

## **Passengers on international trains travelling to CIS states, Republic of Lithuania and Republic of Estonia have the following rights:**

- To make one stop during the trip by extending ticket's expiry date up to 10 days and to make an obligatory note at station administration office not later than 3 hours starting from the time of arrival of the train, which the passenger was travelling by;
- **To extend the validity time of the travelling document:**
  1. in a case when a seat for the passenger is not secured in the train – for all the time until the departure of the next train in which the seat will be secured;
  2. if the co-ordinated trains in the interchange stations are delaying – for all the delaying time of the passenger up to the point when the possibility to continue travelling is secured for him,
  3. in a case of getting sick by presenting a document issued by a medical institution;
- In case of health problems, to extend ticket's expiry date for the period of illness and ten days more upon submittal of a certificate from medical institution;
- To occupy a free place in a wagon of higher class during the trip upon payment of travelling margin;
- To travel by another train that is going faster than a train, for which a ticket was purchased, during 24 hours prior to the train's departure by rearrangement of ticket at station's ticket office;
- To carry for free one child under 5 years old if there is no need for additional place. If more children under 5 years old are travelling, for every child but one a children-travelling ticket should be purchased. In order to occupy additional place for a child under 5 years old as well as for every child from 5 to 10 years old, a children-travelling ticket should be purchased.
- **To require a conformation from a railway company:**
  1. Of full or partly non-usage of a purchased ticket in case of a fault of railway company or in case of refusal of transportation or in case of passenger's illness when there is no possibility for him to travel any further;
  2. Of special conditions when it is impossible to occupy a place according to travelling documents.

**If a ticket is not used fully or partly, passenger may submit the ticket back to ticket office and to receive back:**

- Full cost of ticket and place card not later than 24 hours prior to train's departure;
- Full cost of ticket and 50% of cost of place card after 24 hours but not later than 6 hours prior to train's departure;
- Only full cost of ticket 6 hours prior but not later than 1 hour prior to train's departure;
- Cost of ticket with the uncovered distance without the cost of a place card if a trip is discontinued at any of railway route station in 1 hour upon arrival of the train, which the passenger was travelling by.

**If a group ticket is not used, passenger may submit the ticket back to ticket office and get refund:**

- cost of ticket and cost of berth/place card, if not later than 7 days prior to train departure;
- cost of ticket and 50% of cost of berth/place card, if after 7 days but not later than 3 days prior to train departure;
- only cost of ticket, if 3 days prior, but not later than 1 hour prior to train departure.

Payment for services, which are included in the price of travelling document, is paid back to passenger prior to train's departure.

If a travelling document is returned, a commission fee is collected. A commission fee, which is collected for the reservation of travelling documents, is not paid back to passengers.

If the travelling documents purchased in other state are not used, it is necessary to present a realisation place to railway company where the train departures.

Payment is returned in place of reservation of travelling documents upon presenting the travelling document and additional document, which certifies the return of non-used place.

In order to obtain money for travelling documents, which are reserved at Latvian railway and are not used at railway stations of other countries, it is necessary to present them together with additional document that certifies the place of return of travelling documents at the ticket office during one month. If

the deadline is not observed, the money shall be paid back upon submittal of claims.

Tickets for international trains are valid for the whole period or route without transfers indicated in the ticket.

**The railway may renew deteriorated: split, burned or drenched travelling documents if there is sufficient information for their renewal preserved. The renewal of the travelling document is being performed in accordance with established procedure at its booking office.**