.

#### **Clarification**

On a one-way connecting ticket, if there is a combination of an exchangeable and refundable ticket with a non-exchangeable and non-refundable ticket, the entire trip becomes non-exchangeable and non-refundable.

### **3.2.2.2. On INTERCITÉS trains without no mandatory booking**

#### **Application of Second and First class fares**

The Second and First Class Fare has several reduced price levels calculated on the Standard Fare.

Access to reduced Second and First class fares is essentially based on anticipation of purchase. Fares are accessible from the opening of sales to the departure of the train, within the limit of the seats available at each of these reduced fares, regardless of the type of trip.

When the Second and First class fare is no longer accessible, the Standard Fare is offered within the limit of the seats available.

#### **Access Condition**

Anyone can benefit from the Second and First class fares. Children aged 4 to under 12 benefit from a 50% discount on the price charged to an adult.

#### **Clarification**

On a one-way connecting ticket, if there is a combination of an exchangeable and refundable ticket with a non-exchangeable and non-refundable ticket, the entire trip becomes non-exchangeable and non-refundable.

### **3.2.2.3. On the TGV INOUI and INTERCITÉS trains**

#### **3.2.2.3.1. The NO FLEX offer**

The NO FLEX fare is a ticket offer available on a selection of destinations in France, on certain days and on certain trains within the limit of the seats available for this fare. This offer is only available in 2<sup>nd</sup> class.

The NO FLEX fare is also offered on a selection of destinations in Europe (MINI fare in 1<sup>st</sup> and 2<sup>nd</sup> class on TGV France-Italy)

Anyone can benefit from the NO FLEX fare.

#### **Special feature for holders of the Avantage Card and the Liberté card**

On TGV, INTERCITÉS trains with mandatory booking and INTERCITÉS trains without mandatory booking, Avantage and Liberté cards give access to the NO FLEX fare at the last minute. Holders of the Avantage card and the Liberté card benefit from a 30% discount on the NO FLEX fare. Holders of the Avantage card and the Liberté card can allow up to 3 accompanying children aged 4 to 11 to benefit from the NO FLEX fare, provided they travel on the same train and class. In addition, the holder of the Adult Avantage Card and the holder of the Liberté card may allow an accompanying person over 12 to benefit from the NO FLEX offer provided that they travel on the same train, the same class and the same NO FLEX fare. The purchase of NO FLEX tickets from the holder and accompanying children and/or adults must be simultaneous. The NO FLEX offer is non-exchangeable, non-refundable and cannot be combined with any other current promotion or reduced rate SNCF or its European partners.

### **Clarification**

On a trip with a mandatory round trip, if there is a combination of an Avantage fare (exchangeable and refundable) with a NO FLEX fare (non-exchangeable and non-refundable), the entire round trip becomes non-exchangeable and non-refundable.

#### **3.2.2.4. Exchange and refund of Leisure tickets (without discount card)**

Fares	TGV	Intercités with mandatory booking and Intercités without mandatory booking
Prem's Second class First class	<ul style="list-style-type: none"> <li>• Ticket exchangeable and refundable free of charge up to 7 days before departure.</li> <li>• From 6 days before departure, €19 withholding.</li> <li>• Non-exchangeable and non-refundable ticket after departure.</li> <li>• From 30 min before departure, ticket exchangeable 1 time maximum (same day, same trip) and non-refundable after 1 exchange.</li> </ul>	<ul style="list-style-type: none"> <li>• Ticket exchangeable and refundable free of charge up to 7 days before departure.</li> <li>• From 6 days before departure, 40% of the ticket price is withheld with a maximum of €15.</li> <li>• Non-exchangeable and non-refundable ticket after departure.</li> <li>• From 30 min before departure, ticket exchangeable 1 time maximum (same day, same trip) and non-refundable after 1 exchange.</li> <li>• INTERCITÉS SRO specificities: Superflex tickets valid for 1 day are exchangeable and refundable free of charge until the day before departure. From D-day, they are neither exchangeable nor refundable.</li> </ul>
NO FLEX	Non-exchangeable, non-refundable	Non-exchangeable, non-refundable

#### **3.2.2.5. Prices applicable to children**



Minor children remain under the responsibility of their parents. It is the responsibility of the parents to ensure that they are able to make the contemplated trip in complete safety.

A “Junior & Cie” support service for minors from 4 to 14 inclusive is offered by SNCF, on certain long-distance connections during school holidays and weekends.

Children under 4 on the date of the trip are allowed to travel free of charge but cannot, in this case, be given a seat. To have a seat for a child under 4, it is necessary to pay the Bambin pass.

#### 3.2.2.5.1. Children under 4

Children under 4 on the date of the trip are allowed to travel free of charge but cannot, in this case, be given a seat. To have a seat for a child under 4, it is necessary to pay the Bambin pass.

#### 3.2.2.5.2. Bambin pass / Bambin Nuit pass for children under 4

The Bambin pass is valid for a simple trip (without connecting) regardless of the type of train used and regardless of the class. It allows its holder to benefit from the booking of a seat, at a single rate of €9 per trip, regardless of the class of service.

The Bambin Nuit pass is valid for a night train trip with a bunk, regardless of the class. It allows its holder to benefit from a sleeping seat at a single rate of €30 per trip, regardless of the class of service.

For connecting trips, the price of the entire trip corresponds to the sum of the price of each trip that makes up the trip:

- Price applicable in 2nd and 1st class with one seat + one seat: the price is equal to the sum of the price of each trip, i.e.  $€9 \times 2 = €18$ .
- Price applicable in 2nd and 1st class with one seat + one seat on night INTERCITÉS: the price is equal to the sum of the price of each trip, i.e.  $€9 \times 2 = €18$ .
- Price applicable in 2nd and 1st class with a seat + a bunk: the price is equal to the sum of the price of each trip, i.e.  $€9 + €30 = €39$

Children travelling with a bambin pass or a bambin nuit pass are not considered to be persons accompanying a child on the Adult Avantage and Liberté cards and are not eligible for the discount of the accompanying child for the Avantage (Youth, Adult and Senior) and Liberté (with an Avantage fare) cards.

It should be noted that from the trips of 10/01/2024 the Bambin pass is no longer marketed alone. It must be booked at the same time as the adult ticket.

#### 3.2.2.5.3. Children from 4 to under 12 for TGV INOUI and INTERCITÉS

From 4 to under 12, on the date of the trip, the price paid by the children is equal to 50% of the business First or Flex First price or 50% of the SECOND or FIRST price.

Children are also eligible for additional discounts when accompanying Avantage and Liberté Card holders, only with an Avantage fare.

The amount obtained is rounded up to the next decimal in euros. For each trip, the price received may not be less than the minimum amount stated in the Price Schedule.

#### 3.2.2.5.4. Children from 12



From the age of 12, on the date of the trip, the price applicable to children is the same as that charged to adults, with the exception of children travelling as part of the “Junior & Cie” service, who benefit from the child fare up to 14.

### 3.2.3. The Pass Eurail/Interrail offer

The Interrail Pass (intended for the European market) and the Eurail Pass (intended for the “overseas” market) are offers that allow travel on most European trains. They open access to the services of nearly 37 railway companies and ferry companies in 30 countries.

Eurail/Interrail Pass fares are only delivered via e-ticket.

In most cases, getting on board the trains is done by simply presenting the Pass. However, taking certain trains requires the purchase of an additional booking.

The terms of use of these two offers are detailed in the following documents:

- For the Interrail Pass: <https://www.interrail.eu/fr/modalites/conditions-de-reservation>
- For the Eurail Pass: <https://www.eurail.com/en/terms-conditions/booking-conditions>

### 3.2.4. MAX JEUNE

The general terms and conditions of sale of the Max JEUNE subscription are available for download from the sncf.com website on the following page: [www.maxjeune-tgvinoui.sncf](http://www.maxjeune-tgvinoui.sncf)

### 3.2.5. MAX SENIOR

The general terms and conditions of sale and use of the MAX SENIOR subscription are available on the following page: [www.maxsenior-tgvinoui.sncf](http://www.maxsenior-tgvinoui.sncf)

## 3.3. Offer for professionals

### 3.3.1. Liberté Card

The Liberté Card allows you to benefit from discounts to travel at reduced prices on all regular service trains running on all SNCF fare lines for one year in 2nd and 1st class, excluding OUIGO.

**Beneficiary:** The Liberté card is accessible to anyone over 12.

The Liberté card is strictly personal and non-transferable. It must be presented with an identity document during controls on the platform and/or on board the train.

#### 3.3.1.1. Application of discounts with the Liberté Card

##### 3.3.1.1.1. Application of the Liberté fare for the Liberté cardholder

**On TGV and INTERCITÉS trains with mandatory booking:** 45% reduction on the Flex First and Business First fare or on any other fare that can be substituted for the Flex First fare in the event of a change in the fare range and 60% reduction in 2nd class based on the Flex First fare or any other fare that can be substituted for the Flex First fare in the event of a change in the fare range. Discounts reserved for the holder of the Liberté card, excluding additional paid services. The Liberté fare is valid every day without conditions.

**On INTERCITÉS trains without mandatory booking:** 50% calculated on the Standard Fare of the class taken for the holder.

The Liberté fare is flexible and is valid for 1 day on an INTERCITÉS trip without mandatory booking, on the day of travel of the train designated on the ticket and on the same route. No guaranteed seating if you take another train on the day.

**In the TERs**, the conditions of application on TER are the responsibility of the organising authorities and are available on the websites on the regional TER websites.

**On trains to or from international destinations:**

- TGV France - Luxembourg, TGV Paris - Freiburg im Breisgau, TGV France-Italy and DB-SNCF in cooperation:
  - 45% in 1st class or 60% in 2nd class compared to the Business First fare (Liberté prima fare on TGV France-Italy) for the holder.
- TGV Lyria:
  - 60% calculated on the STANDARD 1st Flex fare in STANDARD class for the holder;
  - 40% calculated on the Business 1st class fare in Business 1st class for the holder;
  - 45% calculated on the Business 1st class fare in Standard 1st class (Standard 1st class only offered when Business 1st class is no longer available) for the holder;
  -
- TGV INOUI France Spain:
- -45% in 1st class or 60% in 2nd class compared to the full flexible 1st class fare for the holder.
- On trains to or from international destinations (TGV France - Luxembourg, TGV Paris - Freiburg im Breisgau, TGV Paris – Brussels, TGV Lyria, TGV France-Italy, TGV INOUI France Spain, and DB-SNCF in cooperation\*\*): 30% discount on the 2nd, 1st class fare (Seconda or Prima fare for TGVs to Italy, Standard or Standard 1st class fare for TGV Lyria, essential rate 2nd or 1st class for TGV INOUI to Spain).

3.3.1.1.2. Application of the Avantage fare for the holder of the Liberté card that can be accompanied by an adult and up to 3 children

Under certain conditions, the holder of the Liberté card may also benefit from an Avantage fare for him/her, as well as for an accompanying adult (up to a maximum of one accompanying adult per trip) and up to 3 accompanying children aged 4 to 11.

**The Avantage discounts are as follows:**

- In trains with mandatory booking (TGV and INTERCITÉS with mandatory booking): 30% discount on the Prem's, 2nd, or 1st class day fare
- On trains without mandatory booking: 30% discount on the 2nd class, 1st class day fare or Standard Fare
- In the TERs: the conditions of application are the responsibility of the organising authorities and are available on the TER websites.
- On trains to or from international destinations (TGV France - Luxembourg, TGV Paris - Freiburg im Breisgau, TGV Paris – Brussels, TGV Lyria, TGV France-Italy and DB-SNCF

in cooperation\*\*): 30% discount on 2nd, 1st class fare (Seconda or Prima fare for TGVs to Italy, Standard or Standard 1st class fare for TGV Lyria).

The holder of the Liberté card may also benefit, under certain conditions, from a last-minute **NO FLEX** offer on certain trains within the limit of available seats, as specified in paragraph 3.2.2.3.1 of this volume.

The conditions for accessing Avantage discounts are as follows:

- For any one-way trip when the holder of the Liberté card travels with a toddler under 4, a child aged between 4 and 11, or on a weekend day (Saturday or Sunday).
- On a mandatory round trip including the night from Friday to Saturday, Saturday to Sunday, or Sunday to Monday. The maximum time between outbound and return is 61 days.

When the holder of the Liberté card travels at the Avantage fare with one child, (up to a limit of 3 children aged 4 to 11 years), an Avantage discount is granted to accompanying children as follows:

- 60% discount on the Prem's fare, 2<sup>nd</sup> and 1<sup>st</sup> class when accompanying children aged 4 to 11 inclusive (maximum 3 children) are accompanied by the Liberté card holder. The booking of accompanying children must be made at the same time as that of the Avantage ticket of the holder of the Liberté card. The holder of the Liberté card must travel himself/herself at the Avantage fare, otherwise the Avantage discount cannot apply to accompanying children.
- This discount is not applicable to TER trains and to certain PREM'S fares, to certain SECOND and FIRST Class fares and to certain trips served by TGV INOUI and ICE of the DB-SNCF cooperation.
- 50% discount on the NO FLEX fare for accompanying children from 4 to 11 inclusive (maximum 3 children) when accompanied by the Liberté card holder. The booking of accompanying children must be made at the same time as that of the NO FLEX ticket of the holder of the Liberté card.
- The Avantage fare does not entitle the holder to a discount on the Bambin fare.

When the Liberté cardholder is eligible for the Avantage fare, he/she may be accompanied by an adult over the age of 12 who will benefit from the Avantage fare accompanying the Liberté card (up to a maximum of one accompanying adult).

- The accompanying adult ticket must be purchased at the same time as the Liberté cardholder ticket.
- It should be noted that the Liberté cardholder and the accompanying adult must travel together. The Liberté cardholder will travel on the Avantage fare or the Liberté fare only if it is cheaper than the Avantage fare on the day. The accompanying person will always benefit from the Avantage fare.

**Specificity of exchange and refund in the case of a mandatory round trip at the Avantage fare:**

Initial reservation eligible for the Adult Avantage discount:

If the cancellation or exchange of one of the two journeys results in the loss of the discount

conditions of the Adult Advantage card, the exchanged ticket will be re-priced at the fare on the day of exchange.

The unchanged ticket (corresponding to a future journey or already completed journey) will be re-priced at the fare without discount of the day on which the tickets were initially purchased.

Initial reservation not eligible for the Adult Advantage discount:

If the exchange of a return ticket qualifies for the Adult Advantage card discount, the exchanged ticket (outward or return) will benefit from the Advantage discount.

Unchanged tickets (corresponding to a future or already completed journey) do not benefit from the Advantage discount.

For accompanying adults and children, the same conditions of exchange and refund as those of holders of the Liberté card apply.

### 3.3.1.2. Price and validity of the Liberté Card

The Liberté Card is sold from 29/02/2024 at the standard and fixed price of €349 instead of €399. For customers with a Company Code (or FCE Code), the fixed price from 29/02/2024 is €299 instead of €379. These discounted prices may also be the subject of specific ad hoc promotions.

The card is valid 365 days from the 1st day of validity indicated on the card and defined at the time of purchase of the card. This day must be within a maximum period of 5 months from the date of purchase of the card, including this day (note: the card purchased on D/M/Y is valid until D-1/M/Y+1. In the case of a leap year, the card purchased on D/M/Y is valid until D-2/M/Y+1). The card is personal and non-transferable. Proof of identity must be presented at the time of the control.

If the card has never been used throughout its validity, it may not be the subject of any request for extension.

### 3.3.1.3. Issuance of the Liberté Card

The Liberté Card is issued in most stations, SNCF shops, Self-Service Kiosks and approved travel agencies. It can also be ordered on Direct Line or the Internet.

The card is issued in dematerialised form: a pdf containing the QR code of the discount card is sent as an attachment by email or downloadable via a link.

On Self-Service Kiosks, a purchase confirmation in the form of a bill containing the card's QR code may also be issued.

For customers who do not have an email address, the card will be printed in bill format only at the station at the counter.

## **Special features for customers with a Corporate Customer Account**

For Key Account customers, or those who have taken out a Pro SNCF contract, a discount is granted to them on the purchase of a Liberté Card.

### 3.3.1.4. Loss or theft of the Liberté Card

#### **Card issued in electronic, PDF or bill format**

The card is reprinted in electronic or bill format free of charge:

- On the [tgvinfoi.sncf](https://www.tgvinfoi.sncf) website by logging into his/her customer account or by entering his/her surname, given name, date of birth and the email address provided at the time of purchase, the card will be returned to the cardholder's email.
- At the stations on the Self-Service Kiosks by connecting with its SNCF Connect identifier, the card will be sent back to the cardholder's email address and printed on request in bill format.

#### 3.3.1.5. Refund of the Liberté card

The refund of the Liberté card is only made according to the terms of the right of withdrawal available in paragraph 6.4 of volume 1.

#### 3.3.1.6. Purchase, exchange and refund of tickets issued with a Liberté card

To purchase a Liberté or Avantage ticket with the Liberté Card, the passenger must claim the valid card number for the contemplated trip. The passenger can claim his/her fare either by entering the card number at each purchase, or by logging into his/her customer account in which the number has been previously registered. Otherwise, if the customer is unable to prove that he/she holds a card, the reduced fare may not be granted.

Liberté card fares are only issued via e-ticket.

Tickets issued at the Liberté fare	TGV	Intercités with mandatory booking	Intercités without mandatory booking
	<ul style="list-style-type: none"> <li>• Ticket exchangeable and refundable free of charge up to 30 minutes after departure.</li> <li>• From 30 min before departure, ticket exchangeable 1 time maximum (same day, same trip) and non-refundable after 1 exchange.</li> <li>• After 30 minutes after departure: non-exchangeable and non-refundable ticket</li> </ul> <p>The exchange for another train on the day, even on a full train and for a trip including the initial trip, is also possible free of charge up to 30 minutes after departure on the TGV INOUI PRO application or the mobile site tgv-pro.mobi, or the mobile application of our approved distributors and travel agencies, the Self-Service Kiosks, or on 3635 (free service + price of a call).</p>	<ul style="list-style-type: none"> <li>• Ticket exchangeable and refundable free of charge up to 30 minutes before departure.</li> <li>• From 30 min before departure, ticket exchangeable 1 time maximum (same day, same trip) and non-refundable after 1 exchange.</li> <li>• After 30 minutes after departure: non-exchangeable and non-refundable ticket</li> </ul> <p>Exchange for another train on the day, even on a full train and for a trip including the initial trip, is also possible free of charge up to 30 minutes after departure at an approved travel agency or train station on Self-Service Kiosks, or at 3635 (free service + price of a call).</p>	<ul style="list-style-type: none"> <li>• Ticket exchangeable and refundable free of charge until the day before departure.</li> <li>• Non-exchangeable and non-refundable ticket from the day of departure.</li> </ul>
Tickets issued at the Advantage fare	TGV	Intercités with mandatory booking	Intercités without mandatory booking
	<ul style="list-style-type: none"> <li>• Ticket exchangeable and refundable free of charge up to 7 days before departure.</li> <li>• From 6 days before departure, €19 withholding.</li> <li>• Non-exchangeable and non-refundable ticket after departure</li> <li>• From 30 min before departure, ticket exchangeable 1 time</li> </ul>	<ul style="list-style-type: none"> <li>• Ticket exchangeable and refundable free of charge up to 7 days before departure.</li> <li>• From 6 days before departure, 40% of the ticket price is withheld with a maximum of €15.</li> <li>• Non-exchangeable and non-refundable ticket after departure.</li> <li>• From 30 min before departure, ticket exchangeable 1 time maximum (same day, same trip) and non-refundable after 1 exchange.</li> </ul>	

	maximum (same day, same trip) and non-refundable after 1 exchange.	
Tickets issued at the NO FLEX fare	<ul style="list-style-type: none"> <li>• Non-exchangeable, non-refundable</li> </ul>	

Holders of the Liberté card also benefit from an easy exchange on the day of departure when taking a train with a mandatory booking with a ticket at the Liberté fare: The ticket can be exchanged for another train on the day on a full train provided that the exchange is carried out on the day of departure, on the same trip.

*It should be noted that exchange on a full train is possible without guaranteed seating up to the maximum number of standing seats guaranteeing the safety of all passengers.*

SNCF reserves the right to suspend exchange on a full train, if it no longer allows satisfactory travel conditions to be offered in complete safety.

**For TER:** The exchange or refund of TER tickets is possible depending on the distribution channels and the applicable fare.

The conditions are indicated on the ticket.

The M ticket or the TER printed ticket are not exchangeable. They are refundable until D-1 (unless there is a specific restriction related to the fare).

Some Regions may impose a withholding of 10% or a minimum amount for the refund of tickets.

### 3.3.2. Subscriptions

#### 3.3.2.1. MAX ACTIF subscription

The general terms and conditions of sale of MAX ACTIF are available for download on the following page: [www.maxactif-tgvinoui.sncf](http://www.maxactif-tgvinoui.sncf)



### 3.3.2.2. MAX ACTIF+ subscription

The general terms and conditions of sale of MAX ACTIF+ are available for download on the following page: [www.maxactif-tgvinoui.sncf](http://www.maxactif-tgvinoui.sncf)

### 3.3.3. The Monthly or Weekly TGV INOUI PASS

The general terms and conditions of sale of PASSes are available for download on the following page: <https://www.sncf-voyageurs.com/fr/voyagez-avec-nous/en-france/tarifs-grandes-lignes/pass-mensuel-ou-hebdomadaire-tgv-inoui>

### 3.3.4. The INTERCITES and TER Monthly or Weekly PASS

The INTERCITÉS and TER Weekly or Monthly Pass (hereinafter "The Weekly or Monthly Pass(es)") makes it possible to travel at a reduced price on a given connection on INTERCITÉS trains and on certain TER trains, the conditions of application on TER being the responsibility of Regional Organising Authorities.

The terms of application on TER are described in the General Terms and Conditions of Sale and Transport available on each of the TER websites.

The possession of a Weekly or Monthly Pass does not authorise the use of a TGV INOUI or a OUIGO.

#### **Beneficiaries**

Any person aged 4 years and over.

#### **Terms of purchase**

The Weekly or Monthly Pass is delivered in most stations, SNCF shops, Self-Service Kiosks and approved travel agencies. It can also be ordered on Direct Line or the Internet.

The purchase of a Weekly or Monthly Pass is possible 5 months in advance. A person may purchase multiple Weekly or Monthly Passes.

It is issued in electronic form: a pdf document containing the QR code of the Weekly or Monthly Pass is sent as an attachment by email or downloadable via a link.

On Self-Service Kiosks, a purchase confirmation in the form of a bill containing the QR code of the Pass may also be published.

For customers who do not have an email address, the Weekly or Monthly Pass will be published in bill format only at the station at the counter.

The Weekly or Monthly Pass is personal and non-transferable. Proof of identity must be presented at the time of the control.

## **Car class**

The Weekly or Monthly Pass can be subscribed to in 1<sup>st</sup> class or 2<sup>nd</sup> class.

A valid 2<sup>nd</sup> class Weekly or Monthly Pass allows the purchase of a booking to travel on an INTERCITÉS train in second class only. The 2nd class Weekly or Monthly Pass allows the purchase of a booking in either class.

## **Conditions of use**

To travel, the customer must have:

On INTERCITÉS, a valid Weekly or Monthly Pass and a booking on the chosen route, the amounts of which are indicated in the price schedule.

On TER, only a valid Weekly or Monthly Pass on the chosen route is sufficient to travel.

During the control, the customer must present proof of identity, his/her valid Weekly or Monthly Pass and his/her booking in the event of travel on an INTERCITÉS train.

The Weekly or Monthly Pass subscribed to for a specific connection is only valid for said connection. Nevertheless, it is possible to get on or off at a station included on the route covered by the Weekly or Monthly Pass.

On the other hand, extensions of the journey without changing trains are not authorised and require the acquisition of a ticket for the entire journey.

As an exception, to enable trips to be made, without any obligation to change trains at the station located at the limit of the Île-de-France Mobilités fare application area, the use of a Weekly or Monthly Pass is tolerated, depending on the rules for matching the validity period of the ticket, in addition to a Navigo Weekly or Monthly Pass subscription to reach this station. In this case, the tickets used jointly must be valid during the trip.

## **Prices**

The price of the Weekly or Monthly Pass results, in general, from the application of algebraic formulas the parameters of which appear in the Price Schedule. However, specific prices are applied to a certain number of connections, which are also included in the Price Schedule.

## **Degressive price**

For any Weekly or Monthly Pass subscribed to before 1 April 2009 for a specific route on INTERCITÉS and TER, a subscriber who has purchased a minimum of nine Monthly Passes per year benefits from a reduction in the price of the Weekly or Monthly Passes purchased in the following years.

The degressive fare is retained provided that at least one Monthly Pass has been used during the year. Failure to comply with the minimum annual consumption obligations definitively leads to the loss of the right to degression.

There has been only one degressive level since January 2023.

For Weekly or Monthly Passes subscribed to since 1 April 2009, there is no longer fare depression.

### **Validity of the Weekly or Monthly Pass and the booking**

- Weekly Pass:

The Weekly Pass is valid for one week from the date chosen by the customer.

- Monthly Pass:

The Monthly Pass is valid for one month from the date chosen by the customer.

- Booking on INTERCITÉS:

The booking is only valid on the train/day indicated on the ticket.

The use of tickets must comply with the rules set out in Chapter 5 of the General Provisions.

### **Loss, damage or theft of the card or the Weekly or Monthly Pass**

A Weekly or Monthly Pass issued in electronic, PDF or bill format is reissued free of charge:

- On the [tgvnoui.sncf](http://tgvnoui.sncf) website by logging into his/her customer account or by entering his/her surname, given name, date of birth and the email address provided at the time of purchase, the Weekly or Monthly Pass will be sent to the email address of its holder.
- At the stations on Self-Service Kiosks by logging in with “My SNCF login”, the Weekly or Monthly Pass will be sent to the cardholder’s email and published on request in bill format.

### **Cancellation/reimbursement of the Weekly or Monthly Pass**

The cancellation or reimbursement of the Weekly or Monthly Pass is only carried out in accordance with the terms of the right of withdrawal available in paragraph 6.4 of volume 1.

### **Modification of the Weekly or Monthly Pass subscription**

When renewing the Weekly or Monthly Pass, the subscriber may request:

- the modification of his/her trip;
- the change of car class;
- a different validity period;

Bookings corresponding to the Initial Weekly or Monthly Pass and purchased in advance are exchanged provided that the request is made before the departure of the train.

### **Exchange and refund**

See terms and conditions set out in paragraph 3.3.2.3. of this volume.

The conditions for exchanging and refunding INTERCITÉS bookings at the Weekly or Monthly Pass fare are:

Exchange	<ul style="list-style-type: none"> <li>- Ticket redeemable free of charge up to 30 minutes after departure;</li> <li>- From 30 minutes before departure until 30 minutes after departure, the ticket is redeemable free of charge for the same day and the same trip, even on a full train with a maximum exchange limit. After an exchange, the ticket is no longer refundable;</li> <li>- After 30 minutes of departure, the ticket is non-exchangeable.</li> </ul> <p>The exchange for another train on the day, and for a trip including the initial trip, is also possible free of charge up to 30 minutes after departure on the TGV INOUI PRO application or the mobile site tgv-pro.mobi, or the mobile application of our approved distributors and travel agencies, Self-Service Kiosks, or on 3635 (free service + price of a call).</p>
Refund	<p>The refund of the booking is possible up to 30 minutes after departure if no exchange has been made.</p> <p>After 30 minutes of departure, the ticket is non-refundable.</p>

Holders of a Weekly or Monthly Pass benefit from an easy exchange on the day of departure when taking a train with mandatory booking with a booking at the Weekly or Monthly Pass fare. The ticket can be exchanged for another train on the day on a full train provided that the exchange is carried out on the day of departure, on the same trip.

It should be noted that exchange on a full train is possible without guaranteed seating and within the limit of the maximum number of available standing seats. Passengers may be refused the exchange on a full train, particularly in the event of an overload endangering the safety of passengers.

### 3.3.5. Business fares without subscription

In trains with mandatory booking (TGV and INTERCITÉS), the PRO offer consists of different price levels:

- a Pro SECOND Fare accessible only in 2nd class to customers who have a Company Contract and have a company code
- Discounted and/or Negotiated Fares granting a discount on the Flex FIRST / Business FIRST and/or Pro SECOND fares; accessible only to customers with a Company Contract and a company code
- a Flex FIRST fare accessible in 1<sup>st</sup> class only on a selected route
- a Business FIRST fare accessible in 1<sup>st</sup> class only on a selected route

**Exchange and refund terms:**

These fares are only delivered via e-ticket.

Fare	TGV	Intercités with mandatory booking	Intercités without mandatory booking
PRO Second  Flex First  Business First  Discounted Fares  Negotiated Fares	<ul style="list-style-type: none"> <li>• Ticket exchangeable and refundable free of charge up to 30 minutes after departure.</li> <li>• From 30 min before departure, ticket redeemable once maximum (same day, same trip) and non-refundable after 1 exchange.</li> <li>• After 30 minutes after departure: non-exchangeable and non-refundable ticket</li> </ul> <p>The exchange for another train on the day, and for a trip including the initial trip, is also possible free of charge up to 30 minutes after departure on the TGV INOUI PRO application or the mobile site <a href="http://tgv-pro.mobi">tgv-pro.mobi</a>, or the mobile application of our approved distributors and travel agencies, Self-Service Kiosks, or on 3635 (free service + price of a call).</p>	<ul style="list-style-type: none"> <li>• Ticket exchangeable and refundable free of charge up to 30 minutes after departure.</li> <li>• From 30 min before departure, ticket redeemable once maximum (same day, same trip) and non-refundable after 1 exchange.</li> <li>• After 30 minutes after departure: non-exchangeable and non-refundable ticket</li> </ul> <p>Exchange for another train on the day, even on a full train and for a trip including the initial trip, is also possible free of charge up to 30 minutes after departure at an approved travel agency or train station on Self-Service Kiosks, or at 3635 (free service + price of a call).</p>	<ul style="list-style-type: none"> <li>• Ticket exchangeable and refundable free of charge up to 30 minutes before departure.</li> <li>• From 30 min before departure, ticket redeemable once maximum (same day, same trip) and non-refundable after 1 exchange.</li> <li>• After 30 minutes after departure: non-exchangeable and non-refundable ticket</li> </ul>

Holders of a ticket at the PRO Second, Flex First, Business First, Discounted or Negotiated Fares, also benefit from an easy exchange on the day of departure when taking a train with mandatory booking with a booking at the Pass fare. The ticket can be exchanged for another train on the day on a full train provided that the exchange is carried out on the day of departure, on the same trip.

It should be noted that exchange on a full train is possible without guaranteed seating and within the limit of the maximum number of available standing seats. Passengers may be refused the exchange on a full train, particularly in the event of an overload endangering the safety of passengers.

### **Flexibility of access**

Only a passenger with a parliamentary fare may take a train without guaranteed seating to the same destination one hour before or after the initially scheduled departure or, failing that, a train to the same preceding or following destination. In the event of an overload endangering passenger safety, the passenger may be denied access to the train.

## **3.4. Offer for group trips**

To benefit from an offer for group trips, the following conditions must be met.

- The Group must be at least 10 persons at the time of purchase, travel together and for the same reason at destination.
- The link between the members of the group may be established by an organising legal entity (tourism professional, travel or tour organiser, association, schools, works councils or the like, public authority, company, etc.) or by natural persons who are members of the group who may demonstrate a link prior to the organisation of the trip.

The members of the group are represented by an organiser who guarantees the behaviour of the group during the trip.

**In the TERs**, the conditions of application on TER are the responsibility of the organising authorities and are available on the websites on the regional TER websites.

**The group travel offer allows you to benefit from advantageous fares**, discounts associated with the SNCF group offer up to:

- 50% discount on adult fares (28+)
- 65% on Youth fares (12-27)
- Half of the youth fare for children (4-11)

These discounts are determined on the basis of individual leisure fares as set out in SNCF's passenger fares.

**The Children's outing group offer** must meet the following conditions:

The Group must travel in second (2nd) class. The entire Group must be composed of children under 15, carrying out a round trip within 72 hours at the expense of municipalities or philanthropic organisations, with a maximum of one Accompanying Person per 10 children or per fraction of 10 children.

**The group offer also involves the partial or total privatisation of a train with additional services (Luggage, Coaches, Catering, Attendants).**

These offers are offered to companies, works councils, associations and for individuals...

To find out more about our group offers and services, book your trip in groups of 10 to more than 250 people or consult the full terms and conditions of sale and use of the offer for group trips, please visit the website: <https://www.sncf-voyageurs.com/fr/voyagez-avec-nous/preparez-votre-voyage/voyagez-en-groupe>

## 4. Social and contractual fares

Social fares are calculated based on the reference price.

The reference price is the basis for calculating reduction rates specific to each of the social fares. This price is defined for each transporter (TGV, Intercités, TER), in 1st and 2nd class for each connection.

For TGV, two prices are defined in 2nd class. For each connection there is a normal period price (NP) and a peak period price (PP) applicable during periods of high demand.

These prices are state-approved.

### 4.1. Military and National Police officers

#### 4.1.1. Military & Gendarmes

The Ministry of the Armed Forces and SNCF have agreed on specific pricing applicable to military personnel and their families.

The system implemented consists of 2 fares:

- The military fare for the military and gendarmes,
- The Military Family Card fare, intended for spouses and children of the military and gendarmes.

##### 4.1.1.1. Military Fare

##### Beneficiaries - Scope and price

The military and gendarmes holding a valid Military Traffic Card (CCM)<sup>3</sup>, travelling either alone or in a group, for private or professional reasons, benefit from a discount in the reference price on all trains operated by SNCF on the French territory.

The reference price and the level of discount vary according to the types of trains and are described in the table below:

Type of Train	Reference Price (In 1st or 2nd class)	Discount from the reference fare
TGV & INTERCITÉS with mandatory booking	TGV / Intercités price approved by the Ministry of the Armed Forces	75%
OUIGO	OUIGO price approved by the Ministry of the Armed Forces	75% on the OUIGO+ offer
TER, INTERCITÉS with optional booking	Full approved fare price	75%

<sup>3</sup> Clarifications and special cases made in the following paragraph.



## Issuance and use of tickets

For the application of these discounts, beneficiaries must be provided with:

For active military personnel:

- A military traffic card (CCM) issued by the Military Authority or, failing that, a Temporary Traffic Certificate (ATC) issued to military personnel awaiting a card and containing details of their acquired rights.

For military reservists:

- An identity document to ensure, during on-board controls, that the name on the military reservist's e-ticket matches the identity of the passenger. Reservists without CCMs and ATCs. Their tickets are issued at the request of the military authority by a travel agency approved by the Ministry of the Armed Forces.

A member of the military without a ticket or not listed in one of the three aforementioned cases will be regularised <sup>4</sup>on board the train.

The use of an invalid CCM or ATC or used by a third party will result in its withdrawal.

For trips by TGV or INTERCITÉS, a military may benefit from all the services associated with the PRO fare and will benefit from access to the Grand Voyageur lounges when travelling in 1<sup>st</sup> class.

Specific ticket on INTERCITÉS without mandatory booking: the military fare ticket is valid for 1 day and allows you to take any other INTERCITÉS without mandatory booking, on the day of travel of the train designated on the ticket and on the same route. There is no guaranteed seating if one takes another train on the day.

## Exchange and refund conditions

The exchange and redemption conditions are described in the table below.

TGV INOUI & INTERCITÉS WITH MANDATORY BOOKING	Ticket exchangeable and refundable free of charge up to 30 min after departure. From 30 min before departure, ticket redeemable 1 time (same day, same trip).
INTERCITÉS WITHOUT MANDATORY BOOKING	Ticket exchangeable and refundable free of charge until the day before departure. Non-exchangeable and non-refundable ticket from the day of departure

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<sup>4</sup> The prices applicable at the time of regularisations are set out in Volume 6, Chapter 4 of these Passenger Fares.

	Ticket exchangeable with fees up to 1 hour 30 minutes before departure. Non-refundable ticket.
TER	Non-exchangeable ticket. Refundable until the day before departure from the purchasing channel

On TGVs and INTERCITÉS and OUIGO, tickets at the Military fare are only issued as e-Tickets.

#### 4.1.1.2. Military Family Card

##### Beneficiaries - Scope and price

Issued by the departments of the Ministry of the Armed Forces, the Military Family card allows the joint beneficiaries and children of a military to benefit from a discount for trips made on national journeys, TGV, INTERCITÉS and TER. Each beneficiary has an individual card.

This concerns:

- The spouse of the military (married or having entered into a civil solidarity pact),
- The children of the Military up to 18 years and 4 months or the end of their studies.

In the event of continuation of studies, the fare entitlement will be maintained at the latest until the day before the student turns 27.

The reference price and the level of discount vary depending on the types of trains and are described in the table below:

Type of Train	Reference Price	Discount from the reference fare
TGV and INTERCITÉS	Social reference price approved by the Ministry of Transport.	40%
OUIGO	OUIGO social price	40%

Children aged 4 to under 12 benefit from a 50% discount on the price charged to an adult.

##### Issuance and use of tickets

A spouse or child of a military without a ticket or without his/her Military Family card will be regularised<sup>5</sup> on board the train.

An invalid Military Family card, or card used by a third party may be withdrawn.

<sup>5</sup> The prices applicable at the time of regularisations are set out in Volume 6, Chapter 4 of these Passenger Fares.

On TGVs and INTERCITÉS, Military Family Card tickets are only issued as e-Tickets.

### Exchange and refund conditions

TGV	Tickets are exchangeable (adjusted to current fare) and refundable only before departure: €19 fee from 6 days before departure. From 30 min before departure, ticket exchangeable 1 time (same day, same trip) and non-refundable after 1 exchange
INTERCITÉS WITH MANDATORY BOOKING AND INTERCITÉS WITHOUT MANDATORY BOOKING	Tickets are exchangeable (adjusted to current fare) and refundable only before departure: 40% of the price from 6 days before departure (max. €15 in fees). From 30 min before departure, ticket exchangeable 1 time (same day, same trip) and non-refundable after 1 exchange.
TER	Non-exchangeable ticket Refundable until the day before departure from the purchasing channel

### Families of military personnel who died in an external operation

In the case of a military who died in an external operation, the benefit of the military fare is granted:

- To the spouse,
- To children until they reach the age of majority or the end of their studies.

## 4.1.2. National Police Officers

The Ministry of the Interior and SNCF have agreed on specific pricing for National Police officials.

### 4.1.2.1. National Police Fare

#### Beneficiaries - Scope and price

Civil servants of the National Police holding a traffic card called “Voyager et Protéger”, benefit on all TGV, INTERCITÉS trains with mandatory booking and OUIGO trains, from a discount on the reference price for trips made on the French territory for private or professional reasons.

The reference price and level of discount vary depending on the type of train and are described in the table below.

Type of Train	Reference Price (In 1st or 2nd class)	Discount from the reference fare
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TGV & INTERCITÉS with mandatory booking	“PRO” Price	Free with the payment of a booking fee of 10% of the ticket price at the reference fare.
OUIGO	Adult price	50% on the OUIGO ESSENTIEL offer <sup>1</sup>

The discount is only granted in 2<sup>nd</sup> class. However, police officers have the option of travelling in 1<sup>st</sup> class on TGV and INTERCITÉS by paying an upgrade at full fare with a discount still calculated on the price of the 2<sup>nd</sup> class reference fare.

### Issuance and use of tickets

A police officer who does not have a ticket or does not have their “Voyager et Protéger” card will be regularised<sup>2</sup> on board the train. The regularisation carried out does not give rise to any after-sales service on the decision of the Ministry of the Interior.

At the request of the train manager, the Police officer’s professional card must be presented.

If the card is no longer valid or used by a third party, it may be withdrawn.

For trips by TGV or INTERCITÉS, a police officer may benefit from all the services associated with the PRO fare and will benefit from access to the Grand Voyageur lounges when travelling in 1<sup>st</sup> class.

### Exchange and refund conditions

TGV INTERCITÉS with mandatory booking	Ticket exchangeable and refundable free of charge up to 30 min after departure. From 30 min before departure, ticket exchangeable 1 time (same day).
OUIGO	Ticket exchangeable with fees up to 1 hour 30 minutes before departure. Non-refundable ticket.

## 4.2. Large families

### 4.2.1. Families with at least three children under 18 (Title I)

#### 4.2.1.1. Conditions of application of the fare

Having a Large Families discount card valid at the time of travel (card issued since January 2023 by the National Printing Office and showing the applicable discount fare). The original card must be presented during on-board controls.

#### 4.2.1.2. Conditions of application of discounts

<sup>1</sup> Discount applied excluding Choice of seat options, additional or bulky luggage, OUIGO Plus Pack.

<sup>2</sup> The prices applicable at the time of regularisations are set out in Volume 6, Chapter 4 of these Passenger Fares.

In accordance with Article L.112-2 of the French Social Action and Family Code, the Large Family fare is only valid for travel for personal reasons (private, leisure, etc.) and may not apply to business trips.

Discounts are applied without limitation on all national trains, including trains with mandatory booking and for all categories of seats, including sleeping seats. The discount is calculated as follows:

- on TGV and INTERCITÉS night trains with mandatory booking in 2<sup>nd</sup> class, on the price of the Full SECOND class Leisure Fare on standard trains, and on the 2<sup>nd</sup> class reference fare on regulated trains.
- on night TGV and INTERCITÉS trains with mandatory booking in 1<sup>st</sup> class on the price of the Full SECOND Class Fare on standard trains, and on the 2<sup>nd</sup> class reference fare on regulated trains, to which the difference between the price of the Full SECOND and FIRST Class Fare is added.
- on day INTERCITÉS trains with mandatory reservation on the Full SECOND and FIRST Class Fare.
- on trains without mandatory reservation: on the Standard 2<sup>nd</sup> Class Fare, excluding any supplements (reservation, etc.).

When part of the trip is made in 1st class, two separate tickets are issued. The price of these tickets is calculated independently of each other according to the journey taken in each of the car classes.

Children aged 4 to under 12 benefit from a 50% discount on the price received for an adult in accordance with the provisions of Volume 3 Article 1.6 of the Passenger Fares.

#### 4.2.1.3. Exchanges and refund

The exchange/refund conditions applicable to “Large Family” card tickets are set out in Chapter 2 of the Price Schedule (Volume 6).

## 4.3. Annual leave

### 4.3.1. Annual leave round-trip tickets (Title I)

#### 4.3.1.1. Beneficiaries

Annual leave round-trip tickets are issued once a year to the same beneficiary, in 2<sup>nd</sup> class, for a round trip made on the occasion of paid leave. The following persons may benefit from it:

- 1 A - employees affiliated with ordinary or agricultural social security;
- 1 B - employees benefiting from a Social Security scheme exempting them from registering for social insurance;
- 1 C - French employees residing abroad;
- 1 D - French farmers or farmers from a member country of the European Union (EU), farmers not subject to general income tax, who only own or operate unbuilt properties the total cadastral income of which does not exceed 30.49 euros;
- 1 E - home workers or persons exercising artisanal professions, who benefit, from a tax point of view, from the provisions provided for respectively in Articles 80 or 1452 to 1457 of the French General Tax Code;
- 1 F - job seekers registered with Pôle Emploi and benefiting from a benefit provided by the unemployment insurance scheme, the daily amount of which does not exceed the limit stated in the Price Schedule;

- 1 G - trainees in vocational training who do not belong to the previous categories, taking part or having taken part in the current year in an internship provided by an organisation that has filed a statement of existence with the Ministry in charge of Vocational Training;
- 1 H - employees on early retirement and receiving replacement income, the amount of which does not exceed the limit stated in the Price Schedule.

The ticket may include:

- spouse (husband or wife only) and children under 21;
- the father and/or mother of the single person; provided that these persons live with the applicant.

The price must be paid in a single instalment for all passengers.

The benefit of the discount may only be granted once a year to the same person, either under one of the categories listed above, or as a beneficiary. The annual leave round-trip fare is only issued as an e-ticket on trains with bookings.

#### 4.3.1.2. Discounts and conditions of application

A 25% discount is granted under the following conditions, for the outbound and return trips respectively, on all national trains including trains with mandatory booking (except Ile-de-France network):

- in trains with mandatory booking:
  - in 2<sup>nd</sup> class, on the Full SECOND Class Fare price on standard trains, and on the 2<sup>nd</sup> class reference fare on regulated trains.
  - in 1<sup>st</sup> class on the price of the Full SECOND Class Fare on standard trains, and on the reference price of the 2<sup>nd</sup> class on regulated trains, to which the difference between the price of the Full FIRST and SECOND Class Fare is added.
- on all trains without mandatory booking: on the Standard 2<sup>nd</sup> class fare, excluding any supplements (booking, etc.) regardless of the class taken.

In trains with a mandatory booking, the 25% discount is granted without limitation.

On trains without a mandatory booking, the 25% discount is granted without limitation.

Children 4 to less than 12 benefit from a 50% discount on the price received for an adult in accordance with the provisions of Chapter 1 of the Fare Range.

In the event of a stop in transit of more than 24 hours or if the multiplication of stops leads to exceeding the time limit for use after validation of the ticket, the discount is applied to each of the tickets issued.

When part of the trip is made in 1st class, two separate tickets are issued; the price of each of these tickets is calculated independently of each other according to the journey made in each of the car classes.

#### 4.3.1.3. Itinerary and minimum journeys

The minimum journey is set at 200 kilometres, including the return trip. The itinerary must be the same for all passengers.

In the event of stops en route of more than 24 hours, the various trips must be consecutive. All tickets issued for travel with stops exceeding 24 hours must be requested at the same time.

#### 4.3.1.4. Time limit for use of tickets

The use of tickets follows the rules set out in Chapter 3 of the General Provisions.

However, the return trip must be made no later than the 61st day following the date indicated by the passenger for the outbound trip. If the ticket is exchanged, this period may not be extended.

#### 4.3.1.5. Request and supporting documents

The request, drawn up on a form issued by SNCF, must be presented at a station, an SNCF shop authorised to process this type of request at least 24 hours in advance. This form must be downloaded from the SNCF website:

[https://medias.sncf.com/sncfcom/pdf/billet\\_conges/Formulaire\\_Conge\\_Annuel.pdf](https://medias.sncf.com/sncfcom/pdf/billet_conges/Formulaire_Conge_Annuel.pdf)

It must specify the departure date of the outbound trip as well as any stops of more than 24 hours and include, for the categories of beneficiaries designated in point 4.4.1.1:

- 1 A - a certificate from the employer or head of department certifying the nature of the employment and the granting of paid leave;
- 1 B and 1 C - a certificate from the employer certifying, on the one hand, that the applicant is exempt from social insurance registration by law, on the other hand, the nature of the employment and the granting of paid leave and specifying that no other certificate of the same nature has been issued to the party concerned during the year and that no other certificate will be issued during the same year;
- 1 D - a certificate from the mayor of the residence of the party concerned certifying that he/she only owns or operates unbuilt properties the total cadastral income of which does not exceed 30.49 euros;
- 1 E - a sworn statement by the party concerned certifying that he/she benefits, from a tax point of view, from the provisions provided for home workers by Article 80, or craftsmen by Articles 1452 to 1457 of the French General Tax Code. This statement is verified by the departments of the Tax Directorate General;
- 1 F - a sworn statement by the party concerned certifying that he/she has not already benefited from the provisions of the fare during the current year;
- 1 G - a certificate from the organisation providing the vocational training, certifying that the applicant is taking or has taken a vocational training internship, and specifying the start and end dates of this internship;
- 1 H - A certificate from the establishment or body to which the party concerned belongs certifying that it is in early cessation of activity.

In support of the application, social security insureds must present their registration card to the ordinary or agricultural social security. French workers and employees residing abroad must provide proof of their nationality and residence.

Farmers, operators, whether French or from a Member State of the European Union must:

- produce an official document (see Volume 1, Article 8.1, which lists all the official documents accepted) proving identity and nationality;
- provide a sworn statement certifying that they are not subject to general income tax. This statement is verified by the departments of the Tax Directorate General.

Job seekers must submit the notice of admission to an unemployment benefit paid by Pôle Emploi, as well as the stub of the last payment made by Pôle Emploi.

Employees on early retirement must be able to justify that their income does not exceed the limit set in the Price Schedule by presenting the payment of the replacement income.

When an applicant wishes to include his/her family on the ticket, he/she must justify the family relationship with the persons concerned and their residence.

#### 4.3.1.6. Control measures

Tickets are nominative and non-transferable; their holders are required to prove their identity at any request from SNCF agents with an original valid official identity document with a photo. Copies of identity documents (paper, scanned documents, etc.) are not allowed.

Any person who has used fraudulent means or forged documents to obtain a ticket to which he/she is not entitled, as well as any person who transfers his/her ticket or who uses or attempts to use a ticket which he/she is not entitled to use, shall be prosecuted in accordance with the legislation in force.



The same shall apply to any person who unduly issues a certificate allowing a person who has no right to do so, to obtain a ticket, or who issues to the same worker or employee during the same year several certificates allowing him/her to obtain annual leave round-trip tickets.

#### 4.3.1.7. Exchange of completely unused tickets

The conditions of exchange applicable to annual leave tickets are set out in Chapter 3 of the Price Schedule (Volume 6).

#### 4.3.1.8. Refund

The return trip not taken is refundable during the period of use of the ticket: the outbound trip is recalculated on the Full Leisure Fare or at the reduced price that the passenger could have claimed on the train or TGV taken and taking into account the conditions of the trip (booked seat(s), period of TGV circulation, etc.).

The refund conditions applicable to annual leave tickets are set out in Chapter 3 of the Price Schedule (Volume 6).

The withholding is calculated on the price of the return trip initially paid and not taken, in accordance with the rules provided for in Chapter 6 of the General Provisions, with the amount rounded down to the next decimal in euros.

#### 4.3.1.9. Collection of customer data

SNCF wishes to collect customer data in order to ensure better management of the issuance of annual leave outbound and return tickets.

The information collected is subject to computer processing intended to prevent fraud in the use of these tickets. The recipients of the data are the SNCF Voyageurs Marketing Department.

In accordance with the French Data Protection Act of 6 January 1978 amended in 2004, the customer has a right of access and rectification of the information concerning him/her, which the customer may exercise by sending an email to the following address [congeannuel.dil@sncf.fr](mailto:congeannuel.dil@sncf.fr).

The customer may also, for legitimate reasons, object to the processing of data concerning him/her.

#### 4.3.1.10. Annual round-trip tickets for pensioners, retirees, beneficiaries, widows and orphans of war (Title II)

##### 4.3.1.10.1. Beneficiaries

The annual round-trip tickets of pensioners, retirees, beneficiaries, widows and orphans of war, are issued once a year to the same beneficiary in 2nd class for a round trip, without travel conditions. The following persons may benefit from it:

- 1 A - holders, under Social Security, of a pension, retirement, allowance for old salaried workers, reversionary allowance, or life support, excluding beneficiaries of the solidarity allowance for the elderly provided for by the law of 17 January 1948, for non-salaried persons;
- 1 B - holders of the special old-age allowance;
- 1 C - holders of special retirement or pension schemes referred to in Article 61 of the Decree of 8 June 1946 or temporarily maintained in force in accordance with Article 65 of the same Decree;
- 1 D - non-remarried war widows holding a pension, with at least two children under 15 and the latter;
- 1 E - orphans of war, father and mother under 21;
- 1 F - holders of permanent disability annuities paid under the law of 9 April 1898;

- 1 G - holders of the special allowance from the National Employment Fund, provided for by the law of 18 December 1963;
- 1 H - Pre-retirees aged at least 55 years benefiting from a guarantee of resources paid by Pôle Emploi, provided that the daily amount of the guarantee of resources does not exceed the limit stated in the Price Schedule.

It is issued, at the applicant's discretion:

- scheme I: a round-trip ticket;
- scheme II: two tickets, one for the outbound trip and the other for the return trip.

The choice of scheme I or scheme II is final for the entire trip.

For categories 1 A, 1 B, 1 C, 1 F, 1 G, 1 H, the ticket may include the spouse (husband or wife) and children under 21 provided that they live with the applicant and that the scheme (I or II) is the same for all passengers.

The price must be paid in a single instalment (for each trip under Scheme II) for all passengers.

#### 4.3.1.10.2. Discounts and conditions of application of the fare

The provisions of point 4.1.2 of Title I shall apply.

#### 4.3.1.10.3. Time limit for use of tickets

The use of tickets follows the rules set out in Chapter 3 of the General Provisions.

However, for Scheme I, the return trip must be made no later than the 61st day following the date indicated by the passenger for the outbound trip. In case of exchange of one of the outbound or return trips, this period may not be extended. When the applicant has opted for scheme II, a voucher is issued to him/her to obtain the discount for the round trip at the same time as the outbound ticket. This voucher must be used within 6 months of the original date of use of the outbound ticket.

#### 4.3.1.10.4. Request and supporting documents

The application, drawn up on a form issued by SNCF, must be presented to any station at least 24 hours in advance. It must specify the departure date of the outbound trip, any stops of more than 24 hours and an indication of the scheme chosen.

In support of the application for the round-trip ticket (scheme I), or for the round-trip ticket (scheme II), the parties concerned must submit the following justifications according to the categories of beneficiaries designated in point 4.1.1:

- 1 A - the "certificate of registration in the register of pensions, annuities and allowances" or the social security registration card (for unregistered persons: special discount card issued by the pension fund to which they belong);
- 1 B - the "notification of allocation of a special old-age allowance" issued by the Caisse des dépôts et consignations (in the absence of this document, submission of a certificate from the mayor certifying the admission of the party concerned to the special allowance and specifying that no other certificate of the same nature was issued during the year and no other certificate will be issued during the same year);
- 1 C - the special discount card issued by the bodies managing special retirement or pension schemes. Retirees from the civil and military administrations of the State do not have a special discount card and must present their registration card to the Social Security;
- 1 D - the special discount card issued by the Departmental Offices of Veterans and War Victims with a certificate from the mayor certifying that the person concerned has, at his/her expense, at least two children under 15;
- 1 E - the special discount card issued by the Departmental Offices of Veterans and War Victims;

- 1 F - the special discount card issued by the Caisse des dépôts et consignations,
- 1 G - the beneficiary card from the National Employment Fund issued by the Departmental Directorate of Labour and Workforce,
- 1 H - Pre-retirees under 60: notification of admission:
  - either to the allowance of the National Employment Fund;
  - or the contractual solidarity allowance, issued by Pôle Emploi;
  - Pre-retirees aged 60 and over: the notice of admission to the guarantee of resources issued by Pôle Emploi.
  - The parties concerned must also present the stub of the last payment made by Pôle Emploi.

When presenting the Social Security registration card, pensioners or retirees must also provide their pension or retirement document.

The beneficiaries referred to in 1 A, 1 B, 1 C, 1 F, 1 G, 1 H, who wish to include their family on the discounted ticket must, in addition, justify the family relationship with the parties concerned and their residence.

#### 4.3.1.10.5. Itinerary

### **6 A - Provisions common to schemes I and II**

In the event of stop(s) en route of more than 24 hours, the various trips must be consecutive. All tickets issued for travel with stops exceeding 24 hours must be requested at the same time.

### **6 B - Specific provisions of scheme II**

The destination station of the outbound trip and the origin station of the return trip may be different. Outbound and return trips must be the same for all passengers.

#### 4.3.1.10.6. Control measures

The tickets issued under the conditions of this document are nominative and non-transferable; their beneficiaries are required to provide proof of their identity at any request from SNCF agents with an original valid official identity document with a photo. Copies of identity documents (paper, scanned documents, etc.) are not allowed.

Any person who has used fraudulent means or forged documents to obtain a ticket to which he/she is not entitled, as well as any person who transfers his/her ticket or who uses or attempts to use a ticket which he/she is not entitled to use, shall be prosecuted in accordance with the legislation in force.

#### 4.3.1.10.7. Exchange of completely unused tickets

The exchange procedures are set out in Chapter 3 of the Price Schedule (Volume 6).

#### 4.3.1.10.8. Refund

The terms of refund are set out in chapter 3 of the price schedule (volume 6).

## 4.4. Work subscription

### 4.4.1. Purpose

Work subscriptions can be used in 2nd class on all national trains without mandatory booking. During their validity, they allow an unlimited number of trips to be made on the trip for which they were issued.

Their validity on regional trains is not guaranteed, as the Regional Organising Authorities have the option of developing subscriptions not regulated by the State in terms of pricing on the lines under their responsibility and thus deviate from the fare provisions applicable to services of national interest.

The Work Subscription fare is only issued as e-ticket on trains with booking.

### 4.4.2. Beneficiaries

The beneficiaries are:

- employees affiliated with Social Security or special social insurance schemes;
- paid apprentices in manual professions.

### 4.4.3. Trips

It is limited to the trip from the place of residence to the place of work and back and may not exceed 75 kilometres per trip. However, on certain trips of more than 75 km, a charge of the same type may be introduced at the initiative of certain transport organising authorities.

If this results in an improvement in its transport conditions and if the new trip is equal or shorter, the subscriber may choose as follows:

- departure station, a station other than the one serving his/her residence;
- destination station, a station other than the one serving his/her place of work.

### 4.4.4. Validity

There are weekly and monthly subscriptions:

- weekly subscriptions are valid for 7 consecutive days from the date indicated by the passenger, including this day;
- monthly subscriptions are valid from the first day of the month until the last day. For night workers, the validity of the subscription is recognised until 9 a.m., the day after the last day of the month.

### 4.4.5. Employer's certificate

The employer's certificate is drawn up on a form provided by SNCF. This certificate specifies in particular that its holder meets the conditions required by the fare. Upon validation by SNCF for a period of 6 months, the holder is invited to provide proof of his/her identity. This certificate must be presented to any control in conjunction with the work subscription.

#### 4.4.6. Conditions of issue

Work subscriptions are issued in advance or for immediate use. The period of use shall be indicated when they are issued.

Weekly subscriptions are issued, at the earliest, one month before the start date of their validity.

Monthly subscriptions are issued, for a given month, from the 20th of the month preceding their use.

#### 4.4.7. Upgrade

On some trains without a mandatory booking, access to the 1st class is authorised for holders of a work subscription. They may:

- either have a valid work subscription in this class, the price of which is equivalent to twice that of the 2nd class subscription;
- or upgrade by paying the price supplement calculated at the standard fare or taking into account, where applicable, the discount to which the subscriber may be entitled in another respect.

#### 4.4.8. Prices

The prices of work subscriptions result from the application of the algebraic formulas set out in the Price Schedule.

#### 4.4.9. Use of subscriptions

Subscriptions are valid only for the route indicated. They are strictly personal and must be presented at any request.

Before making his/her first trip, the holder of a subscription must indicate in ink, at the location provided for this purpose, his/her surname and given name, and/or the number of the employer's certificate or the regional TER card.

Subscriptions do not have to be validated by the passenger when accessing the platform, with the exception of magnetic tickets. The latter, which do not include a period of use, must be validated on the first trip.

If the departure station does not have a ticket control machine, the passenger with a magnetic ticket must validate it, on the first day of use, at the departure station of the return trip.

When the subscriber works at night, he/she can have his/her subscription validated, at the counter, to be able to delay its use until the end of its validity.

The subscriber may, either on the way there on the way back, take or leave the train at an intermediate station of the route for which his/her subscription was taken out, abandoning all rights to the route not taken.

The subscriber is in an irregular situation if he/she:

- uses another route;
- cannot prove his/her identity with a valid original official identity document with a photo (copies of identity documents are not allowed);
- or cannot provide, at the same time as his/her subscription, the certificate validated by their employer.

#### 4.4.10. Special terms and conditions to take certain trains

Subscriptions may only be used on certain trains the schedule of which is written in light type in the Timetable Indicator.

When a work subscription holder takes an unauthorised train, he/she is in an irregular situation. For certain connections, SNCF may create categories of tickets the use of which is limited to designated trains meeting the conditions for taking and terminating the work of subscribers.

#### 4.4.11. Use of tickets in addition to a work subscription (bundling)

The use of a work subscription is authorised within the limit of 75 kilometres from a Paris line head station, in addition to a Navigo pass to reach the limit of the Île-de-France Mobilités fare application area.

Only the simultaneous use of valid tickets of the same nature is authorised:

- weekly work subscription/Navigo Week Pass;
- monthly or annual work subscription/Navigo Monthly or Annual Pass.

The joint use of any other ticket is not permitted.

#### 4.4.12. Loss or theft of subscriptions

In the event of loss or theft, subscriptions are not refunded. No duplicates are issued.

#### 4.4.13. Exchange and refund

Subscriptions deposited in a station, no later than the day before the first day of validity, are exchanged without charge or refunded, when they exceed the amount indicated in the Price Schedule, after deduction of a withholding in accordance with the rules provided for in Chapter 6 of the General Provisions, the amount of which is rounded down to the next decimal in euros.

Weekly and monthly subscriptions are refunded for half of their price only in the event of illness, dismissal or imposed change in the workplace, provided they are deposited in a station:

- within 48 hours of the start date of validity, for weekly subscriptions;
- within the first 10 days of the month of use, for monthly subscriptions.

### 4.5. Subscriptions for Pupils, Students and Apprentices

#### 4.5.1. Beneficiaries

The Pupils/Student/Apprentice fare is a social fare intended for:

- Pupils under 21
- Students under 26
- Apprentices under 29.

in order to enable them to travel by TGV or INTERCITÉS between their home and their place of study or apprenticeship located in France.

To benefit from this subscription, the parties concerned are required to obtain a certificate issued by the State (request to be presented by the beneficiary on a dedicated website).

This State certificate must then be presented at the time of the purchase of tickets at the station and during controls on board the trains.

## 4.5.2. Purchase & Price

The reduced fare for pupils, students and apprentices is only issued as e-ticket.

These tickets can only be used on home-study routes (route mentioned on the certificate). For a trip requiring the use of several TGVs/INTERCITÉS, a valid ticket is required for each train taken.

EEA tickets can be purchased at the station in batches of at least 10 tickets to be used within 60 days from the date of purchase of the batch (outbound and/or return trips).

These tickets are not refundable but are exchangeable free of charge until the day of departure.

## 4.5.3. Validity on TER

The State certificate is not valid on regional TER trains. For these trains, applicants must inquire at the station or on the Internet about the existence of a regional Pupils/Student/Apprentice fare offer.



## 4.6. Fares for children's outing and the like

### 4.6.1. Beneficiaries and reduced price

In order to benefit from the Children's outing fare and the associated conditions, the group must comprise at least ten persons and up to 99 persons:

- Children or young persons under 15, on an educational trip to the countryside or the seaside at the expense of municipalities or philanthropic organisations;
- And any accompanying persons, with a maximum of one for 10 children or a fraction of 10 taking a round trip together in 2<sup>nd</sup> class

The Children's outing Fare offers a 75% discount granted on all national trains within the limit of the seats available for this fare on TGV and INTERCITÉS trains.

In the absence of places available at this fare for the outbound and return trips, the conditions of the "Young persons in groups" fare range may be offered.

### 4.6.2. Time of use

These tickets are valid for 72 hours. This period takes effect from the departure time of the train taken (or the first train taken if several trains are taken) during the outbound trip.

This fare is offered only in the context of a round trip.

### 4.6.3. Request

The request for a public ticket must reach SNCF at least 72 hours before the ticket is collected. It must include the following information:

- The name and contact details of the Customer (or, where applicable, the company name and postal address of the Customer), a mobile phone number and a valid email address,
- The number and distribution of Passengers by age group (children under 12, children under 15 and adults)
- The date(s) and time(s) of the desired trip
- The contemplated service(s)
- One or more alternatives in the event that the main request cannot be satisfied.

### 4.6.4. Booking of seats

The provisions of Chapter 3 of the Fare Range (Young persons in groups) are applicable.

### 4.6.5. Booking terms

To book a group trip at the children's outing fare, the organiser must send its request to the SNCF Group Agency by filling out the form available on the [sncf-voyageurs.com](https://www.sncf-voyageurs.com/fr/voyagez-avec-nous/preparez-votre-voyage/voyagez-en-groupe/) website: <https://www.sncf-voyageurs.com/fr/voyagez-avec-nous/preparez-votre-voyage/voyagez-en-groupe/>

### 4.6.6. Refund

A withholding fee is applicable for the “Children’s Outing” pricing.  
For partial or total cancellation or a change in the type of passengers made:

J : étant la date de circulation du train correspondant au premier trajet du voyage	Taux de retenue
Avant le paiement du solde à J-60	0 %
Entre le paiement du solde et J-30	25 %
De J-29 à J-8	50 %
Dès J-7	100 %

All the terms and conditions of sale and use of the offer for group trips are available on the Internet:  
<https://www.sncf-voyageurs.com/fr/voyagez-avec-nous/preparez-votre-voyage/voyagez-en-groupe/>

The finalisation of the after-sales related to the cancellation referred to above may take place no later than two (2) months after the date of circulation of the train corresponding to the first leg of the trip subject to having informed the SNCF Group Agency by email of its cancellation request, otherwise the request will not be taken into account.

## VOLUME 4 – PERSONS WITH REDUCED MOBILITY AND ACCOMPANYING PERSONS WITH REDUCED MOBILITY

### 1. Persons with disabilities (PSH)

Regardless of the nature of his/her disability, a disabled passenger must have a ticket established at the price and under the general conditions applicable to the train taken.

#### 1.1. Holders of a disability card

Holders of a disability card (excluding RPG) or Inclusion Mobility Card do not benefit from special discounts due to their disability.

##### 1.1.1. The GUIDE fare

A passenger with a disability card may grant a GUIDE fare to a single passenger over 12 who accompanies and assists him/her on the same domestic/national trip and in the same class. The table below details the prices or discounts applicable to the various disability cards for TGV, INTERCITÉS or TER trains.

The tables below show the calculation of the prices of the GUIDE fare for holders of DISABILITY cards according to the type of card and train.

**A) Disability card issued before 1<sup>st</sup> January 2017 (in circulation until 31/12/2026)**

**A1) For TGV INOUI:**

<b>Card type</b>	<b>Note</b>	<b>TGV Normal period on High-Speed Line</b>	<b>TGV peak period on high-speed line</b>
<b>Disability Card</b> (incapacity rate equal to or greater than 80%) (CI)	- No mention - White cane	50% of the Full Leisure Fare	50% of the Full Leisure Fare
<b>Disability Card</b> (incapacity rate equal to or greater than 80%) (CI)	- Need for support - Need for support Blindness - Green Star	€3 in 2 <sup>nd</sup> class and in 1 <sup>st</sup> class	€10 in 2 <sup>nd</sup> class and in 1 <sup>st</sup> class
<b>European Parking Card</b>		No discount	No discount
<b>Priority Card</b>		No discount	No discount

**A2) For INTERCITÉS and TER:**

<b>Card type</b>	<b>Note</b>	<b>INTERCITÉS with mandatory booking</b>	<b>INTERCITÉS without mandatory booking</b>	<b>TER</b>
<b>Disability Card</b> (incapacity	- No mention	50% of the Full Leisure Fare	50% of the Standard Fare	50% of the

rate equal to or greater than 80%) (CI)	- White cane			Standard Fare
<b>Disability Card</b> (incapacity rate equal to or greater than 80%) (CI)	- Need for support - Need for support Blindness - Green Star	€3 on day trains and €10 on night trains	Free	Free
<b>European Parking Card</b>		No discount	No discount	No discount
<b>Priority Card</b>		No discount	No discount	No discount

## B) Inclusion Mobility Card (CMI) - Since 1 January 2017 – Card in ISO format

### B1) For TGV INOUI

Card type	Note	TGV Normal period on High-Speed Line	TGV peak period on high-speed line
<b>Inclusion Mobility Card</b>	Disability	50% of the Full Leisure Fare	50% of the Full Leisure Fare
<b>Inclusion Mobility Card</b>	Disability with sub-mention: - Need for support - Need for blindness support	€3 in 2 <sup>nd</sup> class and in 1 <sup>st</sup> class	€10 in 2 <sup>nd</sup> class and in 1 <sup>st</sup> class
<b>Inclusion Mobility Card</b>	Priority	No discount	No discount
<b>Inclusion Mobility Card</b>	Parking	No discount	No discount

### B2) For Intercités and TER:

Card type	Note	INTERCITÉS with mandatory booking	INTERCITÉS without mandatory booking	TER
<b>Inclusion Mobility Card</b>	Disability	50% of the Full Leisure Fare	50% of the Full Leisure Fare	50% of the Full Leisure Fare

<b>Inclusion Mobility Card</b>	Disability with sub-mention: - Need for support - Need for blindness support	€3 on day trains and €10 on night trains	Free	Free
<b>Inclusion Mobility Card</b>	Priority	No discount	No discount	No discount
<b>Inclusion Mobility Card</b>	Parking	No discount	No discount	No discount

Disabled passengers must be able to prove their identity to the SNCF agents and present the document required to prove the discount granted to their guide. If this document is not presented, the disabled passenger and/or his/her guide are considered to be in an irregular situation.

If two disabled persons as defined above travel together, it is excluded that each of them may benefit reciprocally from the GUIDE fare.

Blind guide dogs and assistance dogs travel free of charge and without a ticket. Subject to availability, "Guide/Assistance Dog" seats may also be booked for passengers accompanied by guide and assistance dogs (see Article 1.1 of volume 5 of the Passenger Fares).

### 1.1.2. Conditions for exchange and refund of the GUIDE fare

TGV INOUI	Ticket exchangeable and refundable free of charge up to 30 min after departure. From 30 min before departure, ticket redeemable 1 time (same day, same trip).
INTERCITÉS with mandatory booking	Ticket exchangeable and refundable free of charge up to 30 min after departure. From 30 min before departure, ticket redeemable 1 time (same day, same trip).
INTERCITÉS without mandatory booking	Ticket exchangeable and refundable free of charge until the day before departure. Non-exchangeable and non-refundable ticket from the day of departure.
TER	The exchange or refund of TER tickets is possible depending on the distribution channels The conditions are indicated on the ticket. The M ticket or the TER printed ticket are not exchangeable. They are refundable until D-1 (unless there are specific restrictions related to the fare). Some Regions may impose a withholding of 10% or a minimum amount for the refund of tickets.

## 1.2. Disabled persons holding a War Invalid and Pensioner (RPG) card

### 1.2.1. The fares for War Invalids or Pensioners

Travelers holding a War Invalid or Pensioner card issued by the National Office of Veterans Affairs (Office National des Anciens Combattants or ONAC), benefit from a specific fee described in the following table:

Note on the RPG Card	Discount rate applied to the NORMAL LEISURE FARE (TGV or INTERCITÉS Trains with MANDATORY BOOKING) or the FULL FARE (TER or INTERCITÉS Train with OPTIONAL BOOKING)
Single Blue Bar	50%
Single Red Bar	75%
Double Blue Bar	75%
Double Red Bar	75%

### 1.2.2. The GUIDE fare for War Invalids or Pensioners

Passengers with an RPG card with double blue bar or double red bar can provide a GUIDE RPG fare to a single passenger over 12 who accompanies and assists them on the same trip and in the same class.

The table below details the prices or discounts applicable to RPG guides for TGV, INTERCITÉS or TER trains.

Card Type: War Invalid or Pensioner Card

#### War Invalid or Pensioner Card issued by the National Office of Veterans Affairs (ONAC)

##### For TGV INOUI

Note	TGV Normal period on High-Speed Line	TGV peak period on high-speed line	TGV normal period or peak time on Classic Line
Single Red Bar	No discount	No discount	No discount
Single Blue Bar	No discount	No discount	No discount
Double Red Bar	75% of the Full Leisure Fare	75% of the Full Leisure Fare	75% of the Full Leisure Fare
Double Blue Bar	€3 in 2 <sup>nd</sup> class €7.60 in 1 <sup>st</sup> class	In 2 <sup>nd</sup> class: €3 + the difference between the full fare price of peak leisure and the full fare price of normal leisure In 1 <sup>st</sup> class: €7.60	€1.50

##### For INTERCITÉS and TER:

Note	INTERCITÉS with mandatory booking	INTERCITÉS without mandatory booking	TER
Single Red Bar	No discount	No discount	No discount
Single Blue Bar	No discount	No discount	No discount
Double Red Bar	75% of the Full Leisure Fare	75% of the Full Leisure Fare	75% of the Full Leisure Fare
Double Blue Bar	€1.50	€1.50	Free

The War Invalid or Pensioner must be able to prove his/her identity to the SNCF agents and present the document required to justify the discount granted to his/her RPG guide. If this document is not presented, the disabled passenger and/or his/her guide are considered to be in an irregular situation.

Blind guide dogs or assistance dogs travel free of charge and without a ticket.

### 1.2.3. Conditions for exchange and refund of War Invalid or Pensioner & GUIDE War Invalid or Pensioner

	War Invalid and Pensioner	GUIDE - RPG
TGV INOUI	Ticket exchangeable (adjustment to the applicable fare) and refundable only before departure, €19 of fees from 6 days before departure. From 30 min before departure, ticket exchangeable 1 time (same day, same trip) and non-refundable after 1 exchange	Ticket exchangeable and refundable free of charge up to 30 min after departure. From 30 min before departure, ticket exchangeable and refundable 1 time (same day, same trip).
INTERCITÉS with mandatory booking and <u>INTERCITÉS</u> without mandatory booking	Tickets are exchangeable (adjusted to current fare) and refundable only before departure: 40% of the price from 6 days before departure (max. €15 in fees). From 30 min before departure, ticket exchangeable 1 time (same day, same trip) and non-refundable after exchange.	Tickets are exchangeable (adjusted to current fare) and refundable only before departure: 40% of the price from 6 days before departure (max. €15 in fees). From 30 min before departure, ticket exchangeable 1 time (same day, same trip) and non-refundable after exchange.
TER	The exchange or refund of TER tickets is possible depending on the distribution channels The conditions are indicated on the ticket. The M ticket or the TER printed ticket are not exchangeable. They are refundable until D-1 (unless there are specific restrictions related to the fare).	The exchange or refund of TER tickets is possible depending on the distribution channels The conditions are indicated on the ticket. The M ticket or the TER printed ticket are not exchangeable. They are refundable until D-1 (unless there are specific restrictions related to the fare).



	Some Regions may impose a withholding of 10% or a minimum amount for the refund of tickets.	Some Regions may impose a withholding of 10% or a minimum amount for the refund of tickets.
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### 1.3. Wheelchair passengers

In order to benefit from suitable seating on trains, passengers using wheelchairs (UFR) must specify this beforehand, at the time of booking their ticket.

On board TGVs and subject to availability, wheelchair passengers are systematically placed in 1st class in suitable areas while benefiting from a price in 2nd class. This provision also applies to the first accompanying person of the passenger in a wheelchair.

A passenger in a wheelchair holding a disability card or RPG card will also be entitled to the benefits referred to in paragraphs 1.1 and 1.2.

#### 1.3.1. The ACCOMPANYING Wheelchair User Fare (UFR) on TGVs

Persons accompanying the passenger in a wheelchair (up to 3 persons) may benefit from a reduced UFR ACCOMPANYING PERSON fare when travelling in 1st class with a 30% discount on the price of the 1st class LEISURE fare.

No supporting documents are to be provided by the passenger in a wheelchair or one of his/her accompanying person.

#### 1.3.2. The ACCOMPANYING Wheelchair User Fare (UFR) in the INTERCITÉS

The passenger in a wheelchair is placed in 2<sup>nd</sup> class. Persons accompanying the passenger in a wheelchair (up to a limit of 3 persons) automatically benefit from a reduced UFR ACCOMPANYING PERSON fare in 2<sup>nd</sup> class with a 30% discount on the price of the LEISURE 2<sup>nd</sup> class fare.

No supporting documents are to be provided by the passenger in a wheelchair or one of his/her accompanying person.

#### 1.3.3. Conditions of exchange and refund of the ACCOMPANYING UFR fare

TGV and INTERCITÉS	Other Trains
Ticket exchangeable and refundable free of charge up to 30 min after departure. From 30 min before departure, ticket redeemable 1 time (same day, same trip).	Not applicable

### 1.3.4. Technical characteristics for the wheelchair

The wheelchair of the disabled person must comply with the European TSI regulations for persons with reduced mobility (Annex to Regulation (EU) No 1300/2014 of the European Commission of 18 November 2014 on the technical specification for interoperability relating to persons with reduced mobility in the trans-European conventional and high-speed rail system).

This regulation states that the maximum permissible dimensions of a manual or electric wheelchair are 70 cm wide, 120 cm deep and 137.5 cm high (including the passenger), and that the turning circle is 1,500 mm.

A load weight of 300 kg for the wheelchair and its occupant (including any luggage) in the case of an electric wheelchair that does not require any assistance to pass an assistance device to board and leave.

A load weight of 200 kg for the wheelchair and its occupant (including any luggage) in the case of a manual wheelchair.

On board the train, wheelchair passengers must block the wheels of their wheelchair for the duration of the journey.

## 2. ACCÈS PLUS Service

ACCÈS PLUS service for persons that are disabled and with reduced mobility

The Accès Plus Assistance Service for persons that are disabled and with reduced mobility is a free assistance service to help board and leave the train.

The general terms and conditions of use are available on the Internet: <https://www.sncf-voyageurs.com/fr/voyagez-avec-nous/preparez-votre-voyage/accessibilite/cgu-service-assistance-pmr-psh/>

It must be booked with Assist'enGare.

Discover all the information and procedures for accessing the service at <https://www.garesetconnexions.sncf/fr/service-client/service-assistance-gare-PMR>

## VOLUME 5 – SERVICES ASSOCIATED WITH TRANSPORT

### 1. Bookings for seats, bunks

#### 1.1. Purpose

The purpose of booking seats is to allow passengers, at the time of purchase of their ticket or when they have a valid ticket for the route to be taken, to control in advance, depending on the categories of seats offered on the train taken and to the extent possible, the availability of:

- a seating position;
- a seat in a dedicated area offering catering services;
- a bunk.

Bar seats and jump seats are not considered as seating. Any information regarding booking conditions may be provided by establishments open to passenger traffic.

For access to certain trains, for certain connections and for certain products, the booking of a seat is mandatory; this is particularly the case for TGVs, the occupancy of sleeping seats and certain areas as well as the use of certain services on board.

The same may apply to trips with a pass; this particularity is then brought to the attention of customers.

### **Tickets without allocated area**

In some trains with mandatory booking, tickets bearing the words "WITHOUT ALLOCATED SEAT" or "UNALLOCATED SEAT" may be issued. The number of tickets "WITHOUT ALLOCATED SEAT" is determined taking into account the no-shows usually observed. The ticket issued with this mention therefore does not contain any seating indication. A ticket "WITHOUT ALLOCATED SEAT" does not guarantee the possibility of sitting in all circumstances.

The price of a ticket "WITHOUT ALLOCATED SEAT" corresponds to the class used from the TGV or INTERCITÉS with mandatory booking on board of which the trip is made.

The passenger may request the seat(s) he/she wishes to take, either before (point 1.2 below) or during (point 1.3 below) the opening of the booking at the counter.

Seats are allocated subject to availability.

Certain seats can be claimed in the form of "seating preferences" when the train ticket is purchased. They are subject to availability at the time of booking and cannot be guaranteed. They must be claimed by passengers who really need them.

They are Easy Access Seats, Priority Seats and Guide/Assistance Dog Seats, available in 2<sup>nd</sup> and 1<sup>st</sup> classes on TGV INOUI (including TGV Europe) and on INTERCITES.

"Easy Access Seats" or "Priority Seats" (different names depending on our sales channels) enable passengers with reduced mobility or disabilities (PMR/PSH in French) to benefit from a more suitable seat (close to toilets/exits, well positioned in relation to on-board screens, etc.). Access to these seats is not subject to presentation of a disability card or special fare.

The "Guide/Assistance Dog Seats" enable persons with disabilities travelling with guide or assistance dogs who can show proof of a disability or priority card and the guide dog's national identification certificate to benefit from these more suitable seats (it is recommended that the guide dog has a harness fitted with or without a rigid handle frame, a vest or a cape). These seats are also intended for any guide or assistance dogs undergoing training, accompanied by the person responsible for their training (trainer or host family).

So-called "emotional support" dogs (responsible for preventing certain disorders of their owner) are not considered "assistance dogs" and are therefore subject to "pet" travel conditions as such.

## **1.2. Request during the opening of the bookings at the counters**

The passenger may:

- or simultaneously request a ticket and the booking of seats. It is issued for the class of car and the trip for which the booking is requested, a single ticket indicating the total price of the trip including the amount of the booking;
- or present a valid ticket in the class and for the trip for which the booking is requested. In this case, a ticket shall be issued containing only the amount of the booking.

The booking of seats and tickets may also be requested via the Internet, by telephone or by means of SNCF sales machines.

### 1.3. Conditions of use of tickets containing a booking

At the time of the control on board the train, the occupant of a booked seat must be able to present the valid ticket in the class of car, for the trip and for the date of issue of the booking. The seating references and the total price on the ticket must correspond to the seat occupied by the passenger.

Failing this, they may be invited, by the personnel in charge of the control, to transfer their seat to a passenger who cannot occupy the seat they have booked.

No seat booking (seat or bunk) is allowed for dogs and small pets, as well as for luggage.

SNCF may allocate reserved seats to other passengers if they are not occupied within 15 minutes of the train's departure from the station indicated on the ticket. It may also, if necessary, offer passengers who have made reservations seats other than those originally allocated to them.

### 1.4. Occupancy of sleeping seats by children

To occupy a sleeping seat alone, a child under 4 must pay a Bambin night pass (the amount of which is shown in Volume 6 of the Price Schedule).

Each child from 4 to under 12 has an individual bunk. The price paid per child is equal to half of the price received for an adult.

When two children under 4 occupy a sleeping seat together, they must pay for a single Bambin night pass or a single bunk booking for two.

### 1.5. Private bunk area on national night trains

For trips from 10 January 2024, in a 1<sup>st</sup> and 2<sup>nd</sup> class bunk, it is possible to privatise the area from a paying person.

These possibilities are offered subject to the payment of a lump sum, the amount of which is shown in the price schedule. This service is available in limited quantities depending on the train filling profile.

## 2. Junior & Co. Service

The Junior & Cie service offered by TGV INOUI is an unaccompanied minor service that covers children aged 4 to 14 years inclusive from the departure station to the arrival station.

For further information, the general terms and conditions of sale are available on the website:

<https://www.sncf-voyageurs.com/fr/mentions-legales/conditions-generales-de-vente-du-service-junior-cie/>

## 3. Dogs and small pets accompanying passengers

## 3.1. Admission conditions

No animals are normally allowed in passenger cars. However, dogs that are muzzled and kept on a lead accompanying their owner as well as small pets suitably enclosed in a container the dimensions of which do not exceed 45 cm x 30 cm x 25 cm are tolerated if other passengers do not object.

The introduction on board of trains of animals considered dangerous is prohibited. Animals admitted on board are the responsibility and supervision of the passenger.

Special features on Intercités night trains: dogs and small pets are accepted in seating and private areas but are prohibited in bunks.

## 3.2. Pricing rule

CARRIER RANGES	National trips		International trips	
	Animal in container	Dog on lead	Animal in container	Dog on lead
TGV, Intercités trains (excluding night Intercités trains)	Fixed price common to the 2 categories of animals		<b>N/A</b>	
TGV France- Switzerland / France-Germany / France-Italy / TGV INOUI France-Spain			Fixed price for animals in containers	Flat rate Dog on lead
TGV France-Brussels / France-Luxembourg / Paris-Freiburg			Fixed price common to the 2 categories	

The fixed prices applicable to the transport of accompanied animals on TGV and Intercités trains are indicated in the Price Schedule. The amounts due apply to each train used per dog on a lead or per container.

Each passenger may take with him/her either two dogs, or two containers, or one dog and one container; any dog or container above the maximum allowed gives rise to the payment on board the train of a flat-rate penalty.

Civilian disabled persons with a card with a disability rate of at least 50%, regardless of their disability, can travel with a blind or assistance guide dog that travels free of charge and without a ticket. This provision also applies to War Invalids or Pensioners holding a card with two blue bars. Guide or assistance dogs in training travel free of charge if they wear either a work vest bearing the words "guide dog in training" or the training centre logo. The accompanying person must have a valid ticket as well as his/her guide or assistance dog instructor card and the dog identification card.

So-called "emotional support" dogs (responsible for preventing certain disorders of their owner) are not considered "service dogs" and are therefore subject to the animal fare as such.

Subject to availability, "Guide/Assistance Dog" spaces may also be booked for passengers accompanied by guide and assistance dogs (see Article 1.1 of volume 5 of the Passenger Fares).

## 4. My Luggage (Mes Bagages) Service

Passengers may, during their trip, transport personal objects or effects, such as checked luggage that they entrust to SNCF for a fee as part of the My Luggage (Mes Bagages) service.

For further information, the general terms and conditions of sale are available on the website:

<https://mesbagages.sncf-connect.com/conditions-generales-de-vente/>

# VOLUME 6 – PRICE SCHEDULE

- Day INTERCITÉS on 15 January 2024
- Night INTERCITÉS on 15 January 2024
- TGV on 15 January 2024.

All TER fares and their conditions of application are available at the following link:  
<https://www.sncf-voyageurs.com/fr/voyagez-avec-nous/en-france/ter/>



# 1. Price formation

## 1.1. General Base Price

### Parameters for calculating the general base price on 1 May 2016

The second class base price (for trips on certain trains other than TGV trains) is calculated according to the formula:  $P = a + bd$ .

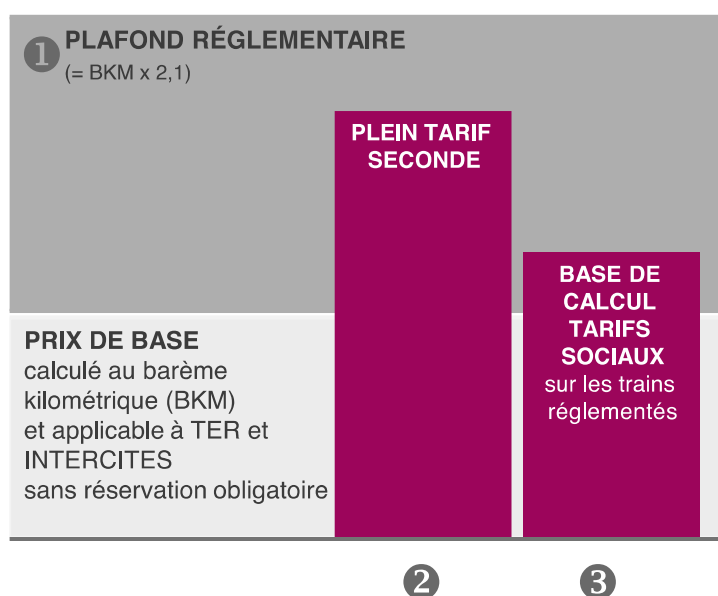
**P** being the price, **a** a constant, **b** the kilometre price and **d** the fare distance.

The full fare price of a ticket for a trip made in 1st class is determined on the basis of the price calculated in 2nd class to which the 1.5 mark-up coefficient is applied. The amount obtained is rounded up to the next decimal in euros.

Distance (d)		Constant (a)		Kilometre price (b)	
From	to	1st class	2nd class	1st class	2nd class
1	16 km	1.1672	0.7781	0.2916	0.1944
17	32 km	0.3755	0.2503	0.3248	0.2165
33	64 km	3.1059	2.0706	0.2396	0.1597
65	109 km	4.3337	2.8891	0.2234	0.1489
110	149 km	6.1296	4.0864	0.2138	0.1425
150	199 km	12.1307	8.0871	0.1790	0.1193
200	300 km	11.6366	7.7577	0.1814	0.1209
301	499 km	20.4771	13.6514	0.1545	0.1030
500	799 km	27.6674	18.4449	0.1382	0.0921
800	9,999 km	48.3062	32.2041	0.1133	0.0755

## 1.2. Special prices

Special pricing is applied to connections served by night TGV, INTERCITÉS.



Regulatory principles

- Regulated fares: **regulatory ceiling** set by decree, at 2.1 times the base price
- A **Full SECOND Class Fare**, approved by the State for each connection, lower than the regulatory ceiling
- A reduced **Basis of Calculation** for Social Fares on regulated trains

1/ Regulatory ceiling (=BKM x 2.1)

Base price calculated according to the kilometre scale (BKM) and applicable to TER and INTERCITÉS without mandatory booking

2/ Full SECOND class fare

3/ Basis for calculating social fares on regulated trains

### 1.2.1. Full Fare Price of SECOND and FIRST class fare for direct connections served by day INTERCITÉS on 08 January 2025

Details of the fares for connections to or from Paris Bercy, Paris Austerlitz and Bordeaux St Jean can be consulted directly via the link below: [Details of fares](#)

### 1.2.2. Full Fare Price of SECOND and FIRST class fare for direct connections served by night INTERCITÉS on 08 January 2025

Details of the fares for connections to or from Paris Austerlitz can be consulted directly via the link below: [Details of fares](#)

### 1.2.3. Full Fare Price of SECOND and FIRST class fare for direct connections served by TGV with high-speed line(s) on 10 January 2023

The details of all the full fare price of Second and First class fare of the direct connections served by TGV with taking high-speed lines can be consulted directly via the link below: [Details of fares](#)

## 1.3. Specific prices

### 1.3.1. Amount of the Bambin direct trip pass

- Price applicable to 2nd class and 1st class seats: €9

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- Price applicable to bunks in 2nd class and 1st class: €30

### 1.3.2. Amount of the Bambin connecting trip pass

- Price applicable in 2nd class and 1st class if one seat + one seat: €9 on each trip, i.e. €18
- Price applicable in 2nd and 1st class if one seat + one bunk: €39 (€9 for the trip with a seat and €30 for the trip with a bunk)

### 1.3.3. Dogs on lead and other small pets in containers, accompanying passengers

- Day TGV INOUI / Intercités: €7 per train
- Overnight stay €19 per train with a seat, free of charge in private areas (pets prohibited in bunk).

### 1.3.4. Passengers unable to pay the price of their ticket

- Compensation for payment at the station of destination: €10

### 1.3.5. Amount of the booking of a seat in the Bicycle Area

The booking of a bicycle area is required on board day TGVs and INTERCITÉS subject to booking and night INTERCITÉS. It must be made at the counter, by telephone or on [sncf-connect.com/](https://sncf-connect.com/), at the same time as the purchase of the passenger ticket.

- Applicable price: €10 on TGV INOUI and INTERCITÉS with mandatory booking. €5 on INTERCITÉS with no mandatory booking.

## 1.4. Booking of seats

### 1.4.1. Seats, bunks

- Seats on a train other than TGV: €1.50
- Bunk in 1st and 2nd class, night INTERCITÉS, amount per bunk and per night: €19.50

### 1.4.2. Private area

- Private area 2nd class 6 bunks: €150 to €540
- Private area 4 bunks: €180 to €570

## 2. Reduced prices

### 2.1. The Youth, Adult and Senior AVANTAGE CARDS since 17/06/2021

- Youth: €49
- Senior: €49
- Adult: €49

### 2.2. The LIBERTE CARD

Special prices from 29/02/2024: Price of the Liberté Card valid throughout France in 1st and 2nd class:

- Annual price: €349 instead of €399

Price for customers with a company code (or FCE code) from 29/02/2024: Price of the Liberté Card valid throughout France in 1st and 2nd class:

- Annual price: €299 instead of €379

## 2.3. The Passes and subscriptions

### 2.3.1. Weekly or Monthly Pass

#### A. Weekly or Monthly Pass subscribed to from 1 April 2009

Reminder: Weekly or Monthly Pass subscriptions for a specific route subscribed to from 1 April 2009 no longer benefit from price degradation.

#### Monthly passes – 1<sup>st</sup> year

Distance (d)	Price in 2nd class calculated according to the formula $P = a + bd$		Price in 1st class calculated according to the formula $P = a + bd$	
	Constant (a)	Kilometre price (b)	Constant (a)	Kilometre price (b)
From 1 to 6km	104.5610	0.0000	158.9327	0.0000
From 7 to 14km	46.3607	9.6800	70.4683	14.7136
From 15 to 43km	128.2834	3.8301	194.9908	5.8218
From 44 to 64km	207.8382	2.0258	315.9141	3.0792
65 to 104km	275.5358	0.9608	418.8144	1.4604
105 to 133km	280.1155	0.9388	425.7756	1.4270
134 to 199km	288.9144	0.9052	439.1499	1.3759
From 200 to 259km	429.0901	0.2007	652.2170	0.3051
260 to 392km	434.6488	0.1782	660.6662	0.2709
393 to 9,999km	438.5910	0.1677	666.6583	0.2549

#### Weekly passes – 1<sup>st</sup> year

Distance (d)	Price in 2nd class calculated according to the formula $P = a + bd$		Price in 1st class calculated according to the formula $P = a + bd$	
	Constant (a)	Kilometre price (b)	Constant (a)	Kilometre price (b)
From 1 to 6km	28.8588	0.0000	43.8654	0.0000
From 7 to 14km	12.7956	2.6717	19.4493	4.0610
From 15 to 43km	35.4062	1.0571	53.8174	1.6068
From 44 to 64km	57.3633	0.5591	87.1922	0.8498
65 to 104km	76.0479	0.2652	115.5928	0.4031
105 to 133km	77.3119	0.2591	117.5141	0.3938
134 to 199km	79.7404	0.2498	121.2054	0.3797

From 200 to 259km	118.4289	0.0554	180.0119	0.0842
260 to 392km	119.9631	0.0492	182.3439	0.0748
393 to 9,999km	121.0511	0.0463	183.9977	0.0704

## B. Weekly or Monthly Pass subscribed to before 1 April 2009

Monthly passes

Price in 2<sup>nd</sup> class calculated according to the formula  $P = a + bd$

Distance (d)	Monthly passes	
	Constant (a)	Kilometre price (b)
From 1 to 6km	81.2783	0.0000
From 7 to 14km	36.8091	7.3570
From 15 to 43km	104.7658	2.5097
From 44 to 64km	178.1502	0.6951
65 to 104km	180.6679	0.6615
105 to 133km	172.8812	0.7461
134 to 199km	178.1729	0.7286
From 200 to 259km	269.8963	0.2679
260 to 392km	287.4034	0.1995
393 to 9,999km	290.9811	0.1880

Price in 1st class calculated according to the formula  $P = a + bd$

Distance (d)	Monthly passes	
	Constant (a)	Kilometre price (b)
From 1 to 6km	123.5430	0.0000
From 7 to 14km	55.9498	11.1826
From 15 to 43km	159.2440	3.8147
From 44 to 64km	270.7883	1.0566
65 to 104km	274.6152	1.0055
105 to 133km	262.7794	1.1341
134 to 199km	270.8228	1.1074
From 200 to 259km	410.2423	0.4071
260 to 392km	436.8532	0.3032
393 to 9,999km	442.2912	0.2858

Weekly passes

Price in 2nd class calculated according to the formula  $P = a + bd$

Distance (d)	Weekly passes	
	Constant (a)	Kilometre price (b)
From 1 to 6km	27.0547	0.0000
From 7 to 14km	12.3717	2.4470
From 15 to 43km	34.8967	0.8359
From 44 to 64km	59.2535	0.2330
65 to 104km	60.0448	0.2219
105 to 133km	57.7704	0.2472
134 to 199km	59.1532	0.2440
From 200 to 259km	90.2944	0.0877
260 to 392km	95.9675	0.0657
393 to 9,999km	102.2509	0.0493

Price in 1st class calculated according to the formula  $P = a + bd$

Distance (d)	Weekly passes	
	Constant (a)	Kilometre price (b)
From 1 to 6km	41.1231	0.0000
From 7 to 14km	18.8050	3.7194
From 15 to 43km	53.0430	1.2706
From 44 to 64km	90.0653	0.3542
65 to 104km	91.2681	0.3373
105 to 133km	87.8110	0.3757
134 to 199km	89.9129	0.3709
From 200 to 259km	137.2475	0.1333
260 to 392km	145.8706	0.0999
393 to 9,999km	155.4214	0.0749

Amount of the booking to travel on an INTERCITÉS train with a Weekly or Monthly Pass

For INTERCITÉS seated trips	€1.5
For night INTERCITÉS trips in a bunk	€19.5



## 2.3.2. Subscriptions and PASSes: Table of fare equivalence areas

Name of the area	Main station	Secondary station
South Paris area	Paris Gare de Lyon	Charles de Gaulle-TGV airport, Marne-la-Vallée/Chessy, Massy TGV, Massy Palaiseau
Paris West Area	Paris Montparnasse 1-2	Charles de Gaulle-TGV airport, Marne La Vallée/Chessy, Massy TGV, Massy Palaiseau, Paris Montparnasse 3 Vaugirard, Paris Austerlitz
North Paris area	Paris Nord	Charles de Gaulle-TGV airport, Marne La Vallée/Chessy, Massy TGV, Massy Palaiseau
East Paris Area	Paris Gare de l'Est	Charles de Gaulle-TGV airport, Marne La Vallée/Chessy, Massy TGV, Massy Palaiseau
Lille area	Lille Flandres	Lille Europe, Roubaix, Tourcoing, Croix-Wasquehal
Calais area	Calais City	Calais Fréthun
Lyon area	Lyon Part-Dieu	Lyon Perrache, Lyon St-Exupéry
Valence area	Valence TGV	Valence-City
Avignon area	Avignon TGV	Avignon-Centre
Marseille area	Marseille St Charles	Aix en Provence TGV
Reims Area	Reims	Champagne-Ardenne TGV
Bar-le-Duc area	Bar-le-Duc	Meuse TGV
Lorraine area	Lorraine TGV	Nancy, Metz
Belfort-Montbéliard area	Belfort-Montbéliard TGV	Belfort City, Montbéliard
Besançon area	Besançon Franche Comté TGV	Besançon Viotte
Montpellier area	Montpellier Saint Roch	Montpellier South of France
Nîmes area	Nîmes	Nîmes Pont du Gard

## 2.3.3. Work subscription

Price of weekly subscriptions in 2nd class calculated according to the formula  $P = a + bd$

Distance (d)	Constant (a)	Kilometre price (b)
From 1 to 6km	6.30	0.00
From 7 to 15km	2.67	0.5728
From 16 to 25km	3.77	0.5161
From 26 to 49km	4.76	0.4739
From 50 to 75km	6.57	0.4365

### **Price of weekly subscriptions in 1st class**

Proportionality coefficient of 1st class weekly subscription / 2nd class weekly subscription: 2

### **Price of monthly subscriptions in 2nd class**

Proportionality coefficient for 2nd class monthly subscription / 2nd class weekly subscription: 3.60

### **Price of monthly subscriptions in 1st class**

Proportionality coefficient of 1st class monthly subscription / 2nd class monthly subscription: 2

## **2.4. Groups**

No deposit is requested at the time of booking, the customer must pay the balance according to the date of anticipation of the trip.

Vente	Validation de la proposition et CGV	Paiement du solde
De J-330 à J-90	D+15	J-60
J-89 à J-80	D+5	J-60
De J-79 à J-60	D+1	J-60
De J-59 à J-50	D+1	J-50
J-49 à J-35	D+1	J-30
J-34 à J-20	D+1	D+1
J-19 à J-10	D	Le jour même
J-9 à J-3	D	Retrait en gare
J-2 à J-1	D	Retrait en gare

Summary of the time limits for validating the proposal and the GTCS, the time limits for payment of the travel balance.

Payment terms correspond to the dates on which payments must be received and collected by SNCF.

Since **1 January 2022**, the National Group Agency has generalised payment by **bank transfer**. This payment method remains **the only one accepted for the payment of group travel bookings**.

## **2.5. Social and contractual fares**

### **2.5.1. Large Families**

File processing fees (unique regardless of the type of request): €19

### **2.5.2. Popular round-trip ticket**

Limit on compensation or income paid to job seekers, pre-retirees or employees on early retirement of employment, not to be exceeded in order to benefit from these tickets

- Per day: €286 (twice the amount of the Social Security contribution ceiling)

- Per month: €5178 (twice the amount of the Social Security contribution ceiling)

### 2.5.3. Guides for War Invalids or Pensioners, accompanying persons for civilian disabled persons benefiting from free transport

Except for RPG guides benefiting from the provisions of Article 18 of the Military Disability Pensions Code.

Amounts, per seat, collected on direct connections served by TGV INOUI when taking high-speed line(s):

- 1st and 2nd class in normal period (NP): €3
- 1st and 2nd class in peak period (PP): €10

For Intercités trains:

- 1st and 2nd class (day trains): €3
- 1st and 2nd class (night trains): €10
- 

## 3. Exchange and refund, and proof of tickets

### 3.1. Exchange and refund of tickets on trains with mandatory booking

#### 3.1.1. Tickets issued at the Second and First fare, PREM'S, Avantage with an Avantage or Liberté card, annual leave, large families, war invalid and pensioners, military families

TGV INOUI	INTERCITÉS with mandatory booking
<ul style="list-style-type: none"> <li>• Ticket exchangeable and refundable free of charge up to 7 days before departure.</li> <li>• From 6 days before departure, €19 withholding.</li> <li>• Non-exchangeable and non-refundable ticket after departure</li> <li>• From 30 min before departure, ticket exchangeable 1 time maximum (same day, same trip) and non-refundable after 1 exchange.</li> </ul>	<ul style="list-style-type: none"> <li>• Ticket exchangeable and refundable free of charge up to 7 days before departure. From 6 days before departure: 40% of the ticket price is withheld with a maximum of €15.</li> <li>• Non-exchangeable and non-refundable ticket after departure.</li> <li>• From 30 min before departure, ticket exchangeable 1 time maximum (same day, same trip) and non-refundable after 1 exchange.</li> </ul>

#### 3.1.2. Tickets issued at the PRO SECOND, Business First, Flex First, Liberté fare with a Liberté, PASS, Pass, Military card:

TGV INOUI	INTERCITÉS with mandatory booking
<ul style="list-style-type: none"> <li>• Ticket exchangeable and refundable free of charge up to 30 min after departure.</li> <li>• From 30 min before departure, ticket exchangeable 1 time maximum (same</li> </ul>	<ul style="list-style-type: none"> <li>• Ticket exchangeable and refundable free of charge up to 30 min after departure.</li> <li>• From 30 min before departure, ticket exchangeable 1 time maximum (same</li> </ul>

day, same trip) and non-refundable after 1 exchange.	day, same trip) and non-refundable after 1 exchange.
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Passengers with a PRO SECOND, Business First, Flex First, Liberté fare ticket with a Liberté, PASS, Weekly or Monthly Pass or Military card benefit from an easy exchange on the day of departure: The ticket can be exchanged for another train on the day on a full train provided that the exchange is carried out on the day of departure and on the same trip.

It should be noted that exchange on a full train is possible without guaranteed seating and within the limit of the maximum number of available standing seats. Passengers may be refused the exchange on a full train, particularly in the event of an overload endangering the safety of passengers.

Passengers with a PRO SECOND, Business First, Flex First, Liberté fare ticket with a Liberté card benefit from an easy exchange on the day of departure on OUIGO trains free of charge, only on the day of departure and on the same journey using the TGV INOUI PRO application.

Passengers with a MAX ACTIF, MAX ACTIF+ subscription are not eligible for this offer.

Once the ticket has been exchanged for a OUIGO train, the passenger is subject to the OUIGO General Terms and Conditions of Sale. The OUIGO ticket is non-exchangeable and non-refundable.

## 3.2. Exchange and refund of tickets on INTERCITÉS trains without mandatory booking

### 3.2.1. Tickets issued at the PREM'S, Second Class, Annual Leave, Avantage fare with an Avantage or Liberté card, Large Family, War Invalids-Pensioners, Military Family

Fares	After-sales conditions
<b>PREM'S, Second Class, Annual Leave, Avantage fare with an Avantage or Liberté card, Large Family, War Invalids-Pensioners, Military Family</b>	<p>Ticket exchangeable and refundable free of charge up to 7 days before departure. From 6 days before departure: 40% of the ticket price is withheld with a maximum of €15.</p> <p>Non-exchangeable and non-refundable ticket after departure.</p> <p>From 30 min before departure, ticket exchangeable 1 time maximum (same day, same trip) and non-refundable after 1 exchange.</p>

### 3.2.2. Tickets issued at Super Flex, Liberté, flexible fares for benefit cards, military and civilian disability guides

Fares	After-sales conditions
-------	------------------------

<b>Superflex, Liberté, flexible fare for Advantage, Military, Civilian Disabled Guides</b>	<p>Flexible ticket valid for 1 day on an Intercités trip without mandatory booking, on the day of travel of the train designated on the ticket and on the same route. No guaranteed seating if you take another train on the day.</p> <ul style="list-style-type: none"> <li>- Exchange and refund free of charge before the Day</li> <li>- Non-exchangeable non-refundable from the Day.</li> </ul>
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### 3.3. Refund of the Bambin pass

- Refundable free of charge until departure. From 30 minutes before departure, the exchange is possible once maximum, only for the same day and the same trip. After exchange, the ticket is non-refundable.
- Non-refundable after departure

It should be noted that from the trips of 10 January 2024, the Bambin Pass is not refundable if it has been sold in conjunction with a NO FLEX Adult ticket

### 3.4. Refund of pet vouchers

- Ticket refundable free of charge until departure time
- Non-refundable post-departure ticket
- Non-exchangeable ticket.

### 3.5. Validity of travel vouchers and cash receipts

- Travel vouchers issued by the SNCF are valid for 1 year.
- Cash certificates issued by the SNCF (sales tools) are valid for 2 months.

## 4. Regularisation of passengers in an irregular situation

### 4.1. General case of regularisation scales by activity

The tables are provided in Appendix 5 of volume 7 of the Passenger Fares.

### 4.2. Amounts of administrative fees in the event of an infringement report

The amount of the administrative fees is €50.

### 4.3. Special cases

Application of a lump sum in the following situations

- Ticketing pass not validated: €5

- Unauthorised fare bundling: €35
- Booking not valid for PASS, Weekly or Monthly Pass customers and MAX ACTIF / MAX ACTIF+ subscribers: €20
- Unauthorised access in non-free access area: €50
- Date not recorded on Pass Inter / FIP: €50
- 1 piece of excess or non-compliant luggage: €50
- 2 pieces of excess or non-compliant luggage: €100
- 3 (or more) pieces of excess or non-compliant luggage: €150

#### 4.4. Lines on which the on-board fare is not applicable

On the lines listed below, the on-board fare is not applicable when regularising an irregular passenger.

- Kruth - Mulhouse

TER trains with non-systematic support

## 5. Proof of purchase

Following the purchase of a ticket, a proof of purchase, containing the information relating to the trip, may be given to the passenger. Customers who have purchased their ticket can make a request at the train station or on the SNCF Voyageurs website at the following link: <https://www.sncf-voyageurs.com/fr/dossier-voyageur/>

### 5.1. Request for an invoice for international trips between France and Spain operated by TGV INOUI

For all international trips made between France and Spain for which SNCF Voyageurs is the carrier, an invoicing request can be made by clicking on the following link: <https://www.sncf-voyageurs.com/fr/voyagez-avec-nous/en-europe/tgv-inoui-espagne/votre-facture-pour-un-trajet-france-espagne/>.

### 5.2. Proof of purchase for domestic trips in Italy operated by TGV INOUI

For domestic trips in Italy, a proof of purchase (tax receipt or invoice) is available by making a request on the following link: <https://sncf-voyageurs.com/fr/voyagez-avec-nous/en-europe/tgv-inoui-italie/votre-formulaire-de-facture-pour-un-trajet-en-italie>

## VOLUME 7 – APPENDICES

Appendix 1: Telephone numbers, Internet addresses, price of communications of our services

Appendix 2: Temporary local contributions to be collected per trip and per passenger

Appendix 3: Stations located outside the French territory to which these fares are applicable and conditions of application

Appendix 4: Passenger calendar valid from the first of October 2023 to the thirty-first of December 2024 for TER trains.

Appendix 5: Regularisation scales

Appendix 6: General Conditions of Carriage for International Rail Passenger Transport (GCC-CIV/PRR)

Appendix 7: Fixed compensations applicable to breaches of the railway transport policy

Appendix 8: How to withdraw the e-ticket confirmation

### Appendix 1: Telephone numbers, Internet addresses, price of communications of our services



## **Telephone**

- Remote Customer Care 3635 (free service + price of a call)
- Remote Customer Care 00 33 1 84 94 3635 (free service + price of a call) for calls made from abroad. For any information, booking of tickets or services (Accès+, Junior and Co, Luggage, Pro)
- For tracking your order and complaints, you can contact us at 3635 (free service + price of a call).
- For requests in progress for group trips: SNCF Group Agency: 0810 879 479
- (Service charge €0.05/min + price of a call) from Monday to Friday from 8:30 to 18:00, then press 1 on your phone keypad. After-sales service of <https://www.voyages-train-groupes.sncf.fr>: 0810 879 479 (Service €0.05/min + price of a call) from Monday to Friday from 8:30 to 18:00, then key 1 of your phone.

## **Internet**

- [www.sncf.com](http://www.sncf.com)
- [sncf-connect.com/](http://sncf-connect.com/)
- [tgvinoui.sncf](http://tgvinoui.sncf)

# Appendix 2: Stations located outside the French territory to which these fares are applicable and conditions of application

## **Connections with the Swiss stations of Genève-Eaux-Vives, La Plaine, Le Locle, Le Locle-Col-des-Roches, Satigny, Vallorbe, Vernier-Meyrin**

The transport of passengers, luggage and accompanied dogs on connections between SNCF stations, on the one hand, and the aforementioned Swiss stations, on the other hand, are governed by the international convention of 3 June 1999, which entered into force on 1 July 2006, relating to international rail transport (COTIF), and by the CIV uniform rules appended to it; their prices are calculated, on these sections of line, according to the Fare Range or SNCF's discounted fares, and on the distance obtained from end to end, using distance tables.

## **Connections with the Ventimiglia train station**

The transport of passengers, luggage and accompanied dogs on connections between the SNCF stations and Ventimiglia are governed by the international convention of 3 June 1999, which entered into force on 1 July 2006, relating to international rail transport (COTIF), and by the CIV uniform rules appended to it; their prices are calculated, on this section of line, according to the Fare Range or SNCF's discounted fares, and on the distance obtained from end to end, using distance tables. However, in the case of subscriptions, the price is equal to the sum of the SNCF shares corresponding to each of the distances from the French station to the point of Ventimiglia-border, on the one hand, and from the point of Ventimiglia-border to the station of Ventimiglia, on the other hand.

## **Connections between the SNCF stations of the Nice-Limone-Confine line and the other SNCF stations via Ventimiglia-border - Piène-border or vice versa**

The transport of passengers, luggage and dogs accompanied on these connections are governed by the international convention of 9 May 1980, relating to international rail transport (COTIF), and by the CIV uniform rules appended to it; their prices are calculated, on the section of the Ventimiglia- Stazione - Piene-border line or vice versa located in Italian territory, according to the Fare Range or SNCF's discounted fares, and on the distance obtained from end to end, using

distance tables. However, in the case of subscriptions, the price is equal to the sum of the SNCF shares corresponding, on the one hand, to the total distance of the route to be taken in French territory and, on the other hand, to the distance relating to the Italian transit route from Ventimiglia-border to Piene-border or vice versa.

#### **Connections from or to Hendaye/Irun, Cerbère/Port-Bou**

The transport of passengers, luggage and accompanied dogs on the connections between SNCF stations, on the one hand, and the Spanish stations of Irun or Port-Bou, on the other hand, are governed by the international convention of 9 May 1980, relating to international rail transport (COTIF), and by the CIV uniform rules appended to it; their prices are calculated, on this section of line, according to the Fare Range or SNCF's discounted fares, and on the distance obtained from end to end, using distance tables.

The outbound and return tickets are established, on the outbound trip, to Irun or Port-Bou and, on the return trip, respectively until departure from Hendaye or Cerbère, as the case may be.

Hendaye or Cerbère stations may issue round-trip tickets, valid for the round trip, to all SNCF stations and, on the return trip, respectively to Irun or Port-Bou, as the case may be.

In the case of a round-trip ticket, the price is applied to the average of the distances of the outbound and return trips, rounded up to the higher kilometre when this average gives a fraction of half a kilometre.

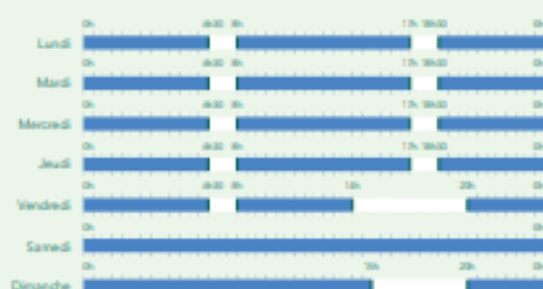
## Appendix 3: Passenger calendar valid from the first of October 2023 to the thirty-first of December 2024 for TER trains.

# Calendrier voyageurs



POUR LES TRAINS TER ET INTERCITÉS<sup>(1)</sup>  
VALABLE DU 01/10/2023 AU 31/12/2024.

## 🕒 Semaine-type



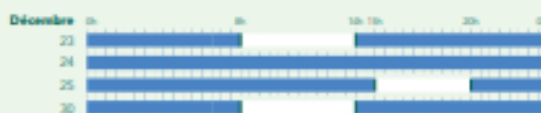
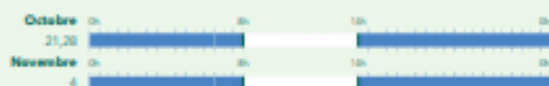
### ■ Période bleue :

- 50 % avec les cartes de réduction *Avantage*.
- 25 % de réduction avec *Découverte 12-25*, *Découverte Senior* ou *Découverte Enfant*<sup>(2)</sup>.

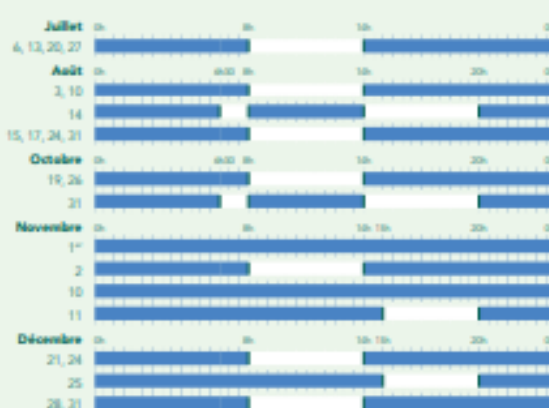
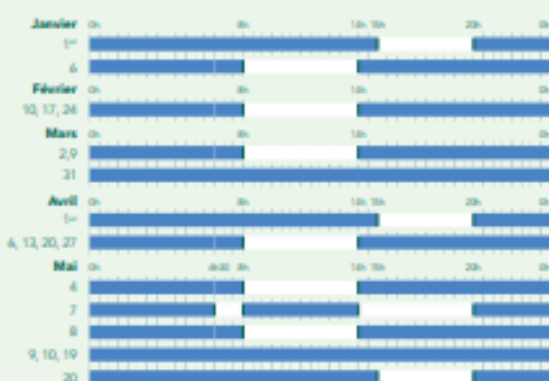
### ■ Période blanche :

- 25 % de réduction garantis avec les cartes de réduction *Avantage*.

## 📅 Jours particuliers 2023



## 📅 Jours particuliers 2024



(1) Le calendrier s'applique pour tout voyage effectué à bord des trains TER dans les régions qui appliquent ce calendrier, sous réserve d'acceptation des cartes *Avantage* et des taux de réductions applicables sur TER. Le calendrier ne s'applique pas sur les relations internes à TER Pays de la Loire, Centre-Val de Loire, Normandie, Hauts-de-France, Grand Est, Bretagne, PACA et Nouvelle-Aquitaine. Il ne concerne pas les trains INTERCITÉS, à l'exception de certains tarifs spécifiques, ni les TGV et les autres trains. (2) Tarifs applicables dans les trains TER dans les régions qui appliquent ce tarif.

Informations données à titre indicatif sous réserve des modifications qui pourraient intervenir après l'édition du présent document.  
SNCF Voyageurs, SA au capital social de 137 799 160 €, RCS Boulogne 517 037 584. Date d'édition : 08/2023.

## Appendix 4: Regularisation scales

### TGV regularisation scales

The scales indicated include the on-board costs and the Fixed Compensation.

Second class	Up to 100 km	From 101 to 200km	From 201 to 300km	From 301 to 400km	From 401 to 600km	From 601 to 800km	More than 800km
Exceptional scale	€28	€56	€75	€99	€127	€140	€164
Reduced exceptional scale	€21	€42	€56	€74	€95	€105	€123
On-board scale	€38	€66	€85	€109	€137	€150	€174
Reduced on-board scale	€29	€50	€64	€82	€103	€113	€131
Control scale	€78	€106	€125	€149	€177	€190	€214
Control scale - Fixed compensation	€78	€78	€69	€74	€78	€63	€74
Control scale – Shortfall in collection	€0	€28	€56	€75	€99	€127	€140
Increased control scale	€150	€178	€206	€225	€249	€277	€290
Increased control scale – Fixed compensation	€150	€150	€150	€150	€150	€150	€150
Increased control scale – Shortfall in collection	€0	€28	€56	€75	€99	€127	€140
Child control scale	€50	€64	€78	€88	€100	€114	€120
Child control scale - Fixed compensation	€50	€50	€50	€50	€50	€50	€50
Child control scale Shortfall in collection	€0	€14	€28	€38	€50	€64	€70

First class	Up to 100 km	From 101 to 200km	From 201 to 300km	From 301 to 400km	From 401 to 600km	From 601 to 900km	More than 900km
Exceptional scale	€39	€67	€105	€140	€182	€195	€236
Reduced exceptional scale	€29	€50	€79	€105	€137	€146	€177
On-board scale	€49	€77	€115	€150	€192	€205	€246
Reduced on-board scale	€42	€82	€104	€120	€152	€158	€186
Control scale	€89	€117	€155	€190	€232	€245	€286
Control scale - Fixed compensation	€89	€78	€88	€85	€92	€63	€91
Control scale – Shortfall in collection	€0	€39	€67	€105	€140	€182	€195
Increased control scale	€150	€189	€217	€255	€290	€332	€345
Increased control scale – Fixed compensation	€150	€150	€150	€150	€150	€150	€150
Increased control scale – Shortfall in collection	€0	€39	€67	€105	€140	€182	€195
Child control scale	€50	€70	€84	€103	€120	€141	€148
Child control scale - Fixed compensation	€50	€50	€50	€50	€50	€50	€50
Child control scale Shortfall in collection	€0	€20	€34	€53	€70	€91	€98

## INTERCITÉS regularisation scales with mandatory booking Day

The scales indicated include the on-board costs and the Fixed Compensation.

Second class	Up to 100 km	From 101 to 200km	From 201 to 300km	From 301 to 400km	From 401 to 600km	From 601 to 800km
Exceptional scale	€25	€40	€50	€70	€90	€110
Reduced exceptional scale	€19	€30	€38	€53	€68	€83
On-board scale	€30	€50	€60	€80	€100	€120
Reduced on-board scale	€23	€38	€45	€60	€75	€90
Control scale	€70	€90	€100	€120	€140	€160
Control scale - Fixed compensation	€70	€65	€60	€70	€70	€70
Control scale – Shortfall in collection	€0	€25	€40	€50	€70	€90
Increased control scale	€150	€175	€190	€200	€220	€240
Increased control scale – Fixed compensation	€150	€150	€150	€150	€150	€150
Increased control scale – Shortfall in collection	€0	€25	€40	€50	€70	€90

First class	Up to 100 km	From 101 to 200km	From 201 to 300km	From 301 to 400km	From 401 to 600km	More than 600km
Exceptional scale	€35	€65	€75	€100	€130	€150
Reduced exceptional scale	€26	€49	€56	€75	€98	€113
On-board scale	€40	€70	€80	€120	€150	€170
Reduced on-board scale	€30	€53	€60	€90	€113	€128
Control scale	€80	€110	€120	€160	€190	€210
Control scale - Fixed compensation	€80	€75	€55	€85	€90	€80
Control scale – Shortfall in collection	€0	€35	€65	€75	€100	€130
Increased control scale	€150	€185	€215	€225	€250	€280
Increased control scale – Fixed compensation	€150	€150	€150	€150	€150	€150
Increased control scale – Shortfall in collection	€0	€35	€65	€75	€100	€130

## Second class

### TER customer access with a seat on terminal routes

### NIGHT IC with a seat

Up to 150km	From 151 to 300km	Up to 600km	From 601 to 800km	More than 800km
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Exceptional scale	€27	€50	€80	€100	€120
Reduced exceptional scale	€20	€38	€60	€75	€90
On-board scale	€35	€60	€90	€110	€130
Reduced on-board scale	€26	€45	€68	€83	€98
Control scale	€50	€90	€130	€150	€170
Control scale - Fixed compensation	€50	€60	€70	€70	€70
Control scale – Shortfall in collection	€0	€30	€60	€80	€100
Increased control scale	€90	€95	€210	€230	€250
Increased control scale – Fixed compensation	€70	€70	€150	€150	€150
Increased control scale – Shortfall in collection	€20	€25	€60	€80	€100

	NIGHT IC in bunk in second class			NIGHT IC in bunk in first class		
	Up to 600km	From 601 to 800km	More than 800km	Up to 600km	From 601 to 800km	More than 800km
Exceptional scale	€100	€120	€140	€190	€210	€250
Reduced exceptional scale	€75	€90	€105	€143	€158	€188
On-board scale	€110	€130	€150	€200	€220	€260
Reduced on-board scale	€83	€98	€113	€150	€165	€195
Control scale	€150	€170	€190	€240	€260	€300
Control scale - Fixed compensation	€70	€70	€70	€120	€70	€90
Control scale – Shortfall in collection	€80	€100	€120	€120	€190	€210
Increased control scale	€230	€250	€270	€270	€340	€360
Increased control scale – Fixed compensation	€150	€150	€150	€150	€150	€150
Increased control scale – Shortfall in collection	€80	€100	€120	€120	€190	€210

## INTERCITÉS Regularisation Scales Without Mandatory Booking

The scales indicated include the on-board costs and the Fixed Compensation.

Second class	Up to 25km	From 26 to 50km	From 51 to 100km	From 101 to 150km	From 151 to 300km	From 301 to 400km	More than 400km
Exceptional scale	€8	€12	€20	€30	€50	€60	€85
Reduced exceptional scale	€6	€9	€15	€23	€38	€45	€64



On-board scale	€10	€15	€25	€35	€55	€65	€90
Reduced on-board scale	€8	€11	€19	€26	€41	€49	€68
Control scale	€50	€50	€50	€60	€75	€85	€110
Control scale - Fixed compensation	€50	€50	€50	€40	€45	€35	€50
Control scale – Shortfall in collection	€0	€0	€0	€20	€30	€50	€60
Increased control scale	€70	€75	€80	€90	€100	€120	€130
Increased control scale – Fixed compensation	€70	€70	€70	€70	€70	€70	€70
Increased control scale – Shortfall in collection	€0	€5	€10	€20	€30	€50	€60

<b>First class</b>	Up to 25km	From 26 to 50km	From 51 to 100km	From 101 to 150km	From 151 to 300km	From 301 to 400km	More than 400km
Exceptional scale	€10	€16	€28	€40	€65	€90	€125
Reduced exceptional scale	€7	€12	€21	€30	€49	€68	€94
On-board scale	€15	€20	€35	€45	€70	€95	€130
Reduced on-board scale	€11	€15	€26	€33	€53	€71	€98
Control scale	€50	€60	€65	€80	€90	€115	€150
Control scale - Fixed compensation	€50	€50	€50	€50	€50	€50	€60
Control scale – Shortfall in collection	€0	€10	€15	€30	€40	€65	€90
Increased control scale	€70	€80	€85	€100	€110	€135	€160
Increased control scale – Fixed compensation	€70	€70	€70	€70	€70	€70	€70
Increased control scale – Shortfall in collection	€0	€10	€15	€30	€40	€65	€90

## TER regularisation scales

The scales indicated include the on-board costs and the Fixed Compensation.

<b>Second class</b>	Up to 25km	From 26 to 50km	From 51 to 100km	From 101 to 150km	From 151 to 300km	More than 300km
Exceptional scale	€7	€13	€22	€32	€55	€80
Reduced exceptional scale	€5	€9	€16	€22	€40	€60

On-board scale	€11	€17	€28	€40	€65	€90
Reduced on-board scale	€8	€13	€20	€30	€50	€65
Control scale	€50	€50	€50	€65	€90	€120
Control scale	€50	€50	€50	€50	€60	€70
Control scale - IP	€0	€0	€0	€15	€30	€50
Increased control scale	€70	€70	€80	€90	€100	€120
Increased control scale - IF	€70	€70	€70	€70	€70	€70
Increased control scale - IP	€0	€0	€10	€20	€30	€50

First class	Up to 25km	From 26 to 50km	From 51 to 100km	From 101 to 150km	From 151 to 300km	More than 300km
Exceptional scale	€11	€18	€30	€44	€80	€125
Reduced exceptional scale	€8	€14	€24	€32	€60	€85
On-board scale	€16	€22	€38	€50	€90	€135
Reduced on-board scale	€12	€16	€28	€36	€68	€100
Control scale	€50	€60	€65	€85	€110	€145
Control scale - IF	€50	€50	€50	€50	€70	€70
Control scale - IP	€0	€10	€15	€35	€40	€75
Increased control scale	€70	€80	€85	€100	€110	€145
Increased control scale - IF	€70	€70	€70	€70	€70	€70
Increased control scale - IP	€0	€10	€15	€30	€40	€75

## ALLEO regularisation scales (France < > Germany) on international connections - 2nd class

Exceptional scales	Exceptional scale	Reduced exceptional scale	Exceptional Child Scale
Up to 70 km	€24	€18	€12
From 71 km to 90 km	€32	€24	€16
From 91 km to 100 km	€30	€23	€15

From 101 km to 150 km	€40	€30	€20
From 151 km to 160 km	€46	€35	€23
From 161 km to 170 km	€43	€32	€22
From 171 km to 190 km	€47	€42	€28
From 191 km to 200 km	€47	€35	€24
From 201 km to 220 km	€49	€37	€25
From 221 km to 243 km	€53	€40	€27
From 244 km to 250 km	€58	€44	€29
From 251 km to 255 km	€63	€47	€32
From 256 km to 260 km	€59	€44	€30
From 261 km to 290 km	€72	€54	€36
From 291 km to 300 km	€62	€47	€31
From 301 km to 340 km	€66	€50	€33
From 341 km to 360 km	€74	€56	€37
From 361 km to 380 km	€82	€62	€41
From 381 km to 400 km	€81	€61	€41
From 401 km to 410 km	€80	€60	€40
From 411 km to 430 km	€92	€69	€46
From 431 km to 450 km	€83	€62	€42
From 451 km to 470 km	€91	€68	€46
From 471 km to 490 km	€93	€70	€47
From 491 km to 500 km	€94	€71	€47
From 501 km to 550 km	€101	€76	€51
From 551 km to 560 km	€99	€74	€50
From 561 km to 590 km	€117	€88	€59
From 591 km to 600 km	€116	€87	€58
From 601 km to 630 km	€109	€82	€55
From 631 km to 657 km	€117	€88	€59
From 658 km to 660 km	€111	€83	€56
From 661 km to 680 km	€132	€99	€66
From 681 km to 686 km	€136	€102	€68
From 687 km to 700 km	€114	€86	€57
From 701 km to 760 km	€132	€99	€66
From 761 km to 780 km	€142	€107	€71
From 781 km to 800 km	€125	€94	€63
From 801 km to 830 km	€133	€100	€67
From 831 km to 860 km	€137	€103	€69
From 861 km to 900 km	€146	€110	€73
From 901 km to 920 km	€143	€107	€72
From 921 km to 930 km	€147	€110	€74
From 931 km to 960 km	€140	€105	€70
From 961 km to 970 km	€144	€108	€72
From 971 km to 990 km	€145	€109	€73
From 991 km to 1,000 km	€146	€110	€73
From 1,001 km to 1,040 km	€149	€112	€75

From 1,041 km to 1,100 km	€151	€113	€76
More than 1,100 km	€155	€116	€78

On-board scales	On-board scale	Reduced on-board scale	Reduced on-board scale
Up to 70 km	€43	€32	€31
From 71 km to 90 km	€51	€38	€35
From 91 km to 100 km	€49	€37	€34
From 101 km to 150 km	€59	€44	€39
From 151 km to 160 km	€65	€49	€42
From 161 km to 170 km	€62	€47	€41
From 171 km to 190 km	€75	€56	€47
From 191 km to 200 km	€66	€50	€43
From 201 km to 220 km	€68	€51	€44
From 221 km to 243 km	€72	€54	€46
From 244 km to 250 km	€77	€58	€48
From 251 km to 255 km	€82	€62	€51
From 256 km to 260 km	€78	€59	€49
From 261 km to 290 km	€91	€68	€55
From 291 km to 300 km	€81	€61	€50
From 301 km to 340 km	€85	€64	€52
From 341 km to 360 km	€93	€70	€56
From 361 km to 380 km	€101	€76	€60
From 381 km to 400 km	€100	€75	€60
From 401 km to 410 km	€99	€74	€59
From 411 km to 430 km	€111	€83	€65
From 431 km to 450 km	€102	€77	€61
From 451 km to 470 km	€110	€83	€65
From 471 km to 490 km	€112	€84	€66
From 491 km to 500 km	€113	€85	€66
From 501 km to 550 km	€120	€90	€70
From 551 km to 560 km	€118	€89	€69
From 561 km to 590 km	€136	€102	€78
From 591 km to 600 km	€135	€101	€77
From 601 km to 630 km	€128	€96	€74
From 631 km to 657 km	€136	€102	€78
From 658 km to 660 km	€130	€98	€75
From 661 km to 680 km	€151	€113	€85
From 681 km to 686 km	€155	€116	€87
From 687 km to 700 km	€133	€100	€76
From 701 km to 760 km	€151	€113	€85
From 761 km to 780 km	€161	€121	€90
From 781 km to 800 km	€144	€108	€82
From 801 km to 830 km	€152	€114	€86
From 831 km to 860 km	€156	€117	€88
From 861 km to 900 km	€165	€124	€92
From 901 km to 920 km	€162	€122	€91

From 921 km to 930 km	€166	€125	€93
From 931 km to 960 km	€159	€119	€89
From 961 km to 970 km	€163	€122	€91
From 971 km to 990 km	€164	€123	€92
From 991 km to 1,000 km	€165	€124	€92
From 1,001 km to 1,040 km	€168	€126	€94
From 1,041 km to 1,100 km	€170	€128	€95
More than 1,100 km	€174	€131	€97

Control scales	Control scale	Fixed compensation	Shortfall in collection
Up to 70 km	€124	€100	€24
From 71 km to 90 km	€132	€100	€32
From 91 km to 100 km	€130	€100	€30
From 101 km to 150 km	€140	€100	€40
From 151 km to 160 km	€146	€100	€46
From 161 km to 170 km	€143	€100	€43
From 171 km to 190 km	€156	€100	€56
From 191 km to 200 km	€147	€100	€47
From 201 km to 220 km	€149	€100	€49
From 221 km to 243 km	€153	€100	€53
From 244 km to 250 km	€158	€100	€58
From 251 km to 255 km	€163	€100	€63
From 256 km to 260 km	€159	€100	€59
From 261 km to 290 km	€172	€100	€72
From 291 km to 300 km	€162	€100	€62
From 301 km to 340 km	€166	€100	€66
From 341 km to 360 km	€174	€100	€74
From 361 km to 380 km	€182	€100	€82
From 381 km to 400 km	€181	€100	€81
From 401 km to 410 km	€180	€100	€80
From 411 km to 430 km	€192	€100	€92
From 431 km to 450 km	€183	€100	€83
From 451 km to 470 km	€191	€100	€91
From 471 km to 490 km	€193	€100	€93
From 491 km to 500 km	€194	€100	€94
From 501 km to 550 km	€201	€100	€101
From 551 km to 560 km	€199	€100	€99
From 561 km to 590 km	€217	€100	€117
From 591 km to 600 km	€216	€100	€116
From 601 km to 630 km	€209	€100	€109
From 631 km to 657 km	€217	€100	€117
From 658 km to 660 km	€211	€100	€111
From 661 km to 680 km	€232	€100	€132

From 681 km to 686 km	€236	€100	€136
From 687 km to 700 km	€214	€100	€114
From 701 km to 760 km	€232	€100	€132
From 761 km to 780 km	€242	€100	€142
From 781 km to 800 km	€225	€100	€125
From 801 km to 830 km	€233	€100	€133
From 831 km to 860 km	€237	€100	€137
From 861 km to 900 km	€246	€100	€146
From 901 km to 920 km	€243	€100	€143
From 921 km to 930 km	€247	€100	€147
From 931 km to 960 km	€240	€100	€140
From 961 km to 970 km	€244	€100	€144
From 971 km to 990 km	€245	€100	€145
From 991 km to 1,000 km	€246	€100	€146
From 1,001 km to 1,040 km	€249	€100	€149
From 1,041 km to 1,100 km	€251	€100	€151
More than 1,100 km	€255	€100	€155

Increased control scale	Increased control scale	Increased fixed compensation	Shortfall in collection
Up to 70 km	€150	€150	€0
From 71 km to 90 km	€174	€150	€24
From 91 km to 100 km	€182	€150	€32
From 101 km to 150 km	€180	€150	€30
From 151 km to 160 km	€190	€150	€40
From 161 km to 170 km	€196	€150	€46
From 171 km to 190 km	€193	€150	€43
From 191 km to 200 km	€206	€150	€56
From 201 km to 220 km	€197	€150	€47
From 221 km to 243 km	€199	€150	€49
From 244 km to 250 km	€203	€150	€53
From 251 km to 255 km	€208	€150	€58
From 256 km to 260 km	€213	€150	€63
From 261 km to 290 km	€219	€150	€59
From 291 km to 300 km	€222	€150	€72
From 301 km to 340 km	€212	€150	€62
From 341 km to 360 km	€216	€150	€66
From 361 km to 380 km	€224	€150	€74
From 381 km to 400 km	€232	€150	€82
From 401 km to 410 km	€231	€150	€81
From 411 km to 430 km	€230	€150	€80
From 431 km to 450 km	€242	€150	€92
From 451 km to 470 km	€233	€150	€83
From 471 km to 490 km	€241	€150	€91

From 491 km to 500 km	€243	€150	€93
From 501 km to 550 km	€244	€150	€94
From 551 km to 560 km	€251	€150	€101
From 561 km to 590 km	€249	€150	€99
From 591 km to 600 km	€267	€150	€117
From 601 km to 630 km	€266	€150	€116
From 631 km to 657 km	€259	€150	€109
From 658 km to 660 km	€267	€150	€117
From 661 km to 680 km	€261	€150	€111
From 681 km to 686 km	€282	€150	€132
From 687 km to 700 km	€286	€150	€136
From 701 km to 760 km	€264	€150	€114
From 761 km to 780 km	€282	€150	€132
From 781 km to 800 km	€292	€150	€142
From 801 km to 830 km	€275	€150	€125
From 831 km to 860 km	€283	€150	€133
From 861 km to 900 km	€287	€150	€137
From 901 km to 920 km	€296	€150	€146
From 921 km to 930 km	€293	€150	€143
From 931 km to 960 km	€297	€150	€147
From 961 km to 970 km	€290	€150	€140
From 971 km to 990 km	€294	€150	€144
From 991 km to 1,000 km	€295	€150	€145
From 1,001 km to 1,040 km	€296	€150	€146
From 1,041 km to 1,100 km	€299	€150	€149
More than 1,100 km	€301	€150	€151



## ALLEO adjustment scales (France < > Germany) on international connections - 1st class

Exceptional scale	Exceptional scale	Reduced exceptional scale	Exceptional Child Scale
Up to 70 km	€41	€31	€21
From 71 km to 90 km	€52	€39	€26
From 91 km to 100 km	€49	€37	€25
From 101 km to 150 km	€76	€57	€38
From 151 km to 160 km	€74	€56	€37
From 161 km to 170 km	€69	€52	€35
From 171 km to 190 km	€101	€76	€51
From 191 km to 200 km	€73	€55	€37
From 201 km to 220 km	€80	€60	€40
From 221 km to 243 km	€85	€64	€43
From 244 km to 250 km	€102	€77	€51
From 251 km to 255 km	€107	€80	€54
From 256 km to 260 km	€96	€72	€48
From 261 km to 290 km	€129	€97	€65
From 291 km to 300 km	€103	€77	€52
From 301 km to 340 km	€107	€80	€54
From 341 km to 360 km	€123	€92	€62
From 361 km to 380 km	€144	€108	€72
From 381 km to 400 km	€135	€101	€67
From 401 km to 410 km	€133	€100	€68
From 411 km to 430 km	€156	€117	€78
From 431 km to 450 km	€151	€113	€76
From 451 km to 470 km	€142	€107	€71
From 471 km to 490 km	€147	€110	€74
From 491 km to 500 km	€148	€111	€74
From 501 km to 550 km	€177	€133	€89
From 551 km to 560 km	€155	€116	€78
From 561 km to 590 km	€207	€155	€104
From 591 km to 600 km	€203	€152	€102
From 601 km to 630 km	€162	€122	€81
From 631 km to 657 km	€207	€155	€104
From 658 km to 660 km	€170	€128	€85
From 661 km to 680 km	€227	€170	€114
From 681 km to 686 km	€231	€173	€116
From 687 km to 700 km	€171	€128	€86
From 701 km to 760 km	€227	€170	€114
From 761 km to 780 km	€239	€179	€120
From 781 km to 800 km	€186	€140	€93
From 801 km to 830 km	€192	€144	€96
From 831 km to 860 km	€196	€147	€98
From 861 km to 900 km	€246	€185	€123
From 901 km to 920 km	€202	€152	€101

From 921 km to 930 km	€247	€185	€124
From 931 km to 960 km	€200	€150	€100
From 961 km to 970 km	€203	€152	€102
From 971 km to 990 km	€204	€153	€102
From 991 km to 1,000 km	€207	€155	€104
From 1,001 km to 1,040 km	€213	€160	€107
From 1,041 km to 1,100 km	€216	€162	€108
More than 1,100 km	€218	€164	€109

On-board scale	On-board scale	Reduced on-board scale	Reduced on-board scale
Up to 70 km	€60	€45	€40
From 71 km to 90 km	€71	€53	€45
From 91 km to 100 km	€68	€51	€44
From 101 km to 150 km	€95	€71	€57
From 151 km to 160 km	€93	€70	€56
From 161 km to 170 km	€88	€66	€54
From 171 km to 190 km	€120	€90	€70
From 191 km to 200 km	€92	€69	€56
From 201 km to 220 km	€99	€74	€59
From 221 km to 243 km	€104	€78	€62
From 244 km to 250 km	€121	€91	€70
From 251 km to 255 km	€126	€95	€73
From 256 km to 260 km	€115	€86	€67
From 261 km to 290 km	€148	€111	€84
From 291 km to 300 km	€122	€92	€71
From 301 km to 340 km	€126	€95	€73
From 341 km to 360 km	€142	€107	€81
From 361 km to 380 km	€163	€122	€91
From 381 km to 400 km	€154	€116	€87
From 401 km to 410 km	€152	€114	€86
From 411 km to 430 km	€175	€131	€97
From 431 km to 450 km	€170	€128	€95
From 451 km to 470 km	€161	€121	€90
From 471 km to 490 km	€166	€125	€93
From 491 km to 500 km	€167	€125	€93
From 501 km to 550 km	€196	€147	€108
From 551 km to 560 km	€174	€131	€97
From 561 km to 590 km	€226	€170	€123
From 591 km to 600 km	€222	€167	€121
From 601 km to 630 km	€181	€136	€100
From 631 km to 657 km	€226	€170	€123
From 658 km to 660 km	€189	€142	€104
From 661 km to 680 km	€246	€185	€133
From 681 km to 686 km	€250	€188	€135

From 687 km to 700 km	€190	€143	€105
From 701 km to 760 km	€246	€185	€133
From 761 km to 780 km	€258	€194	€139
From 781 km to 800 km	€205	€154	€112
From 801 km to 830 km	€211	€158	€115
From 831 km to 860 km	€215	€161	€117
From 861 km to 900 km	€265	€199	€142
From 901 km to 920 km	€221	€166	€120
From 921 km to 930 km	€266	€200	€143
From 931 km to 960 km	€219	€164	€119
From 961 km to 970 km	€222	€167	€121
From 971 km to 990 km	€223	€167	€121
From 991 km to 1,000 km	€226	€170	€123
From 1,001 km to 1,040 km	€232	€174	€126
From 1,041 km to 1,100 km	€235	€176	€127
More than 1,100 km	€237	€178	€128

Control scale	Control scale	Fixed compensation	Shortfall in collection
Up to 70 km	€141	€100	€41
From 71 km to 90 km	€152	€100	€52
From 91 km to 100 km	€149	€100	€49
From 101 km to 150 km	€176	€100	€76
From 151 km to 160 km	€174	€100	€74
From 161 km to 170 km	€169	€100	€69
From 171 km to 190 km	€201	€100	€101
From 191 km to 200 km	€173	€100	€73
From 201 km to 220 km	€180	€100	€80
From 221 km to 243 km	€185	€100	€85
From 244 km to 250 km	€202	€100	€102
From 251 km to 255 km	€207	€100	€107
From 256 km to 260 km	€196	€100	€96
From 261 km to 290 km	€229	€100	€129
From 291 km to 300 km	€203	€100	€103
From 301 km to 340 km	€207	€100	€107
From 341 km to 360 km	€223	€100	€123
From 361 km to 380 km	€244	€100	€144
From 381 km to 400 km	€235	€100	€135
From 401 km to 410 km	€233	€100	€133
From 411 km to 430 km	€256	€100	€156
From 431 km to 450 km	€251	€100	€151
From 451 km to 470 km	€242	€100	€142
From 471 km to 490 km	€247	€100	€147
From 491 km to 500 km	€248	€100	€148

From 501 km to 550 km	€277	€100	€177
From 551 km to 560 km	€255	€100	€155
From 561 km to 590 km	€307	€100	€207
From 591 km to 600 km	€303	€100	€203
From 601 km to 630 km	€262	€100	€162
From 631 km to 657 km	€307	€100	€207
From 658 km to 660 km	€270	€100	€170
From 661 km to 680 km	€327	€100	€227
From 681 km to 686 km	€331	€100	€231
From 687 km to 700 km	€271	€100	€171
From 701 km to 760 km	€327	€100	€227
From 761 km to 780 km	€339	€100	€239
From 781 km to 800 km	€286	€100	€186
From 801 km to 830 km	€292	€100	€192
From 831 km to 860 km	€296	€100	€196
From 861 km to 900 km	€246	€100	€246
From 901 km to 920 km	€302	€100	€202
From 921 km to 930 km	€347	€100	€247
From 931 km to 960 km	€300	€100	€200
From 961 km to 970 km	€303	€100	€203
From 971 km to 990 km	€304	€100	€204
From 991 km to 1,000 km	€307	€100	€207
From 1,001 km to 1,040 km	€313	€100	€213
From 1,041 km to 1,100 km	€316	€100	€216
More than 1,100 km	€318	€100	€218

Increased control scale	Increased control scale	Increased fixed compensation	Shortfall in collection
Up to 70 km	€150	€150	€0
From 71 km to 90 km	€174	€150	€24
From 91 km to 100 km	€182	€150	€32
From 101 km to 150 km	€180	€150	€30
From 151 km to 160 km	€190	€150	€40
From 161 km to 170 km	€196	€150	€46
From 171 km to 190 km	€193	€150	€43
From 191 km to 200 km	€206	€150	€56
From 201 km to 220 km	€197	€150	€47
From 221 km to 243 km	€199	€150	€49
From 244 km to 250 km	€203	€150	€53
From 251 km to 255 km	€208	€150	€58
From 256 km to 260 km	€213	€150	€63
From 261 km to 290 km	€209	€150	€59
From 291 km to 300 km	€222	€150	€72
From 301 km to 340 km	€212	€150	€62

From 341 km to 360 km	€216	€150	€66
From 361 km to 380 km	€224	€150	€74
From 381 km to 400 km	€232	€150	€82
From 401 km to 410 km	€231	€150	€81
From 411 km to 430 km	€230	€150	€80
From 431 km to 450 km	€242	€150	€92
From 451 km to 470 km	€233	€150	€83
From 471 km to 490 km	€241	€150	€91
From 491 km to 500 km	€243	€150	€93
From 501 km to 550 km	€244	€150	€94
From 551 km to 560 km	€251	€150	€101
From 561 km to 590 km	€249	€150	€99
From 591 km to 600 km	€267	€150	€117
From 601 km to 630 km	€266	€150	€116
From 631 km to 657 km	€259	€150	€109
From 658 km to 660 km	€267	€150	€117
From 661 km to 680 km	€261	€150	€111
From 681 km to 686 km	€282	€150	€132
From 687 km to 700 km	€286	€150	€136
From 701 km to 760 km	€264	€150	€114
From 761 km to 780 km	€282	€150	€132
From 781 km to 800 km	€292	€150	€142
From 801 km to 830 km	€275	€150	€125
From 831 km to 860 km	€283	€150	€133
From 861 km to 900 km	€287	€150	€137
From 901 km to 920 km	€296	€150	€146
From 921 km to 930 km	€293	€150	€143
From 931 km to 960 km	€297	€150	€147
From 961 km to 970 km	€290	€150	€140
From 971 km to 990 km	€294	€150	€144
From 991 km to 1,000 km	€295	€150	€145
From 1,001 km to 1,040 km	€296	€150	€146
From 1,041 km to 1,100 km	€299	€150	€149
More than 1,100 km	€301	€150	€151

## LYRIA regularisation scales (France < > Switzerland) on international connections - 2nd and 1st class

### 2nd class

#### Exceptional scale

	Exceptional scale	Reduced exceptional scale	Exceptional Child Scale	Exceptional Reduced Child Scale
CTCR	PT00	25%	PT00	50% of the adult
Up to 50km	€45	€34	€23	€17
From 51 to 100km	€65	€49	€33	€24
From 101 to 250km	€85	€64	€43	€32
From 251 to 300km	€100	€75	€50	€38
301 to 500km	€120	€90	€60	€45
From 501 to 580km	€165	€124	€83	€62
From 581 to 600km	€180	€135	€90	€68
From 601 to 700km	€165	€124	€83	€62
From 701 to 720km	€190	€143	€95	€71
More than 720km	€165	€124	€83	€62

#### On-board scale

	On-board scale	Reduced on-board scale	Child on-board scale	Child reduced on-board scale
CTCR	PT00	25%	PT00	50% of the adult
Up to 40km	€60	€45	€30	€23

From 51 to 100km	€80	€60	€40	€30
From 101 to 250km	€100	€75	€50	€38
From 251 to 300km	€115	€86	€58	€43
301 to 500km	€135	€101	€68	€51
From 501 to 580km	€180	€135	€90	€68
From 581 to 600km	€195	€146	€98	€73
From 601 to 700km	€180	€136	€90	€68
From 701 to 720km	€205	€154	€103	€77
More than 720km	€180	€135	€90	€68

#### Control scale

	Control scale	Fixed compensation	Shortfall in collection	Child control scale	Fixed compensation	Shortfall in collection
CTCR	PT00	-	-	-	-	50% of the adult
Up to 50km	€95	€95	€0	€50	€50	€0
From 51 to 100km	€115	€70	€45	€73	€50	€23
From 101 to 250km	€135	€70	€65	€83	€50	€33
From 251 to 300km	€150	€65	€85	€93	€50	€43
301 to 500km	€170	€70	€100	€100	€50	€50
From 501 to 580km	€215	€95	€120	€110	€50	€60
From 581 to 600km	€230	€65	€165	€133	€50	€83
From 601 to 700km	€215	€35	€180	€140	€50	€90
From 701 to 720km	€240	€75	€165	€133	€50	€83
More than 720km	€215	€25	€190	€145	€50	€95

#### Fraud scale

	Control scale	Fixed compensation	Shortfall in collection
CTCR	PT00		
Up to 40km	€150	€150	€0



From 51 to 100km	€195	€150	€45
From 101 to 250km	€215	€150	€65
From 251 to 300km	€235	€150	€85
301 to 500km	€250	€150	€100
From 501 to 580km	€270	€150	€120
From 581 to 600km	€315	€150	€165
From 601 to 700km	€330	€150	€180
From 701 to 720km	€315	€150	€165
More than 720km	€340	€150	€190

## 1st class

### Exceptional scale

	Exceptional scale	Reduced exceptional scale	Exceptional Child Scale	Exceptional Reduced Child Scale
CTCR	PT00	25%	PT00	50% of the adult
Up to 50km	€55	€41	€28	€21
From 51 to 100km	€85	€64	€43	€32
From 101 to 250km	€115	€86	€58	€43
From 251 to 300km	€120	€90	€60	€45
301 to 500km	€140	€105	€70	€53
From 501 to 580km	€195	€146	€98	€73
From 581 to 600km	€200	€150	€100	€75
From 601 to 700km	€195	€146	€98	€73
From 701 to 720km	€225	€169	€113	€84
More than 720km	€195	€146	€98	€73

### On-board scale

	On-board scale	Reduced on-board scale	Child on-board scale	Child reduced on-board scale
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CTCR	PT00	25%	PT00	50% of the adult
Up to 50km	€70	€53	€35	€26
From 51 to 100km	€100	€75	€50	€38
From 101 to 250km	€130	€98	€65	€49
From 251 to 300km	€135	€101	€68	€51
301 to 500km	€155	€116	€78	€58
From 501 to 580km	€210	€158	€105	€79
From 581 to 600km	€215	€161	€108	€81
From 601 to 700km	€210	€158	€105	€79
From 701 to 720km	€240	€180	€120	€90
More than 720km	€210	€158	€105	€79

#### Control scale

	Control scale	Fixed compensation	Shortfall in collection	Child control scale	Fixed compensation	Shortfall in collection
CTCR	PT00	-	-	-	-	50% of the adult
Up to 50km	€105	€105	€0	€50	€50	€0
From 51 to 100km	€135	€80	€55	€78	€50	€28
From 101 to 250km	€165	€80	€85	€93	€50	€43
From 251 to 300km	€170	€55	€115	€108	€50	€58
301 to 500km	€190	€70	€120	€110	€50	€60
From 501 to 580km	€245	€105	€140	€120	€50	€70
From 581 to 600km	€250	€55	€195	€148	€50	€98
From 601 to 700km	€245	€45	€200	€150	€50	€100
From 701 to 720km	€275	€80	€195	€148	€50	€98
More than 720km	€245	€20	€225	€163	€50	€113

#### Fraud scale

	Control scale	Fixed compensation	Shortfall in collection
CTCR	PT00		
Up to 40km	€150	€150	€0
From 51 to 100km	€205	€150	€55
From 101 to 250km	€235	€150	€85
From 251 to 300km	€265	€150	€115
301 to 500km	€270	€150	€120
From 501 to 580km	€290	€150	€140
From 581 to 600km	€345	€150	€195
From 601 to 700km	€350	€150	€200
From 701 to 720km	€345	€150	€195
More than 720km	€375	€150	€225

## Business 1st class

	From 251 to 300km	From 301 to 500 km	From 501 to 580km	From 581 to 600km	From 601 to 700km	From 701 to 720km	More than 720km
Exceptional scale	€140	€160	€215	€215	€215	€235	€215
On-board scale	€155	€175	€230	€230	€230	€250	€230
Control scale	€190	€210	€265	€265	€265	€285	€265
- Fixed compensation	€190	€70	€105	€50	€50	€70	€30
- Shortfall in collection	-	€140	€160	€215	€215	€215	€235
Fraud scale	€150	€290	€310	€365	€365	€365	€385
- Fixed compensation	€150	€150	€150	€150	€150	€150	€150
- Shortfall in collection	€0	€140	€160	€215	€215	€215	€235

## SVI adjustment scales (SNCF Voyageurs Italy) for international connections - 2nd and 1st class

2<sup>nd</sup> class

1<sup>st</sup> class

	Up to 300km	From 301 to 600km	More than 600km
Exceptional scale	€100	€110	€145

	Up to 300km	From 301 to 600km	More than 600km
	€120	€140	€165

Reduced exceptional scale	€75	€83	€109	€90	€105	€124
Exceptional child scale	€50	€55	€73	€60	€70	€83
On-board scale	€115	€125	€160	€135	€155	€180
Reduced on-board scale	€86	€94	€120	€101	€116	€135
Child on-board scale	€58	€63	€80	€68	€78	€90
Control scale	€150	€160	€195	€170	€190	€215
- Fixed compensation	€70	€60	€85	€80	€80	€55
- Shortfall in collection	€80	€100	€100	€90	€110	€160
Increased control scale	€150	€250	€260	€150	€270	€290
- Fixed compensation	€150	€150	€150	€150	€150	€150
- Shortfall in collection	€0	€100	€110	€0	€120	€140

## Appendix 5: General Conditions of Carriage for International Rail Passenger Transport (GCC-CIV/PRR)

### Preamble

The purpose of the General Conditions of Carriage for Rail Passenger Transport (GCC-CIV/PRR) is to ensure the application of uniform contractual conditions in national and international rail passenger transport, as far as appropriate and possible. The content of the CCG-CIV/PRR and the list of companies that apply them can be found on the CIT website [www.cit-rail.org](http://www.cit-rail.org), as well as, as a general rule, at the points of sale of these companies offering advice to customers.

### 1. Participation

- 1.1 Any transport company that is a member of the CIT is a party to the CCG-CIV/PRR provided that it has not made any notice of termination or formulated a reservation against it
- 1.2 A non-CIT transport company may adhere to the CCG-CIV/PRR at any time by means of a written statement sent to the CIT General Secretariat. Membership shall take effect on the first day of the second month following its notification to the other participating companies.
- 1.3 A withdrawal of the CCG-CIV/PRR is possible by 1 January of the following year, subject to a six-month notice period. Reservations against the application of certain chapters of the CCG-CIV/PRR may be formulated by 1 January of the following year, observing a six-month notice period. Notices of terminations and reservations must be sent in writing to the General Secretariat of the ITC.
- 1.4 Notices of terminations and reservations may be withdrawn at any time by means of a written statement sent to the General Secretariat of the ITC. The CCG-CIV/PRR or the relevant chapter shall therefore take effect for the company concerned on the first day of the second month after notification of the withdrawal to the other participating companies.

## 2. General and special terms and conditions of carriage

- 2.1 The CCG-CIV/PRRs establish general rules applicable in the contractual relationship between the passenger and the carrier. Rules which derogate from the GCC-CIV/PRR (point 2.2 below) or which are only valid for specific connections, categories of trains or offers, are subject to special conditions of carriage.
- 2.2 Special conditions of carriage may derogate from the GCC-CIV/PRR. When they derogate from the GCC-CIV/PRR, they expressly mention the paragraph and point of the GCC-CIV/PRR from which they derogate. Only derogations in favour of the passenger are allowed for items 10.1, 10.2, 10.3.1, 10.3.4, 10.4, 10.5, 11, 12, 13, 14 and 15 of the GCC-CIV/PRR, unless the Passenger Rights Regulation (PRR) is not applicable [in non-member states of the European Union (EU) or on certain EU transport services exempt from the PRR].
- 2.3 The GCC-CIV/PRR as well as the special conditions of carriage become, by the conclusion of the contract of carriage, an integral part of the latter (point 4.2 below).

## 3. Legal bases

- 3.1 Passenger transport is subject to the following provisions, insofar as they are applicable or agreed on a contractual basis:
- a) the Uniform Rules concerning the Contract for the International Carriage of Passengers by Rail (CIV – Appendix A to COTIF) and the Regulations concerning the International Carriage of Dangerous Goods by Rail (RID – Appendix C to COTIF), and/or
  - b) Regulation (EC) No 202/782 of the European Parliament and of the Council of 29 April 2021 on rail passengers' rights and obligations (PRR), and/or
  - c) national law,
- 3.2 When the carriage of passengers covered by a single contract of carriage includes, in addition to rail transport, transport by air, road, inland waterway or sea, each mode of transport is subject to the law governing it, insofar as it is applicable or has been so agreed by contract, subject to Articles 1 and 31 of the CIV.

## 4. Contract of carriage

- 4.1 Under the contract of carriage, the carrier(s) participating in the performance of the contract undertake(s) to transport the passenger from the place of departure to the place of destination.
- 4.2 The contract of carriage consists of:
- a) GCC-CIV/PRR;
  - b) the special conditions of carriage of the carrier(s) and
  - c) the data on the ticket (point 5.1.3 below).

In the event of a conflict between the CCG-CIV/PRR and the special conditions of carriage, the latter shall prevail. In the event of a contradiction between clauses of the special conditions of carriage, the most advantageous regulations for the passenger shall prevail.

- 4.3 The contract of carriage is recorded by the traditional ticket issued in paper form or by the e-ticket. The ticket shall prevail, until proven otherwise, of the conclusion and content of the contract of carriage.
- 4.4 A ticket constitutes a contract of carriage, except in the cases mentioned in points 4.5, 4.6 and 4.7 below.
- 4.5 One or more tickets purchased in a single commercial transaction from a railway company constitute(s) a direct ticket, unless it is indicated on the tickets, in another document, or electronically so as to enable the passenger to reproduce the information for future reference, that the ticket(s) represent(s) separate contracts of carriage and that the passenger has been informed of this prior to the purchase.
- 4.6 A single commercial transaction means the simultaneous purchase of one or more ticket(s) by the same distribution channel according to the times proposed by the carrier, giving rise to a single payment.  
The commercial transaction shall not be considered as a single transaction if, despite the single payment obligation:
- a customer operates, on his/her own initiative, on a trip that is not intended to be split, a segmentation of this trip into several other trips and/or
  - does not comply with the connecting time between the various segments of the trip proposed in the offer according to the schedule
- 4.7 The transfer between two stations in the same urban area by means of transport other than rail (bus, tram, metro, taxi, bicycle), or on foot, is not covered by the contract of rail carriage and is governed by the law applicable to the mode of transport concerned.
- 4.8 Transport by another mode of transport occurring before or after rail transport, or between two rail transport services, shall only be included in a single contract if it is evidenced by a single ticket, subject to points 4.5 and 4.6, or if this is provided for in the special conditions of carriage of the carrier(s) concerned.

## 5. Ticket and booking

### 5.1 General

- 5.1.1 Carriers or their associations shall determine the form and content of the tickets and the languages and characters in which they must be printed and completed.
- 5.1.2 E-tickets are governed by special conditions of carriage. They can be converted into legible writing signs.
- 5.1.3 In principle, the ticket designates the carrier(s) involved in the performance of the contract of carriage, the company issuing the ticket, the route, the price, the validity period of the ticket, the applicable general conditions of carriage and the special conditions of carriage, as well as, where applicable, the name of the passenger, the date of the trip, the number of the train and the seat booked. The company issuing the ticket

and the carriers are generally identified by codes, a list of which is available at [www.cit-rail.org](http://www.cit-rail.org).

- 5.1.4 The special conditions of carriage stipulate in which cases the booking is possible or mandatory.
- 5.1.5 The terms and conditions of discounts (e.g. for children, group trips, etc.) are set out in the special conditions of carriage.
- 5.1.6 Passengers are allowed to take their bicycles on the train, subject, where applicable, to payment of a reasonable price and limits due to safety or operational reasons, in particular due to the limited capacity applicable during peak hours, when the rolling stock does not allow it or if the carrier decides to limit the transport of bicycles on the basis of their weight or dimensions.

## 5.2 Purchase

- 5.2.1 Tickets are sold either directly by the carrier's points of sale or indirectly by approved points of sale. When a carrier who does not participate in the performance of the contract of carriage or a third party (e.g. a travel agency) sells a ticket, it acts as an intermediary and does not assume any liability resulting from the contract of carriage.
- 5.2.2 In the absence of an accessible ticket counter or distributor at the departure station, and other accessible means of purchasing a ticket in advance, passengers with disabilities are allowed to purchase their ticket on board the train at no extra charge. Carriers may, in their special conditions of carriage, limit or refuse this right for justifiable reasons related to safety or mandatory booking. In the absence of personnel on board the train, the carrier shall advise disabled persons on the possibility of purchasing a ticket and, if this possibility exists, inform them of the procedures for purchasing such a ticket.
- 5.2.3 The ticket is transferable if it is not nominative and provided that the trip has not yet begun. The trading of tickets by passengers is prohibited.
- 5.2.4 If the ticket can be paid in a currency other than the national currency of the carrier or that used by the carrier, the currency of payment and the conversion rate must be published in accordance with the carrier's terms and conditions.
- 5.2.5 The return and exchange of tickets as well as the refund of the price of the transport, except in cases of train cancellation or delay (point 10.1.1 below), are paid in the special terms and conditions of carriage of the carriers, which specify any costs to be paid. In principle, the exchange is considered as the termination of the initial contract of carriage and the conclusion of a new contract. Illegible or damaged tickets may be rejected. The method of payment of the refund is identical to that chosen for the purchase of the ticket. The refund shall be made, where applicable, in the form of travel vouchers.
- 5.2.6 Subject to applicable national law, a passenger who misuses the e-ticket sales system may be excluded from any further use of this system and the devices allowing the home printing of e-tickets.
- 5.2.7 Lost or stolen tickets are neither replaced nor refunded.



## 6. Obligations of the passenger

### 6.1 Before departure

- 6.1.1 The passenger must pay the price of the transport before the trip and ensure that the ticket has been established according to his/her instructions.
- 6.1.2 The passenger is no longer entitled to any discount once the ticket has been purchased, unless the special conditions of carriage provide otherwise.
- 6.1.3 The special conditions of carriage indicate whether the passenger must validate the ticket before boarding the train.
- 6.1.4 The ticket is not valid when indications to be entered by the passenger are missing, when the mandatory validation has not been carried out by the passenger or when the ticket has been manipulated subsequently or falsified. The special conditions of carriage specify the procedure to be followed in this case.
- 6.1.5 The passenger must purchase a new ticket if the electronic data or the security certificate of an e-ticket is illegible. He/She may send his/her e-ticket to the issuing company in order to clarify the situation or obtain a refund.
- 6.1.6 The special conditions of carriage indicate whether and under what conditions children can travel alone.

### 6.2 During the trip

- 6.2.1 The passenger must board the train before the departure time indicated in the published schedule, in order to guarantee the timely departure of the train. If he/she does not show up for boarding before the departure time of the train or, where applicable, within the period of time preceding the departure of the train and indicated in the special conditions of carriage, access to the train will no longer be guaranteed.
- 6.2.2 The passenger must be in possession of a valid ticket throughout his/her trip. He/She must present it to rail personnel on request and keep it until he/she leaves the destination station. Passengers without a valid ticket may be required to pay a surcharge, in addition to the price of the ticket. Otherwise, they may be excluded from transport.
- 6.2.3 The passenger with a particular ticket (e.g. nominative, discounted, dematerialised or purchased by a specific payment method) must at all times be able to prove his/her identity and his/her right to benefit from such a ticket, in accordance with the special conditions of carriage.
- 6.2.4 Rail personnel may withdraw tickets for control purposes. In this case, a replacement ticket or receipt is given to the passenger.

- 6.2.5 Subject to the special conditions of carriage, the passenger may not interrupt and resume his/her trip freely.
- 6.2.6 The ticket entitles the holder to transport in the class indicated and, where applicable, to the booked seat. The special conditions of carriage govern cases where only cars of the lower class are available on part of the trip. The passenger must occupy the booked seat within 15 minutes of the departure of the train from the station from which the booking was made, failing which he/she will lose his/her right.
- 6.2.7 A passenger may only use one seat. Seats booked for persons with reduced mobility or families with children must be left free for their use.
- 6.2.8 The passenger must comply with the directives of carrier personnel, station managers and infrastructure managers. The passenger must comply with the requirements concerning the use of facilities and equipment, in particular the conditions of access to the station enclosure and trains.
- 6.2.9 The passenger must comply with all customs, police and health formalities or formalities imposed by any other administrative authority, including the requirement to obtain a visa. If the carrier pays the costs of return or a (possible) stay prior to return for the passenger without a valid entry document, the carrier retains a right of recourse against the passenger. With regard to this passenger, the carrier may refuse to refund unused parts of the tickets for their trip initially planned on the basis of the special conditions of carriage.
- 6.2.10 Smoking is prohibited in non-smoking areas, even with the consent of other passengers.
- 6.2.11 The carrier may sanction the passenger for the misuse of alarm and emergency devices on the basis of the provisions of the applicable national law.
- 6.2.12 A passenger who presents a danger to the safety of the operation or other passenger or who intolerably inconveniences other passengers may be excluded from transport without the right to be refunded of the cost of transport

## 7. Hand Parcel

- 7.1 The passenger may take with him/her easy-to-transport, hand parcels assigned to a travel purpose and the dimensions of which do not exceed the luggage area limits. He/She must watch them and, if required by regulation, label them. Hand parcels must not disturb other passengers, interfere with railway operations or cause damage, for example to other passengers, other hand parcels or railway equipment. The special terms and conditions of carriage provide for the penalties to be applied if applicable.
- 7.2 The transport of dangerous goods is governed by the Regulations regarding the International Carriage of Dangerous Goods by Rail (RID – Appendix C to the COTIF) and, in particular, by subsection 1.1.3.8 of its annex (<http://otif.org/en/>). In general, only materials and objects in their original packaging that are intended for personal or private use, or for the practice of a leisure or sport are allowed. For information, see the Notice on the Carriage of Dangerous Goods on Passenger Trains at [www.cit-rail.org](http://www.cit-rail.org).
- 7.3 It is prohibited to carry weapons and ammunition on board. Exceptions and their terms and conditions are set out in the special conditions of carriage.

7.4 Found objects must be reported immediately to railway personnel. The carrier may inspect unattended hand parcels and their contents. It is authorised to unload them from the train and destroy them in the event that it or the authorities consider it necessary for the safety of the operation or that of passengers.

7.5 Where designated bicycle areas are available on board the train, passengers shall store their bicycles in these areas. Whether or not such areas are available, passengers must keep their bicycles under their watch and use their best efforts to ensure that their bicycles do not cause injury or damage to other passengers, mobility equipment, luggage or interfere with railway operations. The carriage of bicycles as a hand parcel is also subject to the special conditions of carriage.

## 8. Animals

8.1 Passengers may take pets on board if permitted by the carrier. In this case, the terms of transport are set out in the special conditions of carriage.

8.2 Subject to applicable law, no restrictions apply to identifiable blind dogs and service dogs.

## 9. Luggage and vehicles

Insofar as the carriage of checked luggage and vehicles is offered by one or more carriers, the corresponding special conditions of carriage shall apply.

## 10. Delays

### 10.1 Expected cancellations and delays

10.1.1 If a train is cancelled or delayed or if a passenger who made a booking for a bicycle has been refused without a duly justified reason and if the carrier can, based on experience, objectively predict that the destination defined in the contract of carriage will be reached 60 minutes or more late, the passenger may, under the conditions set out in point 10.1.3 below:

- a) request a refund of the price of the carriage corresponding to the trip which was not made or the part of the trip which was not made and/or the part which was made but which became of no interest, as well as free return to the place of departure, or
- b) continue his/her trip at the next opportunity, if necessary using a different route, or at a later date at the convenience of the passenger

10.1.2 In the event of continuation of the trip or return to the place of departure, it is the responsibility of the carrier to offer alternative transport. If, however, the carrier has accepted it in advance, the passengers may organise their own re-routing, in which case the carrier will refund the passengers for the costs they have incurred

Furthermore, if the carrier does not communicate the re-routing options to passengers within 100 minutes of the scheduled departure time of the delayed or cancelled service or of the missed connection,

passengers have the right to arrange their re-routing on their own, subject to the use of public transport service providers by rail, coach or bus. The carrier shall then refund the passengers for the necessary, appropriate and reasonable costs incurred by them.

10.1.3 If the ticket is also valid for the return trip and the passenger makes the trip as contemplated, only the portion of the cost of the trip that corresponds to the outbound trip will be refunded to the passenger.

## 10.2 Actual delays

10.2.1 When the passenger does not make any of the claims mentioned in point 10.1.1 a) above and arrives at the destination defined in the contract of carriage with a delay of 60 minutes or more, the carrier shall compensate him/her up to 25% of the price of carriage as defined in point 10.3.1 below. For a delay of 120 minutes or more, the compensation is equal to 50% of the transport price as defined in point 10.3.1 below. This article shall apply subject to the provisions of points 10.5.1 and 10.5.2 below.

10.2.2 At the passenger's request, the carrier's personnel the train of which has been delayed or any other duly authorised personnel shall provide him/her with a certificate confirming this delay

## 10.3 Processing of refunds and compensation

10.3.1 The amount taken into account for the calculation of the allowances is the price indicated on the ticket or the cumulative amount indicated on the tickets representing a single contract of carriage (direct ticket). The special terms and conditions of carriage apply to discounted tickets, promotional offers, tickets with integrated booking, subscriptions and free travel offers.

10.3.2 The transport price taken into account for refunds and compensation includes ancillary costs (bookings, surcharges, etc.) but excludes any service charges.

10.3.3 Refunds and compensations may be made in the form of vouchers. Generally, these vouchers can only be used with the carrier that issued them and/or for the provision of the designated transport service. At the passenger's request, the carrier will refund or compensate the passenger in the form chosen by the carrier, i.e. by bank transfer, credit or cash.

10.3.4 Claims for refund and compensation shall be settled within one month of their filing with the competent department (point 15.2.1). In principle amounts below EUR4 are not refunded. Any transfer costs shall be borne by the carrier.

## 10.4 Impossibility of continuing the journey on the same day

Where the passenger is unable to continue his journey on the same day in accordance with the contract of carriage, due to the connection being cancelled, delayed or missed, if the passenger who made a booking for a bicycle has been refused without a duly justified reason or if continuation of the journey cannot not reasonably be expected in the circumstances, the carrier will:

subject to 10.5.3 below, reimburse reasonable costs incurred to inform the persons waiting for the passenger and:

- a) arrange adequate accommodation, including transfer, or
- b) refund reasonable accommodation costs, including transfer.

In cases where accommodation becomes necessary due to the circumstances referred to in point 10.5.3, the carrier may limit the duration of the accommodation to a maximum of three nights.

The carrier can offer alternative transport (bus, metro, taxi, etc.)

## 10.5 Exemption from liability for delay

10.5.1 The carrier is released from its liability for actual delays (point 10.2 above) insofar as they are attributable to transport services which:

- a) were supplied entirely outside the territory of an EU Member State, Switzerland and Norway;
- b) were provided partly outside the territory of an EU Member State, Switzerland and Norway, provided that the delay occurred outside these States;
- c) are exempt from the PRR;
- d) do not form an integral part of the contract of carriage (bus, tram, metro, taxi, bicycle between the stations of the same urban area);
- e) have been provided by another mode of transport (air, road, inland waterway or sea); in this case, each mode of transport is governed by its own rules of liability for actual delays.

10.5.2 In addition, the carrier is relieved of its liability for actual delays (point 10.2 above) when the passenger has been informed of a possible delay before the purchase of the ticket or when the delay attributable to the continuation of the trip on board another train or a re-routing remains less than 60 minutes upon arrival at the place of destination defined in the contract of carriage.

10.5.3 The carrier shall be released from its obligation to pay compensation in accordance with clause 10.2.1 when the event is attributable to:

- a) circumstances outside the railway operation which the carrier, despite the due diligence required in the present case, could not avoid and the consequences of which it could not obviate;
- b) a fault of the passenger;
- c) the behaviour of a third party which the carrier, despite the due diligence required in the present case, could not avoid and the consequences of which it could not obviate; the infrastructure manager or another company which uses the same railway infrastructure are not considered to be third parties;

## 11. Assistance in the event of delay

When the planned delay of the train is 60 minutes or more or when its cancellation leads to a delay of 60 minutes or more, the carrier shall take all reasonable and proportionate measures to improve the situation of passengers. Depending on the estimated waiting time, these measures include, where possible, the distribution of drinks and meals, as well as, in accordance with point 10.4 above, the provision of accommodation and the organisation of an alternative transport.

Special attention shall be paid to persons with reduced mobility and disabilities in accordance with the procedures described in Chapter 14.

## 12. Bodily injury

- 12.1 The carrier's liability in the event of the passenger's death and injury is governed by the CIV Uniform Rules, without prejudice to national law granting passengers greater compensation for the damage suffered. In the context of national transport within non-EU Member States, it is governed by the applicable national law. Subject to Article 31 of the CIV, the liability of the maritime carrier shall be governed by the applicable maritime law.
- 12.2 In the event of the death and injury of a passenger in an EU Member State during a transport service that is not exempt from the PRR, the responsible carrier within the meaning of Article 56 § 1 in relation to Article 26 § 5 of the CIV shall pay the passenger or his/her beneficiaries an adequate advance intended to cover their immediate economic needs. This advance is EUR21,000 per passenger in the event of death. In the event of an injury, the amount of the advance corresponds to reasonable and justified expenses. It may not exceed EUR21,000 per passenger.
- 12.3 The payment of an advance does not constitute an acknowledgement of liability for the event from which the damage arises and the advance is deducted from any sums subsequently paid as damages. Reimbursement of the advance may be required if the damage was caused by the fault or negligence of the passenger or if the person who received the advance is not the beneficiary.
- 12.4 Insofar as this is compatible with the safeguarding of its interests, the carrier which declines its liability shall provide adequate support to the passenger who so requests in its actions for damages against third parties (where applicable, transmission of documents, consultation of investigation reports, submission of documents, etc.).

## 13. Property damage

Liability for hand luggage and animals in the care of the passenger is governed by the CIV Uniform Rules, without prejudice to national law granting passengers greater compensation for damage suffered. In the context of national transport within non-EU Member States, it is governed by the applicable national law. In the EU Member States, Switzerland and Norway, the limitation of liability provided for in Article 34 of the CIV does not apply to mobility equipment used by disabled persons and persons with reduced mobility.

## 14. Persons with disabilities or reduced mobility

Except as otherwise provided in this chapter, the rights and obligations referred to in this document shall also apply to persons with disabilities or reduced mobility.

### 14.1 Time limit for requesting assistance

- 14.1.1 Persons with disabilities or reduced mobility must request assistance at least 24 hours before the start of their journey. Insofar as national law permits an extension of the advance notification period referred to in the first sentence, carriers may specify a longer notification period of up to 36 hours in their special conditions of carriage.

14.1.2 They must comply with the instructions given by the carriers in order to be able to benefit from assistance services in accordance with the carriers' access rules.

14.1.3 Carriers may, where appropriate, provide for a shorter notification period

## 14.2 Travel Conditions

14.2.1 If the carrier requires a passenger to be accompanied on board the train, the accompanying person is entitled to travel free of charge and to sit, if possible, next to the person with a disability or reduced mobility.

14.2.2 A service dog is allowed to accompany him in accordance with the applicable national law.

14.2.3 Provided that there are trained personnel on duty, the carrier or station manager shall provide free assistance on departure, in transit or arrival at a station served so that the persons concerned can board the train, be transferred to a connecting rail service for which they have a ticket or get off the train.

14.2.4 In stations that are not staffed, the carrier provides free assistance on board the train and when getting on and off the train, if the train is accompanied by trained staff.

## 14.3 Assistance in the event of delay or cancellation

In the cases of delay or cancellation referred to in Chapter 10, special attention shall be paid to persons with disabilities or reduced mobility and to their service dog, where applicable:

- with the possibility for providers of re-routing transport services to provide persons with disabilities or reduced mobility with replacement services which are adapted to their needs and which differ from those offered to other passengers;
- with the provision of seats appropriate to their needs

## 14.4 Compensation for mobility equipment, assistance devices and assistance dogs

14.4.1 Where the carrier causes the loss or damage of mobility equipment, including wheelchairs, and assistance devices, or the loss or injury of service dogs used by persons with disabilities or reduced mobility, it shall be liable for such loss, damage or injury and shall award compensation without delay.

14.4.2 The compensation includes:

- a) the cost of replacing or repairing lost or damaged mobility equipment or assistive devices;
- b) the cost of replacing or treating a service dog that has been lost or injured; and
- c) reasonable costs of temporary replacement of mobility equipment, assistance devices or assistance dogs, where such replacement is not provided by the carrier.

## 15. Complaints and grievances



## 15.1 Personal Injury Complaints

- 15.1.1 The beneficiary must send complaints relating to the carrier's liability in the event of the passenger's death and injury, in writing, to the carrier performing the part of the transport during which the accident occurred, within twelve months of the beneficiary becoming aware of the damage. Where this part of the transport has not been carried out by the carrier, but by a substitute carrier, the beneficiary may also send the complaint to the latter.
- 15.1.2 If the transport was the subject of a single contract and was carried out by subsequent carriers, the complaint may also be sent to the first or last carrier as well as to the carrier having its principal place of business or the branch or establishment which concluded the contract in the State of domicile or habitual residence of the passenger

## 15.2 Other complaints and grievances

- 15.2.1 The beneficiary must send the other complaints and grievances, in writing, to the company issuing the ticket or to any carrier having participated in the performance of the contract of carriage, within three months of the end of the train trip. The passenger must present the original ticket and any other useful documents (e.g. a certificate of delay issued by the carrier).
- 15.2.2 The carrier to whom the complaint or grievance was sent shall give a substantiated response to the passenger no later than one month from receipt of the complaint or grievance. If necessary, he/she forwards the complaint or grievance to the company issuing the ticket and simultaneously informs the passenger. The carrier to whom the grievance was sent or the issuing company shall send the passenger a final response no later than three months after receipt of the complaint or grievance.
- 15.2.3 Carriers shall retain the data necessary to assess the grievance for the duration of the grievance handling procedure.
- 15.2.4 The relevant department, its address and the language of correspondence can be found at [www.cit-rail.org](http://www.cit-rail.org), as well as on the websites of the companies that apply the CCG-CIV/PRR and, as a general rule, at their points of sale with customer advice.

## 16. Legal action

### 16.1 Companies against which legal action may be brought

- 16.1.1 Legal action based on the carrier's liability for the death and injury of passengers may only be brought against the carrier who provided the part of the journey during which the accident occurred. Where this part of the journey was not provided by the carrier, but by a substitute carrier, the beneficiary may also bring legal action against the latter.
- 16.1.2 Legal action for restitution of a sum paid under the contract of carriage may be brought against the carrier who received this sum or against the carrier for the benefit of which it was received.
- 16.1.3 Legal action for refund and compensation in the event of a delay and other legal actions based on the contract of carriage may be brought only against the first or last carrier or against the carrier who provided out the part of the journey during which the event giving rise to the action occurred.

16.1.4 Legal action based on the clauses of the contract of carriage relating to the transport of luggage and vehicles is governed by Article 56 § 3 of the CIV.

16.1.5 If the beneficiary has a choice between several companies, his/her right of option expires as soon as the legal action is brought against one of them.

## 16.2 Termination and limitation of legal action

The time limits for the termination and limitation of action provided for in articles 58 to 60 of the CIV apply to all legal action for damages based on the carrier's liability for the death of or personal injury to passengers and for the carriage of luggage (three years for action for damages based on the carrier's liability for the death of or personal injury to passengers; one year for action concerning the carriage of luggage). The limitation period for all other actions arising from the contract of carriage (such as delays, missed connections or cancellations) is governed by the carrier's special conditions of carriage or, failing that, by national law.

## 16.3 Jurisdiction

Legal action based on the contract of carriage may only be brought before the courts of the Member States of the Intergovernmental Organisation for International Carriage by Rail (OTIF) or of the EU in the territory of which the defendant has his/her domicile or habitual residence. Other jurisdictions cannot be referred.

## 16.4 Applicable law

Where the national law of several States is applicable, only that of the State where the beneficiary asserts his/her rights shall apply, including rules relating to conflicts of laws.

## 17. Transitional and final provisions

This version of the GCC-CIV/PRR comes into force on 7 June 2023; it repeals and replaces the previous version of 1 July 2019, as well as all its supplements.

# Appendix 6: Fixed compensations applicable to breaches of the railway transport policy

As part of their duties, the sworn officers referred to in Article L.2241-1 I of the Transport Code are responsible for recording in reports all infringements of the railway transport policy, whether provided for by the Transport Code or by “the regulations relating to the policing or the safety of transport and the safety of the operation of railway or guided transport systems”.

Contraventions of the railway transport policy are provided for by the Transport Code and by prefectural orders (relating to the police in the parts of stations and their outbuildings accessible to the public).

In accordance with the provisions of Articles 529-3 et seq. of the Code of Criminal Procedure and the Transport Code, for infringements of the first four classes found by the agents referred to in Article L.2241-1 I 4° and 5° of the Transport Code, the public action is extinguished by a settlement between SNCF Voyageurs and the offender.

The settlement is carried out by the payment to SNCF Voyageurs of a fixed compensation which is added to any shortfall in collection.

The settlement immediately paid at the time of the finding of the infringement shall give rise to the issuance of a receipt.

In the absence of a settlement at the time of the finding of the infringement, a report shall be drawn up by the sworn agent. The costs of preparing the file (set at €50) are then added to the sums due.

The offender shall have the period provided for by law:

- to settle the amount of the settlement which includes:
  - any shortfall in collection,
  - the fixed compensation,
  - and administrative fees,
- or to send a substantiated objection to SNCF Voyageurs, sent to the public prosecutor

In the absence of settlement or objection, the offence report is sent to the public prosecutor and the offender becomes automatically liable for an increased flat-rate fine recovered by the Public Treasury.

## 1. Determination of the fixed compensation:

In accordance with the provisions of article R. 2243-1 of the French Transport Code, “the amount of the fixed compensation provided for by Article 529-4 of the French Code of Criminal Procedure is set at 40% of the amount of the increased fixed fine applicable to the corresponding class of offence.

The maximum fixed compensation applicable is:

- €72 for 3rd class fines.
- €150 for 4th class fines.

SNCF Voyageurs may adjust, below the maximum provided for in the text, the amount of the fixed compensation claimed in the context of the criminal settlement (see point 2).

## 2. Fixed compensation applicable to transport policy breaches

### 2.1. Fixed compensations applicable to price breaches:

In accordance with article R. 2242-1 of the French Transport Code, the fact of entering a public railway area without a valid ticket, constitutes a 3rd class contravention and exposes the offender to a fixed compensation of €50.

For the calculation of the fixed compensation and the shortfall in collection, a fixed amount is applied to the Control Scale or Increased Control Scale defined according to the kilometre level in which the passenger's trip is located. The details of these amounts are set out in Volume 7 Appendix 05: “Regularisation scales - grids by carrier”.

The fixed compensations applicable to other price breaches are set out in volume 6 - price collection.

### 2.2. Fixed compensation applicable to non-fare infringements:

#### 2.2.1. Fixed compensation applicable to offences provided for by the French Transport Code

	Class	Fixed compensation applicable
Unjustified use of an alarm or stop device made available to passengers in a vehicle or area assigned to public rail or guided transport	C4	€150
Abandonment or unattended deposit of an object in a vehicle or area assigned to public rail or guided transport	C4	€150
Damage to equipment, rail public transport service registration or regular advertising	C4	€150
Soiling or feet on seats	C4	€60
Modification or hindrance to the normal operation of equipment installed in an area or vehicle assigned to public rail or guided transport	C4	€150
Carrying or transporting materials, objects or luggage which, by their nature, quantity or inadequacy of packaging, may be dangerous, disturb or bother passengers.	C4	€150
Entering into a public rail or guided passenger transport vehicle with a loaded firearm that is not disassembled and not locked (right to carry arms)	C4	€150
Irregular transport of animals in a public rail or guided passenger transport vehicle	C4	€50
Transport of an unleashed and unmuzzled animal or transport of animals in excess of the authorised number (2 dogs on lead or 2 containers at the most authorised per passenger)	C4	€50
Use of a sound instrument in a vehicle or area assigned to public rail or guided passenger transport	C4	€150
Violation of the prohibition on smoking in a vehicle or area used for collective public rail or guided passenger transport	C3	€68
Violation of the prohibition to spit in a vehicle or area assigned to public rail or guided passenger transport	C4	€150
Improper occupancy of a seat in a public rail or guided passenger transport vehicle	C4	€150
Obstacle to the irregular closing or opening of a public rail or guided passenger transport vehicle door	C4	€150
Getting on or off the train irregularly - public rail or guided passenger transport vehicle	C4	€150
Irregular passage from one public rail or guided passenger transport car to another	C4	€150
Violation of the prohibition on leaning outside a public rail or guided passenger transport	C4	€150
Standing on the footstep of a public rail or guided passenger transport vehicle in motion	C4	€150
Entry or stay of a person clearly drunk in a vehicle or area assigned to public rail or guided transport	C4	€150
Begging on the public railway domain or on board a train	C4	€150

Refusal to comply with the injunctions of an officer authorised to establish infringements of the railway or guided transport police	C4	€150
Disturbance of passenger peace due to noise in a vehicle or area assigned to public rail or guided transport	C4	€60
Violation of the prohibition on vaping in closed means of public transport	C2	€35
Remaining in a public rail or guided passenger transport vehicle beyond the line terminus	C4	€150
Starting the engine of a vehicle on board a train carrying road and passenger vehicles	C4	€150
Repair and maintenance of vehicles on board a train carrying road vehicles and passengers	C4	€150
Handling of hazardous objects or products on board a train carrying road vehicles and passengers	C4	€150
Handling of loading on board a train carrying road vehicles and passengers	C4	€150
Travel outside passenger compartments on a train carrying road vehicles	C4	€50
Violation of the prohibition to urinate in a vehicle or area used for public rail or guided passenger transport outside areas intended for this purpose	C4	€150
Unauthorised movement on a machine in a vehicle or area assigned to public rail or guided transport	C4	€150
Use as a towing machine of a vehicle guided by public rail or guided passenger transport	C4	€150
Storage of luggage without visible identification of the passenger in a vehicle assigned to the public passenger transport provided for this purpose	C3	€50

### 2.2.2. Fixed compensation applicable to offences provided for by prefectural orders.

In accordance with article R. 2240-3 of the Transport Code, “the police measures intended to ensure good order and public safety in the parts of stations and their outbuildings accessible to the public are regulated by orders of the prefect of the department”.

Examples of infringements of prefectural orders (non-exhaustive list):

	Class	Fixed compensation applicable
Dissemination or distribution of leaflets or objects in a railway area accessible to the public	C4	€150
Affixing of posters at stations	C4	€50
Non-compliance with the assignment of the premises	C4	€50
Irregular crossing of a line of control	C4	€60
Crossing of railway tracks outside a specially developed passage	C4	€150
Spillage of greasy, corrosive, toxic or flammable liquid into publicly accessible railway area	C4	€150

Photography or film taken without authorisation in a railway area accessible to the public	C4	€150
Irregular introduction of animals into a publicly accessible railway area	C4	€150
Entering a place prohibited to the public	C4	€150
Violation of the prohibition on vaping in a passenger transport area	C4	€30

## Appendix 7: Procedures for withdrawing e-ticket confirmation from the various points of sale and pick-up

Depending on the chosen pick-up location, the passenger must take one of the following items:

### Points of sale and pick-up: Self-Service Kiosk

Elements necessary to withdraw the e-ticket confirmation:

- Travel File Reference + Name
- Fid card (insert card)

### Points of sale and pick-up: SNCF stations and shops

Elements necessary to withdraw the e-ticket confirmation:

- e-ticket number
- Fid card or commercial card (insert card or enter number)
- Travel File Reference + Name
- Surname/Given name/Date of Birth (National ID card presentation)

### Points of sale and pick-up: BLS keypad Pro Express

Elements necessary to withdraw the e-ticket confirmation:

- Fid card (insert card)
- Travel File Reference + Name

### Points of sale and pick-up: Travel Agencies of SNCF approved partners

Elements necessary to withdraw the e-ticket confirmation:

- Link in the order confirmation email
- From the branch:
  - Travel File Reference +Name
  - Withdrawal card for Electronic Ticket (entry of no.)
  - Surname/Given name/Date of birth (National ID card presentation)
  - Fid or commercial card (entry of no.)
  - Customer reference

### Points of sale and pick up: sncf-connect.com

Elements necessary to withdraw the e-ticket confirmation:

- Travel File Reference + Name
- Surname/Given name/Order email/Month of order if purchase made on sncf-connect.com
- Customer account: login + password

### Point of sale and pick-up: TGV EUROPE website

Elements necessary to withdraw the e-ticket confirmation:

- Travel File Reference + Name
- Surname/Given name/Order email/Order month (if purchase made on TGV Europe)

### Point of sale and pick-up: Reception bubble at the station

Elements necessary to withdraw the e-ticket confirmation:

- Travel File Reference + Name
- Customer reference
- Surname/Given name/Date of Birth (National ID card presentation)