Passenger fares

SNCF VOYAGEURS GENERAL TERMS AND CONDITIONS OF SALE

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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.

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 with the exception of national social fares (excluding work subscriptions and Pupil/Student/Apprentice Subscriptions with a validity not guaranteed on all TERs) which apply to regional passenger services.

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 Pupil/Student/Apprentice subscriptions).

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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.

By agreement between SNCF Voyageurs and two neighbouring regions, these provisions may also apply to interregional transport.
Concerning TER trips connecting to a TGV INOUI 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 INOUI or an INTERCITÉS comprises separate contracts of carriage:
- A contract of carriage on the TGV INOUI, INTERCITÉS journey
- 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, Paris - Troyes - Mulhouse and Paris - Châlons - Strasbourg trains).

In this case:

- 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 terms and 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 Terms and Conditions (GCC-CIV/PRR) appended thereto, drawn up by the International Rail Transport Committee (CIT) located in Bern and available:
    - online at the following address:

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

4.2 Direct ticket

Direct tickets are defined in Articles 4.5 and 4.6 of the GCC-CIV/PRR appended in Appendix 5 of Volume 7 of the Passenger Fares available on the website https://www.sncf-voyageurs.com or on the dedicated page: https://www.sncf-voyageurs.com/fr/contactez-nous/en-cas-de-retard/billet-direct/

In the event that the passenger buys a trip including one or more connecting rail trips (excluding road services)* 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:

1. Your connecting trip must concern TGV INOUI, OUIGO, INTERCITÉS operators or regional trains operated by SNCF Voyageurs on:
   - national lines;
   - international lines operated by SNCF Voyageurs: Paris – Freiburg, Paris – Barcelona, Paris – Milan;
   - the French part of lines: France – Germany, France – Switzerland, France – Belgium, France – Luxembourg, France – Italy and Paris – Vienna.

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2. Your connecting trip was purchased as a single payment.
3. Your end-to-end trip connections were offered to you by your distribution channel (sellers, online travel agencies, sales machine, etc.) in accordance with the minimum and maximum times defined by the railway company.
4. Your ticket(s) mention the train number, date and time of each trip.

If you meet these four (4) conditions, your connecting trip constitutes a single end-to-end contract of carriage that offers you:

- a right to coverage and assistance and, in the event of a delay of more than 60 minutes when reaching the final destination;
- a right to compensation for the entire trip under the conditions of Volume 1 of these General Terms and Conditions of Sale and Transport;
- during the journey, if the customer decides to abandon the continuation of his/her trip due to a delay of more than 60 minutes at his/her final destination, he/she may be reimbursed free of charge for the entire journey including the part already completed, including for non-exchangeable and non-refundable fares. He/she also benefits from free coverage for the return to his/her point of departure.

If you do not meet these four (4) conditions, your connecting tickets constitute separate contracts of carriage that do not offer the "Direct Ticket" guarantee.

The trip is not eligible for the direct ticket guarantee of the railway company SNCF Voyageurs if the passenger makes his/her own connecting trips without using the ticket seller's connection offer.

Any complaints must be made no later than 90 days from the date of the trip.

For more information on your rights, see the general terms and conditions in the "Direct Ticket" section on sncf-voyageurs.com.

*The direct ticket nevertheless applies when the passenger has purchased a rail ticket and is ultimately transported unexpectedly by road.

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;

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- 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. Regional TER fares are not eligible for e-tickets.

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

On TGV INOUI and INTERCITÉS, an e-ticket is valid only for the designated train, date, class of travel and journey.

On some INTERCITÉS, an e-ticket is valid for 1 INTERCITÉS day, 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 board 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 travel pass for which printing the e-ticket is not mandatory. If he/she has registered the number of his/her physical card which can be loaded with his/her digital ticket when ordering, he/she must have this card. In addition, the passenger using the latter 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, TGV INOUI sales areas, 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 on 3635, an SNCF approved travel agency, on the Internet. With regard to a purchase at the counters of TGV INOUI sales areas, 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 7 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.

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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 a physical card which can be loaded with his/her digital ticket, 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 conclusive proof, 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, credit card receipt or ISO paper

The different types of media on which the information required by the passenger appears are:

- the IATA paper ticket with magnetic stripe,
  the credit card receipt paper ticket,
- the ISO format cardboard ticket for TER, issued by regional ticket distributors.

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 cannot be changed but are refundable provided 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 cannot be

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changed but are refundable provided 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 its inspection 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.

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

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

Excluding e-tickets, tickets without booking can be used:

- For a journey 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 may be reduced to one day).
- On other trains without mandatory booking, for the same journey, without a guaranteed seat or possibility of exchange and subject to compliance with any conditions for using the train and the conditions of use of the fare used.

This concerns all fares with the exception of fares subject to the mandatory round-trip condition, INTERCITÉS national or regional fares with specific validity conditions, international open tickets, tickets issued under an internal school or student subscription, Bambin travel 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:

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- 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.

5.7. Inspection of fare entitlements on the purchase of reduced-fare tickets

5.7.1. Provisions applicable to commercial cards and subscriptions

SNCF Voyageurs implements an automatic fare entitlement inspection system when fare tickets are purchased.
When tickets are purchased on all distribution channels, the customer must provide the number of his/her discount card, pass or travel pass. SNCF Voyageurs will check the existence and validity of the card claimed at the time of purchase in its databases.

The scope concerned is as follows:

- Carte Avantage Jeune,
- Carte Avantage Adulte,
- Carte Avantage Sénior,
- Liberté Card,
- Weekly and Monthly PASS,
- Weekly or Monthly Travel Pass.

6. Ticket purchase, change and refund

6.1. Purchase

6.1.1. General

Internal

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:

- counters and accompanied self-service tablets in TGV INOUI sales areas
- sales machines located in a large number of stations and allow the passenger to collect a ticket at the station (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 (free service + price of a call) except for TER;
- websites and applications for mobile phones of SNCF approved partners;
- foreign railway companies (SNCB, 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 people, see other distribution 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 Article 6 of Volume 1 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 they board the train. Otherwise, the On-Board Rate (set out in Article 8 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 in a physical or online sales area 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. Means of payment accepted by SNCF in TGV INOUI sales areas and on Self-Service Kiosks

Payments shall be made in euros.
Payment by bank card or mobile application is recommended.

In the TGV INOUI sales areas (counters and accompanied self-service tablets), the following payment methods are accepted:

- Bank cards from €1 (CB, VISA, Mastercard and American Express) with a maximum of €1,500 for tickets purchased on Accompanied Self-Service tablets.

Internal

- Bank cheques payable in France accepted from €15 on presentation of photo ID (list of documents authorised in Article 8.1, Volume 1, of Passenger Fares). From €150, presentation of two photo ID documents. For any payment by company cheque, presentation in addition of a company Kbis extract (company registration certificate) dated within the last 3 months.
- Cash for a maximum amount of:
    - €1,000 for customers domiciled in France for tax purposes or acting for the purposes of a professional activity.
    - €1,000 for tickets purchased on accompanied self-service tablets, present in the TGV INOUI sales areas.
    - €10,000 for residents outside France and not acting for the purposes of a professional activity.
- Dematerialised purchase vouchers.
- Cash receipts issued as part of an exchange on a Self-Service Kiosk

Since 1 January 2025, the TGV INOUI sales areas no longer accept payments by Chèque Vacances Classic (paper format).

On Self-Service Kiosks, the following payment methods are accepted:

- Bank cards (CB, VISA, Mastercard and American Express) up to €1,500
- Dematerialised purchase vouchers.

On board trains, the following payment methods are accepted:

- Bank cards (CB, VISA and Mastercard).
- Mobile applications (Apple Pay, Google Pay and Samsung Pay), for a maximum amount determined by the customer's bank.
- Cash.

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

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.

Internal

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 changing tickets

By changing a ticket, some or all of the elements of a journey can be changed. A new ticket will be issued.
A ticket can be exchanged at a TGV INOUI sales area (counters or accompanied self-service tablets), at Self-Service kiosks, by telephone on 3635 (free service + price of a call), on SNCF websites and mobile applications or at an SNCF-approved travel agency (if the ticket was purchased there).
Ticket change restrictions may apply depending on the ticket price, the distribution channel or the means of payment used at the time of purchase. These restrictions are specified in the relevant special terms and conditions.
The new ticket can be printed or loaded on your mobile application.

6.2.1. Specific conditions for the changing of a ticket with a forced round-trip fare

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

6.2.2. Calculation and application of change fees

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 change 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.

6.3. Refund

6.3.1. Definition of the refund

This is the total cancellation of a ticket.

6.3.2. Refund request

The refund of a totally unused ticket may be requested:

Internal

- in all TGV INOUI sales areas if it has been purchased in a sales area (counter or accompanied self-service tablet), on a Self-Service Kiosk, in a Regional Ticket Machine, on a website or 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 customer relations on 3635 are refundable on the Self-Service Kiosks, on 3635 and the SNCF Voyageurs website.
- concerning the e-ticket ordered under the conditions of the previous paragraph and paid by bank card, in any station or TGV INOUI sales areas, on 3635, via an SNCF mobile phone application or through the website or a mobile phone application of certain SNCF-approved partners;
- only from the SNCF Voyageurs-approved partner that issued it. For tickets with booking, the booked seats may be made available at the station or TGV INOUI sales areas and subsequently refunded by the issuing SNCF-approved partner.

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.

Refunds at the TGV INOUI sales area counter or on 3635 are 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 ISO Paper Tickets and Electronic Tickets, only original tickets may 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 cannot be changed but are 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. Eligibility for refund

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).

Internal

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 by “Chèque-Vacances Connect” is made as a “purchase voucher”. When tickets are partially paid by “Chèque-Vacances Connect” with a credit card or other means of payment supplement, the full amount is refunded by “purchase voucher”.

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

It should be noted that since 1 January 2025, the TGV INOUI sales 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.
To benefit from certain fares or discounts (e.g. Travel Companion Avantage fare, Avantage with a child fare, etc.), all passengers concerned (adult(s) and/or accompanying child(ren)) must travel on the same train as the passenger entitled to the fare or discount.
If an operation results in the loss of the fare application conditions:
- isolated cancellation for the entitled passenger (without cancellation of the travel companions’ tickets),
- isolated exchange for the entitled passenger (without change in the travel companions’ tickets),
- isolated exchange for the travel companions (without change in the entitled passenger’s ticket),
So the tickets affected by the loss of the discounted fare will be re-billed:
- For modified tickets: at the Standard Fare (or other carrier reference fare) on the day of change,
- For unmodified (but affected) tickets: at the Standard Fare (or other carrier reference fare) in force at the time of purchase or last change (if applicable).
In the event of cancellation, this re-billing will result in a partial refund.
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 people in groups, children’s outings, other group fares).
If proof of discount, which is mandatory with an e-ticket, is forgotten, the passenger must purchase a valid ticket before he/she boards 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.

Internal

6.4. Purchase vouchers

Digital purchase vouchers are received by customers as part of compensation or a refund (G30, complaint, after-sales) or loyalty programmes.

Purchase vouchers are sent by email to customers who have provided their email address when requesting compensation or a refund, at the time of the initial purchase of train tickets.

These purchase vouchers:

- are valid for 12 months (except for purchase vouchers received following the use of "Grand Voyageur" programme bonus points valid for 6 months),
- can be used for one passenger per order (except at TGV INOUI sales area counters where it is valid for all passengers in the order),
- cannot be combined with any other purchase voucher or with an Avantage Code for a passenger (except at TGV INOUI sales area counters where the voucher can be combined with up to 5 vouchers),
- can be used in several times (divisible),
- transferable to a third party.

They can be used to purchase:

- TGV INOUI and INTERCITÉS train tickets, including tickets with the cross-border carriers TGV Lyria to Switzerland, TGV INOUI to Italy, Spain, Luxembourg, Brussels, Freiburg im Breisgau, and DB SNCF Voyageurs in cooperation,
- “Animal” and “Bicycle” services,
- discount cards, Travel Passes and TGV INOUI PASSES, only at TGV INOUI sales area counters.

They can be used in TGV INOUI sales areas (counters or accompanied self-service tablets) and on Self-Service Kiosks. They can also be used on the Internet with SNCF-approved travel agencies, when they accept them.

Purchase vouchers not yet used can be viewed at any time from My TGV INOUI Area on tgvinoui.sncf, "My discounts" tab.

In some cases, purchase vouchers can be monetised. When the purchase voucher is eligible for a cash transfer, the customer must expressly request it when making their complaint initially, when this option is offered. The acceptance and validation of the purchase voucher constitute a definitive waiver of any subsequent request for monetisation or any new complaint.

6.5. 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.

Internal

This right of withdrawal is applicable to the following SNCF offers: cartes Avantage, carte Liberté, MAX ACTIF, MAX ACTIF+, MAX JEUNE, MAX SENIOR, the Weekly or Monthly Travel 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 Travel 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, the customer is invited to submit their request using the withdrawal form corresponding to their SNCF product, which can be accessed from the website https://tout-oui.sncf.com/. He/she may also submit his/her request by post, by sending the completed form in appendix 7 to Service Relation Client SNCF Voyageurs - 62973 ARRAS Cedex 9.
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. Getting on the platform and boarding the 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 TGV INOUI and INTERCITÉS. For TER, the stamping of paper tickets remains in force only in the Nouvelle Aquitaine Region.
In this region, if there is no ticket inspection machine or if the ticket inspection machine fails, the passenger must spontaneously notify the inspection personnel.

Internal

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 boarding trains taken and the conditions for awarding any discount.

7.2. Conditions of travel

7.2.1. General terms and conditions of the Conditions of travel

To board the train, all passengers must have their tickets (e-ticket confirmation or m-ticket meeting the conditions of the Passenger Fares) and their associated discount cards.
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 inspection agent when the train is accompanied. This agent is able to offer him a commercial transaction at the Exceptional Rate, 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 inspection rate, except in the case of special regional provisions (information on the website https://www.sncf-voyageurs.com/fr/). The ticket issued on board the train by the agent in charge of the inspection is issued in a specific format.
In the absence of this spontaneous procedure, the passenger is considered, at the time of the inspection, to be illegally on board.
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 boarding 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, boarding the train is no longer guaranteed.

7.2.2. Specific conditions of travel with mandatory booking

To board TGV INOUI and INTERCITÉS trains with mandatory booking, day and night, the booking of a seat is mandatory. The same applies to the use of certain services and areas.
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 inspection agent. The customer will be regularised according to the conditions of chapter 8.
Failure to claim a booked 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.

7.2.3. Specific conditions for boarding an INTERCITÉS train without mandatory booking

Internal

On the lines Bordeaux<>Nantes; Nantes<>Lyon; Nancy<>Lyon; Toulouse <>Bayonne-Hendaye, bookings are mandatory to board the trains and get requested services. However, some fares allow another INTERCITÉS train to be taken on the same day, without having to change or book again.

7.2.4. Specific conditions for boarding 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 before boarding the train, in the presence of SNCF personnel or not. This device is intended to make sure that passengers comply with the conditions of travel.

7.3.2. Terms and conditions for boarding the train

In the case of a boarding device, only passengers with a valid ticket for the train and journey indicated on the ticket will be authorised to board the train: the cases of flexibility of boarding referred to in Article 3.2 of Volume 3 of these Fares, granted to certain passengers due to their fares and/or status, and allowing them to board trains different from their booking, apply to these devices.
A passenger without a ticket does not pass the boarding device; he/she is redirected to the TGV INOUI sales area, a Regional Ticket Machine (DBR) or a Self-Service Kiosk (BLS) to obtain a valid ticket.
People without a valid ticket for the train and journey indicated on the ticket may not accompany passengers beyond the boarding device.
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 inspection

The presence of a boarding device does not exempt the passenger from:

Internal

- submitting to any inspection 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 Nouvelle-Aquitaine Region.

Internal

8. Inspection of tickets and regularisation

8.1. Ticket inspection

Depending on the type of ticket acquired, the passenger must present his/her ticket, his/her physical card which can be loaded with his/her digital ticket, 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. Indeed, 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 inspector asking for it in addition to his/her e-ticket Confirmation or his/her physical card which can be loaded with his/her digital ticket 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 inspection" feature is made available by France Titres.

- The physical and official titles listed below:
  - 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
  - Passport
  - French or EU driving licence
  - French civil or military disability card
  - French veteran's card
  - French military identity card
  - French hunting licence
  - Pass for members of the consular corps issued by the French authorities
  - Receipt valid as proof of identity issued to people under formal investigation in exchange for their identity documents
  - Receipt valid as proof of identity, issued to a French national who has been banned from leaving the country
  - 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
  - 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
  - A travel document for foreign minor children, as provided for in Article L. 321-4 of the Code on the Entry and Residence of Foreigners and the Right of Asylum
  - A refugee or stateless person's identity and travel document
  - 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

Internal

- 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 a physical card which can be loaded with his/her digital ticket (in this case, no ticket must be presented by the passenger). If, when ordering an e-ticket, the passenger has used his/her physical card which can be loaded with his/her digital ticket, he/she may also be required to present any other discount or subscription card that is not e-ticket compatible 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 Inspection Rate. In the absence of acceptance of regularisation, the passenger is verbalised.
Any collection made by inspectors 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 illegal situation

8.2.1. Irregular situation

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

- cannot present any ticket, physical card which can be loaded with his/her digital ticket, his/her 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 Avantage Adulte fare or the carte Liberté 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 a physical card which can be loaded with his/her digital ticket, the reading of which reveals that the e-ticket has already been inspected 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;

Internal

- 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 on departure from another station of the train initially planned, after the change 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 changed or refunded.

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. Inspection and criminal settlement

At the time of the inspection, a passenger in an illegal situation who did not report to the inspector 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 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 Inspection Rate or Increased Inspection Rate 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 rates - 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 on the Inspection Rate or the Increased Inspection Rate.
The fixed compensation is collected per passenger.

The Increased Inspection Rate 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 inspector. The passenger then has the time allowed by the law:
- to pay the amount of the settlement which includes the fixed amount in the Inspection Rate or the Increased Inspection Rate 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;

Internal

- or to send a substantiated objection to SNCF, sent to the public prosecutor.

For the preparation of reports, the agents mentioned in 3 to 5 of I of Article L. 2241-1 of the French Transport Code 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 inspectors 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 inspector can request assistance from a law enforcement officer.
If the offender refuses or is unable to prove his/her identity, the sworn and approved inspector 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 inspection.
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 French 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.

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

Regularisations under the conditions of the On-Board Rate or the Exceptional Rate involve the immediate payment of the amount of the On-Board Rate or the Exceptional Rate, for any illegal situation spontaneously reported before the inspection operations.
Regularisations to the On-Board Rate and the Exceptional/Distribution Rate are not applicable in the presence of a boarding device.

Regularisation under the conditions of the On-board Rate implies the immediate payment of the increased price shortfall according to the rules of the On-board Rate, for any illegal situation spontaneously reported before the inspection. 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 inspection rate, except for special regional provisions (information on the website https://www.sncf-voyageurs.com/fr/).

8.3.1. On-board rate

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A passenger who spontaneously walks up to the agent in charge of the inspection by notifying him of his/her illegal situation when boarding the train, outside 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 Rate.
The On-Board Rate is calculated according to the kilometre level in which the passenger's trip is located. The details of the Rate are set out in Volume 7 Appendix 4.
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.
On-board fares for pets are dealt with separately from on-board fares for accompanying passengers.

8.3.2. Exceptional / distribution rate (according to regional provisions)

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

- in the event of a national distribution problem. The decision to apply the Exceptional Rate 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 Rate is calculated according to the kilometre level in which the passenger's trip is located. The details of the Rate are set out in Volume 7 Appendix 4. The Distribution Rate corresponding to the fare charged in TGV INOUI sales areas, at Regional Ticket Distributors, at Self-Service Kiosks and for remote sales. The regions concerned by this rate 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 a physical card which can be loaded with his/her digital ticket, 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 round-trip 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 Rate or the Exceptional Rate.

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 inspection operation, the difference between the amount of the On-Board Rate and the price of the ticket actually purchased, for the journey in question.
- when the passenger does not appear spontaneously before any inspection operation, the difference between the amount of the Inspection Rate and the price of the ticket actually purchased, for the journey in question,

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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-changeable. In such cases, the passenger will be considered to be without a ticket.

8.3.5. Unstamped ticket

For the Nouvelle Aquitaine TER region, 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 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 fixed 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 INOUI and INTERCITÉS trains with mandatory booking)

For TGV INOUI 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” device to board the train, passengers without a valid booking are directed to the TGV INOUI sales area, 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 may board this train.
In the absence of a “reception-boarding” device:

- The passenger is considered to be without a ticket and regularised by payment of the amount of the trip to the On-Board Rate (passenger walking up spontaneously) or the Inspection Rate (passenger not having walked up).
- Customers with a PASS, travel 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 INOUI and INTERCITÉS trains with mandatory booking):
The absence of a booking results in the collection of the flat rate corresponding to the On-board Rate 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 Rate indicated in the Price Schedule (Volume 6 of Passenger Fares),

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- for a bunk, the amount of the journey made on the On-Board Rate or Inspection Rate 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 change their ticket due to a full train and that they walk up to the train manager, a day TGV INOUI 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 destination and without a guaranteed seating.
For trips by INTERCITÉS train at night, parliamentary fares (deputies, senators) have the possibility of taking - provided that they have not been able to change 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 guaranteed seating or lying.

8.3.9. Upgrade

On board the train, the upgrade is subject to the prior agreement of the inspector 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 Rate (the passenger shows up spontaneously) or on the Inspection Rate (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 Inspection Rate and the value of the ticket presented;
- or the price of a 1st class ticket in the Inspection Rate, without taking into account the value of the initial ticket.

If the customer refuses to pay this difference to the inspector 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 Inspection Rate 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 denied boarding the train or be regularised in accordance with Articles 4.2 *et seq.*

8.4. Terms of payment

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, Chèques Vacances Classic (paper format) and Chèques Vacances Connect (digital chèques vacances) are no longer or not accepted on board.

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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 ticket or 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 inspection, change 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 passengers and personnel on board the trains or at stations or in customer relations 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 inspection 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

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- 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 personnel and passengers on board the trains or at stations,
- Behaviour likely to harm passengers and personnel on board the trains, at stations or in customer relations (any type of personal harm within the meaning of Book II of the French Criminal Code - legislative part),
- Behaviour on board trains, at stations or towards customer relations staff, contrary to the provisions of Books III, IV and V of the French Criminal Code (legislative part),
- Behaviour on board trains, at stations or towards customer relations staff, contrary to the provisions of Books V and VI of the French 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, bicycles and other transport equipment

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 (see Volume 4)).

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.

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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 (up or down) where their seat is located, 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 €150 fine.

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. The use of a carry bag is recommended. To ensure the safety of passengers and our staff, folded scooters must be carefully stored in the luggage areas. They must never be placed in the luggage areas above the seats;
- 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 additional PRM/PSH (people with reduced mobility/people with disabilities) equipment of a person with a disability (see Volume 4)

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 French 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. Passengers who do not accept payment of the amount requested for non-compliance or excess luggage may be denied boarding the train.

The rules on luggage on board TGV INOUI in France also apply to TGV INOUI to and from Spain, Italy, Belgium, Freiburg im Breisgau (Germany) and Luxembourg.

On TGV Lyria trains and trains operated as part of the DB-SNCF Voyageurs cooperation, 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 x 50cm

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For more information about managing your luggage, please visit the following page: https://www.tgvinoui.sncf/voyager/informations-pratiques/politique-bagages

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 in France and on board certain day and night INTERCITÉS trains subject to booking and offering a dedicated space. It must be made in a TGV INOUI sales area, 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 boarding 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 French 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 €150 fine.

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. Passengers who do not accept payment of the amount requested for non-compliance or excess luggage may be denied boarding the train.

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The rules for a disassembled bicycle under a cover or folded also apply to TGV INOUI trains from and to Spain, Italy, Belgium, Freiburg im Breisgau (Germany), Luxembourg, to TGV INOUI and ICE trains from and to Germany with DB SNCF Voyageurs in cooperation, and to TGV Lyria trains (Switzerland).

For more information about carrying bicycles, please visit the following page: https://www.tgvinoui.sncf/voyager/preparer-votre-voyage/avec-un-velo-bord

10.3. Luggage and transport equipment 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
- Motorised transport equipment (scooters, etc.) on board trains running on Spanish territory
- 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

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

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

Due to its potentially dangerous nature, the recharging of batteries of motorised electric transport equipment (scooters, etc.) is prohibited on board our trains. Failure to comply with the ban on recharging these batteries on board TGV INOUI France and Europe, TGV Lyria and INTERCITÉS trains may result in the payment of €150.

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-perte).

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 90 days 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: https://www.sncf-voyageurs.com/en/contact-us/request-and-claim/
- On the SNCF website: https://tout-oui.sncf.com
- On the TGV INOUI SNCF website: 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:

- Customer Relations on 3635 (free service + price of a call)
- Customer Relations on 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: Submit your complaint request online, via this form no later than 60 days after your trip.

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- To send your request by post, please write to:
- Service Relation Clients SNCF Voyageurs
  Offre Groupes
  62973 ARRAS Cedex 9
- If your trip consists of a TGV INOUI or INTERCITÉS with a TER connection, submitting a complaint remains the same.

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 at an approved travel agency must contact the latter directly for any request for modification, refund of tickets or ticket costs, or information about their ticket. In the event of costs incurred by the customer as a result of a delay or cancellation of a train, such as taxi, accommodation or catering costs, the customer must contact the carrier in order to submit his/her complaint request as mentioned in paragraph 14.6 (Complaint guarantee)

It should be noted that complaints relating to comfort on board TGV INOUI and INTERCITÉS trains are only admissible on board the train and cannot be processed afterwards. As the SNCF customer service department is not able to retroactively check the reported issues, passengers are required to report them immediately to the on-board personnel to enable an appropriate resolution.

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 12.1 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 1 July 2025. The Protocol is available on the Mediator's website and attached to his annual report, which is also available online.

Without prejudice to his/her right to resort to a mediation procedure referred to in Article 12.2, 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), on the SignalConso portal, within 3 months of receipt of information on the rejection of his/her initial grievance by SNCF Voyageurs.

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In addition, passengers can lodge a grievance with the DGCCRF at any time, via the SignalConso portal, in the event of a suspected breach of European Regulation 2021/782 on rail passengers' rights and obligations.

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 Volume 1 of these Passenger Fares) reaches 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 purchase 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 terms for requesting and calculating the G30 Guarantee are specified in Volume 1 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 purchase voucher or bank transfer (transfer in euros only possible if the duration of the delay is more than 60 minutes) on the following rate:

- 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 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

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G30 Guarantee see Volume 1, chapter "G30 Guarantee" of these Fares: online at https://tout-oui.sncf.com or https://www.sncf-voyageurs.com/fr/contactez-nous/demande-et-reclamation/
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 connecting journey with a direct ticket

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 destination.
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 rate:

Delay at your final destination	**Purchase voucher value[1] (% calculated on the price of the ticket paid on each leg of trips)**		
	TGV INOUI, INTERCITÉS	OUIGO	TER
Less than 30 min	-	-	60 to 119 min = 25% From 120 min = 50%
Between 30 and 59 minutes	25%	-	
Between 60 and 119 minutes	25%	25%	
120 to 179 minutes	50%	50%	
More than 180 minutes	75%[2]	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 of these Passenger Fares: online at https://tout-oui.sncf.com/ or https://www.sncf-voyageurs.com/contactez-nous/reclamation-voyage/.
Customers who have purchased their ticket outside the SNCF Voyageurs network must contact their distributor.
All requests must be sent no later than 90 days after the trip.

Subscriptions are excluded from direct ticket guarantees.

[1] Purchase voucher or cash transfer from 60 minutes late
[2] For international trips see 14.2

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14. Travel Guarantee

14.1. Scope of the Garantie Voyage ™

For passengers travelling in France subject to the
SNCF Passenger Fares:

- 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 INOUI France-Italy, TGV INOUI France-Spain, DB-SNCF in cooperation, TGV INOUI Brussels/Province in cooperation with SNCB, TGV INOUI France-Luxembourg, TGV INOUI 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.

In the event of exceptional circumstances, SNCF Voyageurs may adapt the application of the Garantie Voyage ™. We will inform you as soon as possible at the train station, on the SNCF VOYAGEURS website www.sncf-voyageurs.com and on your mobility app.
For any complaint relating to the Garantie Voyage ™, to be made no later than 90 days after the end date of the trip (Volume 1).

14.2. Information guarantee

We are there in real time to inform you at stations and on trains but also on 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:

- In stations, thanks to our customer relations agents or billboards,
- By telephone on 3635 (free service + price of a call),
- Online in the "Timetables & Traffic Info" section on Timetable and routes | SNCF Voyageurs
- On your smartphone thanks to 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:

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- 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 routes, timetables at the station or the Traffic Information on: Timetable and routes | SNCF Voyageurs

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 am to 10:00 pm to answer your questions.

What to consult?

- Billboards, Departures screens or Arrivals screens that display the track numbers 20 minutes before the departure/arrival of your train,
- Your mobility app
- Website: https://www.sncf-voyageurs.com/fr/
- 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.
Please note that minor children remain under the responsibility of their parents. It is their responsibility to ensure that they are able to make the planned trip in complete safety.

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.
- However, it is expressly stipulated that if a transport solution has been proposed and is available on the same day on another train, but the customer has decided, on his/her

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own initiative, to postpone his/her trip to the next day and to incur accommodation costs, these will not be covered and will not be reimbursed by SNCF.

- Also in the event that the customer, for any reason whatsoever, does not take into account the proposed postponement communicated by SNCF, the calculation of the delay giving rise to any right to compensation shall be made by reference to the expected arrival time of the train proposed in the postponement solution communicated by SNCF.
- Consequently, the time difference taken into consideration will be that existing between the initially planned arrival time of the cancelled train and the planned arrival time of the postponement train proposed by SNCF, regardless of the actual arrival time of the journey actually taken by the Customer.

- 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 the possibilities of re-routing to passengers within 100 minutes of the scheduled departure time of the delayed or cancelled service or 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 will then refund passengers for the necessary, appropriate and reasonable costs they have incurred.

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 change. 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 reimburse 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 applicable, your return ticket provided that it was purchased at the same time in the same transaction as the outbound ticket.

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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 change? Where to be refunded?

Send your refund request online at https://tout-oui.sncf.com or Request and complaint | SNCF Voyageurs or to your SNCF approved travel agency.
Your request can also be sent by post to Service Relation Client SNCF Voyageurs - 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 (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 as soon as the train arrives at the station, to respond within a maximum period of 1 month and to offer compensation as a Purchase Voucher usable in a TGV INOUI sales area, 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 compensation request is to be made via the G30 form or by post in accordance with the terms specified on La Garantie G30 - TGV INOUI.

The compensation request may be made:

- Online at https://tout-oui.sncf.com, or at Request and complaint | SNCF Voyageurs or your mobility app, 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 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: 30-minute Warranty Service 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 tgvinoui.sncf.

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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 tgvinoui.sncf website to find all the terms and conditions of registration.

Detailed conditions of application of the G30 Guarantee – excluding “direct ticket”

The compensation rates are set out in Chapter 13.3.
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 per trip and per passenger. It is made by digital purchase 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 Purchase Voucher for delays of less than 1 hour.

The terms and conditions of use of purchase vouchers are indicated in Volume 1 of the Passenger Fares.
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.
- For monthly and weekly PASS customers, MAX ACTIF/MAX ACTIF+, MAX JEUNE and MAX SENIOR subscribers, the compensation according to the lateness tier is
    - €5 for delays between 30 and 179 minutes
    - €10 for delays between 180 and 239 minutes
    - €20 for delays of 240 minutes or more

The compensation will be paid in purchase 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 tgvinoui.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 travel pass holder is eligible for the measure (regularity not in line with expectations, monthly travel 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.

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If the customer does not receive the email, they can check whether they are eligible for compensation around the 20th of the following month (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 travel passes to request compensation.

For Compensation for delay with a direct ticket, see 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 Volume 1 of these Passenger Fares.

In the event of a missed connection resulting in a delay of more than or equal to one hour, ancillary costs may be incurred by passengers. It is specified that only the types of costs listed below are eligible for a refund request, subject to the presentation of invoices paid with VAT. Refunds are made on the basis of actual costs, up to a fixed amount predetermined by type of costs.
The eligible costs are as follows:

1. **Transport costs**: Only the costs of taxis, minicabs, metro, tram, bus, coach and carpooling are accepted, excluding the costs advanced by SNCF Voyageurs.
2. **Accommodation costs**: Only hotel, short-term accommodation, camping or hostel costs are accepted, excluding costs advanced by SNCF Voyageurs.
3. **Catering costs**: Only ancillary catering costs related to a hotel room, restaurant, TGV INOUI bistro, bakery or supermarket food items are accepted.
4. **SNCF train ticket costs**: Withholding fees in the event of a change or cancellation related to the situation encountered, as well as the fees for the price difference between the initial ticket and the new ticket in the event of a change for the same origin-destination are accepted.

It is expressly stipulated that no refund will be granted without the presentation of paid invoices.

The refund request must be made to the carrier

- Online at https://tout-oui.sncf.com, or at Request and complaint | SNCF Voyageurs
- 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 and all paid invoices to the following address: Service Relation Clients SNCF Voyageurs, 62973 ARRAS Cedex 9.

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VOLUME 2 – PERSONAL DATA PROTECTION CHARTER

When you travel on our high speed 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 SA, acting as data controller within the meaning of 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:

Purposes	Legal basis/bases of processing
The provision and management of transport services provided by SNCF Voyageurs (including the sale and issue of Tickets as well as passenger information)	Execution of the contract of carriage and/or ancillary service concerned
Management of commercial cards (in particular discount cards, subscriptions, loyalty cards)	Execution of the contract
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)

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Sending a travel diary on D-1 of departure	Legitimate interest in the travel diary for information purposes Consent for the travel diary for commercial purposes (sent only to customers subscribing to commercial offers)
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
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
Customer relationship management: information, commercial complaints, accidents, etc. *Shared requests, complaints and supporting documents may be subject to automated analysis.* *For certain processing operations, automated decisions may be made.*	Execution of the contract
The prevention and fight against fraud, the inspection of fare entitlements and the processing of fines	Legitimate interest of the data controller: informing the customer, processing his/her requests, improving the service, defending interests Performance of the contract of carriage Legal obligation (Regulation (EC) No 2021/782)
Litigation management	Legitimate interest of the data controller concerning the prevention of fraud and the inspection of fare entitlements Legal obligations regarding the processing of fines

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Management of requests to exercise rights and questions about Personal Data	Execution of the contract or legitimate interest
The transmission of personal data to the competent authorities (administrative, tax, judicial, police, etc.)	Legal obligation
The management of collections of unpaid amounts, recovery of undue payments (Articles 1302 *et seq.* of the French Civil Code)	Legal obligation (where required by law)
The centralised management and follow up of railway transport policy infringement reports (automated processing): collection, detection of habitual offences and intentional declaration of false address/false identity, management of communications to the authorities	Legitimate interest of the data controller
Continuous improvement of our automation and Artificial Intelligence tools	Legitimate interest of the data controller
	Legitimate interest of the data controller

1.3. Categories of personal data collected

The data entered in connection with the purchase of tickets or any applicable fare entitlement must be accurate, relevant, necessary and up to date.

Purposes	Categories of personal data
The provision and management of transport services provided by SNCF Voyageurs (including the sale and issue of Tickets as well as passenger information)	Identity data Personal and business contact details, including email address and/or mobile phone number Bank data Travel Information Customer identifiers (order no., etc.) Support preferences Boarding data
Management of commercial cards (in particular discount cards, subscriptions, loyalty cards)	Identity data Personal and/or business contact details, including email address

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	Commercial card information (including card numbers) Biometric data
Commercial prospecting of passengers and prospects	Identity data Personal contact details, including email address
Sending a travel diary on D-1 of departure	Identity data Email address Customer Travel Information
The organisation of competitions	Identity data Personal contact details, including email address
Conducting polls and satisfaction surveys	Identity data Customer Travel Information Personal contact details, including email address
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 the catering service)
Customer relationship management: information, commercial complaints, accidents, etc. *Shared requests, complaints and supporting documents may be subject to automated analysis.* *For certain processing operations, automated decisions may be made.*	Identity data Personal contact details Biometric data (some telephone conversations may be recorded for service improvement purposes and in case of malicious calls) Travel Information Information about Customer Business Cards, Subscriptions or Loyalty Program Bank data (banking details) Invoice(s) or supporting document(s) Data making it possible to verify the identity of the person (copy of proof of identity if necessary) Any data necessary for processing the request or complaint Health data (in case of bodily injury)
The prevention and fight against fraud, the inspection of fare entitlements and the processing of fines	Identity data Personal contact details Travel Information Information about holding a discount card, subscription or loyalty programme

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	Information concerning the holder of the ticket, the cardholder or the subscription Breach data
Litigation management	Identity data Personal contact details Travel Information Information about Customer Business Cards, Subscriptions or Loyalty Program Bank data (banking details) Any data necessary to handle a dispute Health data (in case of bodily injury)
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)
The transmission of personal data to the competent authorities (administrative, tax, judicial, police, etc.)	Identity data Personal contact details Travel Information Discount and subscription card information Other elements depending on the nature of the request and the competent authority concerned
Management of collections of unpaid amounts	Identity data Personal contact details Bank data Travel Information Customer identifiers (order or invoice no., etc.)
The centralised management and follow up of railway transport policy infringement reports (automated processing): collection, detection of habitual offences and intentional declaration of false address/false identity, management of communications to the authorities	Identity data Personal contact details
Continuous improvement of our automation and Artificial Intelligence tools	Identity data Personal contact details Travel Information Information about Customer Business Cards, Subscriptions or Loyalty Program

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	Invoice(s) or supporting document(s) Any data necessary for processing the request or complaint

1.4. Retention periods

In accordance with the applicable regulations, SNCF Voyageurs undertakes not to retain your Personal Data beyond the period strictly necessary for the purposes of use for which it was collected.

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 operational or legal requirements.

Purposes	Retention periods
The provision and management of transport services provided by SNCF Voyageurs (including the sale and issue of Tickets as well as passenger information)	3 years from the trip or date of purchase of the trip
Management of commercial cards (in particular discount cards, subscriptions, loyalty cards)	3 years from expiry of the commercial card and subscription 5 years from expiry of the loyalty card
Commercial prospecting of passengers and prospects	4 years from the customer's inactivity
Sending a travel diary on D-1 of departure	1 year from sending
The organisation of competitions	Duration indicated in the rules of the competition in question
Conducting polls and satisfaction surveys	4 years from the customer's inactivity
The development of statistical studies for marketing targeting purposes through behavioural assessment, segmentations and profiling	4 years from the customer's inactivity
Customer relationship management: information, commercial complaints, accidents, etc. *Shared requests, complaints and supporting documents may be subject to automated analysis.* *For certain processing operations, automated decisions may be made.*	3 years maximum from the purchase of a ticket, a subscription or a discount card, or the settlement of the complaint

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The prevention and fight against fraud, the inspection of fare entitlements and the processing of fines	5 years maximum from the purchase of a ticket, card or subscription
Litigation management	Until the remedies and time limits for appeal against the decision handed down and its enforcement measures have been exhausted
Management of requests to exercise rights and questions about Personal Data	5 years from the request
The transmission of personal data to the competent authorities (administrative, tax, judicial, police, etc.)	Time required to fulfil legal obligations
Management of collections of unpaid amounts	2 years maximum from the observation of the unpaid amount
The centralised management and follow up of railway transport policy infringement reports (automated processing): collection of reports, detection of habitual offences and intentional declaration of false address/false identity, management of communications to the authorities	5 years from the date of the offence or from the payment of fines
Continuous improvement of our automation and Artificial Intelligence tools	Time required to train the tool

SNCF Voyageurs compiles a customer record for each customer. This customer record includes the following personal data: identity data and contact details. Each customer is assigned a unique identifier. This customer record is kept 3 years after the last activity of the customer.

In the context of defending its interests in administrative, civil and/or criminal matters, in order to meet legal or regulatory obligations, or to compile evidence in the event of pre-litigation or litigation, SNCF Voyageurs may be required to archive your personal data for the time necessary to fulfil these legal or regulatory obligations or for a period not exceeding the statutory limitation period under ordinary law. Just before deletion, your data may be anonymised, for statistical reasons, 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.

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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, if applicable, to SNCF approved distributors and travel agencies, when it is necessary for the processing of a request or complaint by the Customer and for its information.

In certain customer areas on SNCF websites or mobile applications, passengers have access, where applicable, to the tickets of all passengers concerned by the same booking.
Personal data may also be transmitted to state bodies, in accordance with the purposes concerned. Personal data used in particular in the context of the (automatic) management of infringements of the railway transport policy are only processed by authorised agents of the Establishments 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.

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 people with reduced mobility
- IT service providers (hosting providers, developers, IT support, etc.) including SNCF Connect & Tech Services, a subsidiary of SNCF Voyageurs.

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.

The data is hosted in the European Union, mainly in France.

1.6. Automated processing and Artificial Intelligence systems

As part of the management of your requests and complaints (e.g. refunds, follow up of your contracts or requests related to our services), we may use automation and artificial intelligence tools, such as:

- optical character recognition (OCR) systems to analyse the supporting documents you send us (invoices for costs incurred, etc.) without your personal data being recorded by the

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system, only the data relating to the costs incurred are retained for the time needed to manage your request;
- processing assistance systems for analysing requests and facilitating their follow-up for our agents;
- a chatbot to answer your questions or guide you in your procedures;
- voice change interpretation systems for the analysis of telephone requests and facilitate their follow-up for our agents;
- automatic fare entitlement inspection systems when purchasing reduced-fare tickets and when requesting refunds;
- systems for automatically checking the admissibility of a request for return compensation or refund of ancillary costs (accommodation, catering, transport);
- automated decision-making processes, for example to automatically accept or reject a simple refund request.

Training and improvement of tools

Certain personal data that you provide to us may also be used, where necessary, to train and improve our technological tools to ensure optimal operation. When the training of the tool allows it, the data used is anonymised or pseudonymised.
The legal basis for this processing is based on our legitimate interest in improving our services.

You can object to this at any time by contacting us using the contact details set out in section "1.8. Rights of data subjects".

Automated decisions
Where decisions based exclusively on automated processing have legal or significant effects on you, you have the following rights:
- to request the involvement of a human,
- to express your point of view,
- to challenge the decision.

These rights may be exercised by contacting us using the contact details set out in section "1.8. Rights of data subjects".

1.7. 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

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- The organisation of regular technical and functional audits leading to action plans, the implementation of which is monitored.

1.8. Rights of data subjects

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:

Access	**Rectification**	**Portability**
The exercise of the right of access allows the Customer to check 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.
Erasure	**Objection**	**Limitation**
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	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.

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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:

Service	**Link to applicable rules on the protection of personal data**
My Luggage (Mes Bagages)	Article 4 of Volume 5 of the Passenger Fares and General Terms and Conditions of Use which can be viewed here: https://www.sncf-voyageurs.com/fr/mentions-legales/conditions-generales-de-vente-du-service-mes-bagages/
Accès Plus	Article 2.4 of Volume 4 of the Passenger Fares and General Terms and Conditions of Use which can be viewed here https://www.sncf-voyageurs.com/en/travel-with-us/prepare-your-trip/accessibility/cgu-of-the-tgv-intercites-pmrpsh-assistance-service/
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 General Terms and Conditions of Sale include a “Personal data” article which can be viewed here: https://www.sncf-voyageurs.com/fr/voyagez-avec-nous/preparez-votre-voyage/voyagez-en-groupe/
On-board catering *(Intercités)*	The personal data protection charter can be viewed here: Nos Territoires Gourmands - Personal data protection charter
Le Bistro *(TGV INOUI)*	The sale of smartbar products and their management are carried out by Newrest. Regarding lebar.sncf.com, the personal data protection policy can be viewed here: Le Bistro - Personal data protection charter
Junior et compagnie	Junior & Cie personal data protection policy

3. Audience measurements, cookies and other trackers

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When consulting or using the websites or mobile applications of SNCF VOYAGEURS, SNCF VOYAGEURS may have access to connection and navigation data (logs, IP address, MAC address).

Similarly, SNCF VOYAGEURS or its partners may place cookies or trackers similar to cookies. A cookie is a small file which does not enable to identify the User or read the information contained in the files on his/her computer but which records information relating to the browsing of an electronic device on a service, website or mobile application. The data obtained in this way is intended, for example, to facilitate subsequent navigation, to offer personalised services, to improve the performance of the website's or application’s content and to enable various visitor measurements to be taken.

Information relating to the placing of cookies or similar trackers is available in the data protection policies present on the various websites and applications of SNCF VOYAGEURS.

Internal

VOLUME 3 – FARE RANGE

1. Price formation

1.1. Information on prices

Information on prices can be obtained in TGV INOUI sales areas, in approved travel agencies, on the Internet, from Customer Relations (3635 free service + price of a call) and, for certain direct trips, by means of guides and sheets made available to customers.

The current fares for national trips on TGV INOUI can be consulted on the website: Details of fares.

The current fares for direct connections served by day and night INTERCITÉS can be consulted on the website: Details of fares

Within the framework of fare freedom of regions, the methods of calculating prices are specific to each of the Regions and are included in the General Terms and Conditions of Sale and Transport available on the regional TER websites. 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/

1.2. Definitions of prices used as a reference for calculating prices by fare

The second class Standard fare (normal fare):

The normal price is the price offered to an adult passenger who does not benefit from any special discount for a connection, a comfort class and on a given booking date.
It is between a minimum value and a maximum value that can be obtained from the information website mentioned above. The maximum value is approved by the Ministry of Transport for national trips, in second class, for TGV INOUI and INTERCITÉS.
A discount is applied to this normal price for certain fares (AVANTAGE, ENFANT, etc.) according to the defined rate.

The regulated fare (or reference social fare):

The regulated price or reference social price is a value set by the competent ministry, per journey and per class with a distinction between normal and peak periods for TGV INOUI.
In second class, for passengers benefiting from a social fare, the price will be the regulated price less the discount rate specific to their fare.
In first class, the calculation of the price depends on the social fare (see chapter corresponding to the social fare of the passenger who benefits from it).

1.3. Calculation of the price of tickets

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To make the journey between the original station and the destination station, 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 price of a trip is calculated on the basis of the price of each segment.

1.4. Prices applicable to children

Minor children remain under the responsibility of their parents. It is up to the latter to ensure that they are able to travel safely.
A “Junior & Cie” support service for minor children from 4 to 14 inclusive is offered by SNCF Voyageurs, on certain long-distance trips 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 buy a Bambin travel pass.

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.

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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 calendar 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.

The calendar is available online at https://www.sncf-voyageurs.com/fr/voyagez-avec-nous/en-france/ter/cartes-de-reduction/

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 passenger calendar 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, NO FLEX fares, 1st and 2nd class Avantage fares with the Avantage or Liberté Card). These reduced fares are offered within the limit of the seats allocated to them.

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3.2. Consumer Offer

3.2.1. Carte Avantage (commercial card and ticket)

The carte Avantage 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 carte Avantage 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 carte Avantage is available for 3 profiles:

- JEUNE 12-27 ans : 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 28th 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 60th 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 carte Avantage is strictly personal and non-transferable. It must be presented with an identity document during inspections on the platform and/or on board the train.

3.2.1.2.Application of discounts with the carte Avantage

On trains with mandatory booking: (TGV INOUI and INTERCITÉS with mandatory booking): 30% discount in 2nd and 1st class (excluding OPTIMUM and OPTIMUM PLUS classes) on Standard Second and Standard First fares (fares on the day) and on NO FLEX Second and NO FLEX First fares (fares available on certain trains subject to availability).

On trains without mandatory booking: 30% discount in 2nd and 1st class on Normal Second and Normal First fares.

On international trains: 30% discount in 2nd and 1st class on the following fares depending on the carrier:
• the daily Standard Second or Standard First fare on TGV INOUI trains to Luxembourg, Freiburg im Brigsau, Brussels and TGV INOUI and ICE trains operated by DB-SNCF VOYAGEURS in Co-operation to Germany**
• the Prima and Seconda fare on TGV INOUI France–Italy trains
• the Essential Second and Essential First fare on TGV INOUI France-Spain trains
- • the Semi Flex Standard or Semi Flex First fare on TGV Lyria trains

** Maximum discount of 30% with a floor price of:
- €29 in 1st class and €19 in 2nd class for the routes:
Strasbourg - Baden-Baden / Strasbourg - Karlsruhe / Forbach – Kaiserslautern / Forbach – Mannheim;

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- €39 in 1st class and €29 in 2nd class for the routes:
Strasbourg - Augsburg Hbf / Belfort-Montbeliard Tgv - Baden Baden / Besancon - F Comte Tgv - Baden Baden / Chalon Sur Saone - Baden Baden / Mulhouse Ville - Baden Baden / Belfort-Montbeliard Tgv - Frankfurt Main Hbf / Besancon - F Comte Tgv - Frankfurt Main Hbf / Forbach - Frankfurt Main Hbf / Mulhouse Ville - Frankfurt Main Hbf / Strasbourg - Frankfurt Main Hbf / Paris Est - Kaiserslautern Hbf / Belfort-Montbeliard Tgv - Karlsruhe Hbf / Besancon - F Comte Tgv - Karlsruhe Hbf / Chalon Sur Saone - Karlsruhe Hbf / Mulhouse Ville - Karlsruhe Hbf / Belfort-Montbeliard Tgv - Mannheim Hbf / Besancon - F Comte Tgv - Mannheim Hbf / Chalon Sur Saone - Mannheim Hbf / Mulhouse Ville - Mannheim Hbf / Strasbourg - Mannheim Hbf / Strasbourg - Munich Hbf / Paris Est - Saarbruecken Hbf / Strasbourg - Stuttgart Hbf / Strasbourg - Ulm Hbf;
- €49 in 1st class and €39 in 2nd class for the routes:
Chalon Sur Saone - Frankfurt Main Hbf / Paris Est - Frankfurt Main Hbf / Paris Est - Karlsruhe Hbf / Paris Est - Mannheim Hbf/ Paris Est - Stuttgart Hbf;
- €59 in 1st class and €49 in 2nd class for the routes:
Paris Est - Augsburg Hbf / Aix En Provence Tgv - Baden Baden / Avignon Tgv - Baden Baden / Lyon Part Dieu - Baden Baden / Marseille St Charles - Baden Baden / Strasbourg - Berlin Hbf / Aix En Provence Tgv - Frankfurt Main Hbf / Avignon Tgv - Frankfurt Main Hbf / Lyon Part Dieu - Frankfurt Main Hbf / Marseille St Charles - Frankfurt Main Hbf / Aix En Provence Tgv - Karlsruhe Hbf / Avignon Tgv - Karlsruhe Hbf / Lyon Part Dieu - Karlsruhe Hbf / Marseille St Charles - Karlsruhe Hbf / Aix En Provence Tgv - Mannheim Hbf / Avignon Tgv - Mannheim Hbf / Lyon Part Dieu - Mannheim Hbf / Marseille St Charles - Mannheim Hbf / Paris Est - Munich Hbf / Paris Est - Ulm Hbf ; Strasbourg -Erfurt / Strasbourg – Halle
- €69 in 1st class and €59 in 2nd class for the routes:
Paris Est - Berlin Hbf / Lorraine Tgv - Karlsruhe Hbf / Meuse Tgv - Karlsruhe Hbf ; Paris Est - Erfurt / Paris Est - Halle
- €74 in 1st class and €59 in 2nd class for the routes:
Champagne-Ardenne - Frankfurt Main Hbf / Lorraine Tgv - Frankfurt Main Hbf / Meuse Tgv - Frankfurt Main Hbf / Champagne-Ardenne - Karlsruhe Hbf / Champagne-Ardenne - Mannheim Hbf / Lorraine Tgv - Mannheim Hbf / Meuse Tgv - Mannheim Hbf;
- €79 in 1st class and €69 in 2nd class for the routes:
Angouleme - Frankfurt Main Hbf / Bordeaux St Jean - Frankfurt Main Hbf / Marne La Vallee Chessy - Frankfurt Main Hbf / Massy Tgv - Frankfurt Main Hbf / Poitiers - Frankfurt Main Hbf / St Pierre Des Corps - Frankfurt Main Hbf / Angouleme - Karlsruhe Hbf / Bordeaux St Jean - Karlsruhe Hbf / Marne La Vallee Chessy - Karlsruhe Hbf / Massy Tgv - Karlsruhe Hbf / Poitiers - Karlsruhe Hbf / St Pierre Des Corps - Karlsruhe Hbf / Angouleme - Mannheim Hbf /Bordeaux St Jean - Mannheim Hbf / Marne La Vallee Chessy - Mannheim Hbf / Massy Tgv - Mannheim Hbf / Poitiers - Mannheim Hbf / St Pierre Des Corps - Mannheim Hbf.

The carte Avantage also entitles accompanying children aged 4 to 11 inclusive (maximum 3 children) to a 60% discount in 2nd and 1st class on Standard Second and Standard First fares (fares on the day), provided that they are accompanied by the carte Avantage holder. The booking of accompanying children must be made at the same time as the booking of the ticket of the holder of the carte Avantage. It should be noted that the carte Avantage cardholder and accompanying children must travel at the same Avantage fare. Indeed, the holder of the carte Avantage cannot travel at a fare other than the Avantage fare, otherwise the Avantage discount cannot apply to accompanying children.

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

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The carte Avantage 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 Carte Avantage Adulte

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 aged 4 to 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 Carte Avantage Adulte for 27-59 year olds also allows a person over 12 travelling with the holder of the Carte Avantage Adulte to benefit from the same discounts as those offered to the holder of the Carte Avantage Adulte for 27-59 year olds. The holder of the Carte Avantage Adulte for 27-59 year olds and the accompanying adult must travel at the same Avantage fare. Indeed, the holder of the Carte Avantage Adulte for 27-59 year olds cannot travel at a fare other than the Avantage Fare, otherwise the Avantage 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 Carte Avantage Adulte for 27-59 year olds, 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 Carte Avantage Adulte.
It should be noted that the discount offered to the accompanying adult is only valid with a Carte Avantage Adulte. The carte Avantage Jeune and carte Avantage Senior offers are not eligible for this discount.

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

Initial reservation eligible for the Avantage Adulte discount:
If the cancellation or change of one of the two journeys results in the loss of the discount conditions of the Carte Avantage Adulte, the exchanged ticket will be re-priced at the fare on the day of the change.
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 Avantage Adulte discount:
If the change of a round-trip ticket qualifies for the Carte Avantage Adulte discount, the exchanged ticket (outward or return) will benefit from the Avantage discount.
Unchanged tickets (corresponding to a future or already completed journey) do not benefit from the Avantage discount.

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For the accompanying adult and the accompanying child (up to a maximum of 3), the same after-sales terms and conditions as those of the holder of the Carte Avantage Adulte apply.

3.2.1.4.Price and validity of the carte Avantage

The carte Avantage 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 inspection.

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 carte Avantage

The carte Avantage is issued in TGV INOUI sales areas (at counters and accompanied self-service tablets), on Self-Service Kiosks and by 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 credit card receipt 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 credit card receipt format only at the counter in TGV INOUI sales areas.

3.2.1.6.Loss or theft of the carte Avantage

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

- On the website 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 Self-Service Kiosks by logging in with "My SNCF login", the card will be sent back to the cardholder's email address and printed on request in credit card receipt format.

3.2.1.7.Refund of the carte Avantage

The refund of the carte Avantage is only made according to the terms of the right of withdrawal available in volume 1.

3.2.1.8.Purchase, change and refund of tickets issued at the carte Avantage fare

For the purchase of an Avantage 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

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has been previously registered. Failing this, if the customer is unable to prove that he/she holds a carte Avantage, the “Carte Avantage” discounted price may not be granted to him/her.

Carte Avantage fares are only issued via e-ticket.

The conditions for changing and refunding tickets at the Carte Avantage fare are:

TGV INOUI	INTERCITÉS with mandatory booking and INTERCITÉS without mandatory booking
• Ticket changeable and refundable free of charge up to 7 days before departure. • From 6 days before departure, €19 withholding. • Non-changeable and non-refundable ticket after departure. • From 30 min before departure, ticket changeable 1 time maximum (any day and trip) and non-refundable after 1 change.	• Ticket changeable 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. • Non-changeable and non-refundable ticket after departure. • From 30 min before departure, ticket changeable 1 time maximum (any day and trip) and non-refundable after 1 change. • INTERCITÉS without mandatory booking specificities: flexible tickets, as e-tickets, valid for 1 day are changeable and refundable free of charge until the day before departure. From D-day, they are neither changeable nor refundable.

The change in 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 changeable. 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. The FLEXIBLE offer on TGV INOUI and INTERCITÉS trains

The offer consists of several price levels in 2nd and 1st class:

In 2nd class:

- a 2nd class Standard Fare which constitutes the reference fare
- different levels of Second class reduced prices

In 1st class:

- a 1st class Standard Fare which constitutes the reference fare
- different levels of First class reduced prices

Second and First class fares are only issued as e-tickets

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Access conditions and application of Second and First class fares

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

The 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 lowest Standard fares is essentially based on advance purchase. Fares are accessible from the opening of sales to the departure of the train, within the limit of the seats available, regardless of the type of trip. If no promotional Second class or First class fare or NO FLEX fare is available, the Standard Second and Standard First Fares are offered.

Clarification

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

3.2.2.2.The NO FLEX offer on TGV INOUI and INTERCITÉS trains

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 2nd class.
The NO FLEX fare is also offered on a selection of destinations in Europe (MINI fare in 1st and 2nd class on TGV INOUI France-Italy)
Anyone can benefit from the NO FLEX fare.

Special feature for holders of the carte Avantage and the carte Liberté

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

Clarification

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

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3.2.2.3. Exchange and refund of Leisure tickets (without discount card)

Fares	TGV	INTERCITÉS with mandatory booking and INTERCITÉS without mandatory booking
Second class First class	• Ticket changeable and refundable free of charge up to 7 days before departure. • From 6 days before departure, €19 withholding. • Non-changeable and non-refundable ticket after departure. • From 30 min before departure, ticket changeable 1 time maximum (any day and trip) and non-refundable after 1 change.	• Ticket changeable 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. • Non-changeable and non-refundable ticket after departure. • From 30 min before departure, ticket changeable 1 time maximum (any day and trip) and non-refundable after 1 change. • INTERCITÉS without mandatory booking specificities: Superflex tickets valid for 1 day can be changed and are refundable free of charge until the day before departure. From D-day, they are neither changeable nor refundable.
NO FLEX	Non-changeable, non-refundable	Non-changeable, non-refundable

3.2.2.4. Prices applicable to children

Minor children remain under the responsibility of their parents. It is their responsibility to ensure that they are able to make the planned trip in complete safety.
A “Junior & Cie” support service for minor children from 4 to 14 inclusive is offered by SNCF, on certain long-distance connections during school holidays and weekends.

3.2.2.4.1. 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 or sleeping seat for a child under 4, it is necessary to buy the Bambin travel pass.

3.2.2.4.2. Bambin travel pass / Bambin Nuit travel pass for children under 4

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

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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 x2 = €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 x 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 travel pass or a Bambin Nuit travel pass are not considered to be accompanying children on the carte Avantage Adulte and carte Liberté and are not eligible for the discount of the accompanying children for the Avantage (Jeune, Adult and Senior) and Liberté (with an Avantage fare) cards.

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

3.2.2.4.3. 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 Flex First price or 50% of the SECOND or FIRST price.
Children are also eligible for additional discounts when accompanying carte Avantage and carte Liberté 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.

3.2.2.4.4. 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 Eurail/Interrail Pass offer

The Interrail Pass (intended for European residents) and the Eurail Pass (intended for residents outside Europe) 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/Interail 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 on the website: www.maxjeune-tgvinoui.sncf

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3.2.5. MAX SENIOR

The general terms and conditions of sale of the MAX SENIOR subscription are available on the website: 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.
- Is strictly personal and non-transferable.
- It must be presented with an identity document during inspections 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 INOUI and INTERCITÉS trains with mandatory booking: 45% discount on the 1st class Flex First or on the OPTIMUM and OPTIMUM PLUS classes, calculated on the 1st class Flex First fare, excluding additional costs of the OPTIMUM and OPTIMUM PLUS fares and 60% discount in 2nd class based on the Flex First fare (or any other fare substitutable for the Flex First fare in the event of a change in the fare range). The Flex First fare is not offered if the OPTIMUM fare is available. 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% discount calculated on the Standard Fare of the class applicable to 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 international trains: 2nd and 1st class discounts on the fares and at the rates described below, depending on the carrier:
• 45% discount in 1st class and 60% in 2nd class calculated on the Flex First fare on TGV INOUI trains to Luxembourg, Freiburg im Brigsau and Brussels,
• 45% discount in 1st class and 60% in 2nd class calculated on the Full Flex First fare on the TGV INOUI and ICE trains operated by DB-SNCF VOYAGEURS in Co-operation to Germany,
• 45% discount in 1st class and 60% in 2nd class calculated on the Liberté Prima fare on TGV INOUI trains to Italy,

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• 45% discount in 1st class and 60% in 2nd class calculated on the Flexible fare on TGV INOUI trains to Spain,
• 40% discounts in Première Signature class calculated on the Première Signature fare, 40% discount in Première class calculated on the Première Flex fare offered only when Première Signature class is no longer available for the holder, and 50% discount in Standard class, calculated on the Première Flex fare on TGV Lyria trains, excluding additional paid services.

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:

On trains with mandatory booking (TGV INOUI and INTERCITÉS with mandatory booking): 30% discount in 2nd and 1st class on Standard Second and Standard First fares (fares on the day) and on NO FLEX Second and NO FLEX First fares (fares available on certain trains subject to availability, excluding OPTIMUM and OPTIMUM PLUS classes).

On trains without mandatory booking: 30% discount in 2nd and 1st class on Normal Second and Normal First fares.

On international trains: 30% discount in 2nd and 1st class on the following fares depending on the carrier:
• the daily Standard Second or Standard First fare on TGV INOUI trains to Luxembourg, Freiburg im Brigsau, Brussels and TGV INOUI and ICE trains operated by DB-SNCF VOYAGEURS in Co-operation to Germany**
• the Prima and Seconda fare on TGV INOUI France–Italy trains
• the Essential Second and Essential First fare on TGV INOUI France-Spain trains
• the Semi Flex Standard or Semi Flex First fare on TGV Lyria trains
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 volume 3.

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

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- 60% discount in 2nd and 1st class on Standard Second and Standard First fares (fares on the day) 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 carte Liberté. The holder of the carte Liberté 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, to certain SECOND and FIRST class fares and to certain routes 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 travelling with 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 carte Liberté holder 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 carte Liberté (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 carte Liberté holder 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 change and refund in the case of a mandatory round trip at the Avantage fare:

Initial reservation eligible for the Avantage Adulte discount:
If the cancellation or change of one of the two journeys results in the loss of the discount conditions of the Carte Avantage Adulte, the exchanged ticket will be re-priced at the fare on the day of the change.
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 Avantage Adulte discount:
If the change of a round-trip ticket qualifies for the Carte Avantage Adulte discount, the exchanged ticket (outward or return) will benefit from the Avantage discount.
Unchanged tickets (corresponding to a future or already completed journey) do not benefit from the Avantage discount.

For accompanying adults and children, the same conditions of change 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.

Internal

For customers with a Pro Contract and 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 inspection.

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 credit card receipt 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 credit card receipt format only at the counter in TGV INOUI sales areas.

3.3.1.4.Loss or theft of the Liberté Card

Card issued in electronic, PDF or credit card receipt format

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

- On the tgvinoui.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 Self-Service Kiosks by logging in with "My SNCF login", the card will be sent back to the cardholder's email address and printed on request in credit card receipt 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 volume 1.

3.3.1.6.Purchase, change and refund of tickets issued with a Liberté Card

Internal

To purchase a Liberté or Avantage ticket with the carte Liberté, 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.

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	TGV	INTERCITÉS with mandatory booking	INTERCITÉS without mandatory booking
Tickets issued at the Liberté fare	• Ticket changeable and refundable free of charge up to 30 minutes after departure. • From 30 min before departure, ticket changeable 1 time maximum (any day and trip) and non-refundable after 1 exchange. • After 30 minutes after departure: non-changeable and non-refundable ticket The change 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). For holders of an OPTIMUM PLUS fare, the Catering service is no longer provided after the change on a full train.	• Ticket changeable and refundable free of charge up to 30 minutes before departure. • From 30 min before departure, ticket changeable 1 time maximum (any day and trip) and non-refundable after 1 change. • After 30 minutes after departure: non-changeable and non-refundable ticket Change 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).	• Ticket changeable and refundable free of charge until the day before departure. • Non-changeable and non-refundable ticket from the day of departure.
Tickets issued at the Avantage fare	TGV	INTERCITÉS with mandatory booking	INTERCITÉS without mandatory booking
	• Ticket changeable and refundable free of charge up to 7 days before departure. • From 6 days before departure, €19 withholding.	• Ticket changeable 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. • Non-changeable and non-refundable ticket after departure.	

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	• Non-changeable and non-refundable ticket after departure • From 30 min before departure, ticket changeable 1 time maximum (any day and trip) and non-refundable after 1 change.	• From 30 min before departure, ticket changeable 1 time maximum (any day and trip) and non-refundable after 1 change.
Tickets issued at the NO FLEX fare	• Non-changeable, non-refundable	

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

It should be noted that change 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 change on a full train, if it no longer allows satisfactory travel conditions to be offered in complete safety.

For TER: The change in 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 changeable. 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. MAX ACTIF and MAX ACTIF+ 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

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

3.3.3. The Monthly or Weekly TGV INOUI PASS

Internal

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 Monthly or Weekly INTERCITÉS and TER Travel Pass

The Weekly or Monthly INTERCITÉS and TER Travel Pass (hereinafter "The Weekly or Monthly Travel 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 Travel 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 Travel 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 Travel Pass is possible 5 months in advance. A person may purchase multiple Weekly or Monthly Travel Passes.

It is issued in dematerialised form: a PDF document containing the QR code of the Weekly or Monthly Travel 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 credit card receipt containing the QR code of the Travel Pass may also be published.

For customers who do not have an email address, the Weekly or Monthly Travel Pass will be printed in credit card receipt format only at the TGV INOUI sales area counter.

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

Car class

The Weekly or Monthly Travel Pass can be subscribed to in 1st class or 2nd class.

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

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Conditions of use

To travel, the customer must have:
On INTERCITÉS, a valid Weekly or Monthly Travel 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 Travel Pass on the chosen route is sufficient to travel.

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

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

The degressive fare is retained provided that at least one Monthly Travel 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 Travel Passes subscribed to since 1 April 2009, there is no longer fare degression.

Validity of the Weekly or Monthly Travel Pass and the booking

- Weekly Travel Pass:

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

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- Monthly Travel Pass:

The Monthly Travel 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 Travel Pass

A Weekly or Monthly Travel Pass issued in electronic, PDF or credit card receipt format is reissued free of charge:

- On the tgvinoui.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 TravelPass 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 Travel Pass will be sent to the cardholder’s email and published on request in credit card receipt format.

Cancellation/reimbursement of the Weekly or Monthly Travel Pass

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

Modification of the Weekly or Monthly Travel Pass subscription

When renewing the Weekly or Monthly Travel 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 Travel Pass and purchased in advance are exchanged provided that the request is made before the departure of the train.

Change and refund

See terms set out in volume 3.
The conditions for changing and refunding INTERCITÉS bookings at the Weekly or Monthly Travel Pass fare are:

Exchange	- Ticket exchangeable free of charge up to 30 minutes after departure;

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	- From 30 minutes before departure and up to 30 minutes after departure, the ticket is changeable free of charge for any day and trip, even on a full train with a maximum exchange limit. After a change, the ticket is no longer refundable; - After 30 minutes of departure, the ticket is non-changeable. The change 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).
Refund	The refund of the booking is possible up to 30 minutes after departure if no change has been made. After 30 minutes of departure, the ticket is non-refundable.

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

It should be noted that change 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 change on a full train, particularly in the event of an overload endangering the safety of passengers.

3.3.5. Business fares without subscription

As part of their business trips, companies/associations with a SIRET number may sign up for the Pro Contract Offer free of charge, allowing them to enjoy certain specific fares and discounts thanks to the allocation of a company code. The general terms and conditions of use of this offer are directly accessible on the offer sign-up website: https://pro-adhesion.sncf.com/

On trains with mandatory booking (TGV INOUI and INTERCITÉS), the offer for professionals 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 / OPTIMUM / OPTIMUM PLUS and/or Pro SECOND fares; available only to customers with a Company Contract and a company code
- an OPTIMUM fare only accessible on a selection of routes or Flex FIRST accessible in 1st class
- an OPTIMUM PLUS fare accessible on a selection of routes in the OPTIMUM PLUS class

Internal

Change and refund terms:

These fares are only delivered via e-ticket.

Fare	TGV	INTERCITÉS with mandatory booking
PRO Second Flex First OPTIMUM OPTIMUM PLUS Discounted Fares Negotiated Fares	• Ticket changeable and refundable free of charge up to 30 minutes after departure. • From 30 min before departure, ticket changeable once maximum (any day and trip) and non-refundable after 1 change. • After 30 minutes after departure: non-changeable and non-refundable ticket The change 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). For holders of an OPTIMUM PLUS fare, the Catering service is no longer provided after the change on a full train.	• Ticket changeable and refundable free of charge up to 30 minutes after departure. • From 30 min before departure, ticket changeable once maximum (any day and trip) and non-refundable after 1 change. • After 30 minutes after departure: non-changeable and non-refundable ticket Change 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).

Holders of a ticket at the PRO

Second, Flex First, OPTIMUM, OPTIMUM PLUS, Discounted or Negotiated Fares, also benefit from a change option on the day of departure when taking a train with mandatory booking with a booking at the Travel Pass fare. The ticket can be changed for another train on the day on a full train provided that the change is carried out on the day of departure, on the same trip. For holders of an OPTIMUM PLUS fare, the Catering service is no longer provided after the change on a full train.

It should be noted that change 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 change on a full train, particularly in the event of an overload endangering the safety of passengers.

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Flexibility of access

Only a passenger with a member of Parliament 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 boarding 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 people 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.

The group offer also involves the partial or total private booking of a train with additional services:

- My Group Luggage: door-to-door luggage transport,
- Luggage at the station: transport of luggage at the station,
- Coaches in addition to the train transport service,
- Personalised reception at the station with hosts/hostesses and reception points,
- On-board catering and entertainment,
- Safety support.

These offers are offered to all Group customers, both individuals and organisations.

To find out more about Group offers (standard group, private booking, special train) you can consult the following links:

- Travel in a group - FAQ | SNCF Voyageurs
- To book your group trip with or without services: the Group General Terms and Conditions of Sale

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 carrier (TGV INOUI, INTERCITÉS, TER), in 1st and 2nd class for each connection.

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For TGV INOUI, 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 Voyageurs have agreed on pricing applicable to military personnel and their families.
The scheme implemented consists of 2 fares:

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

4.1.1.1. Beneficiaries

The Military fare is available to military personnel and gendarmes travelling either alone or in groups, for private or professional reasons, and holding a valid card at the time of travel, as specified below.

For active military personnel and gendarmes:

- military travel card (CCM) or military temporary travel certificate (ATC, attestation temporaire de circulation) issued by the departments of the Ministry of the Armed Forces to military personnel awaiting a card and containing details of their fare entitlements.

For military and gendarme reservists:

- a civil identity document to ensure, during on-board inspections, that the name on the military reservist's e-ticket matches the identity of the passenger. (Tickets for military reservists who do not have a CCM and ATC are issued at the request of the military authority by an exclusive point of sale approved by the Ministry of the Armed Forces.)

The original ad hoc card must be presented during on-board inspections. A member of the military without a ticket or not in one of the above situations will have their situation regularised on board the train.
During inspections, the presentation of an invalid CCM or ATC or used by a third party may result in its withdrawal.

4.1.1.2. Fare application conditions

The military and gendarmes benefit, on all TGV INOUI, OUIGO and INTERCITÉS trains, from a discount in the reference price in 1st class (including OPTIMUM) and 2nd class for journeys made on national territory.

Reference price and level of discount granted:

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Type of Train	Reference price (1st and 2nd classes)	Discount from the reference fare
TGV INOUI AND INTERCITÉS	TGV INOUI / INTERCITÉS price approved by the Ministry of the Armed Forces	75%
TER	TER price approved by each organising authority / region	75%

For trips by TGV INOUI or INTERCITÉS, a member of the military or gendarme will benefit from all the services associated with the PRO fare and will be able to access Grand Voyageur Le Club lounges when travelling in 1st class (including OPTIMUM).
The military and gendarmes have the possibility of travelling in the OPTIMUM PLUS class and in this case will have to pay a supplement corresponding to the difference between the Flex First fare and the OPTIMUM PLUS fare.

4.1.1.3. Exchanges and refunds

The change and refund terms and conditions are described in the table below:

TGV INOUI & INTERCITÉS WITH MANDATORY BOOKING	Changeable ticket (adjustment to the fare in force at the time of change) up to 30 minutes after departure; only one change possible (same day, same journey) from 30 minutes before departure. Ticket refundable free of charge up to 30 minutes after departure.
INTERCITÉS WITHOUT MANDATORY BOOKING	Ticket changeable (adjustment to the fare in force at the time of change) and refundable free of charge until the day before departure. Non-changeable and non-refundable ticket from the day of departure.
TER	The terms and conditions are the responsibility of the organising authorities and are available on the websites on the regional TER websites.

4.1.2. Military Family Fare

4.1.2.1. Beneficiaries

The Military Family fare is available to the member of the military's beneficiaries, holders of an individual military family card issued by the departments of the Ministry of the Armed Forces:

- spouse who is married or has entered into a civil partnership (the spouses themselves who are military personnel do not benefit from an accumulation of discounts and are subject to an adult military personnel price of 75%),
- children up to 18 years and 4 months or until the end of their studies (in the event of continuing studies, the fare entitlement will be maintained at the latest until the day before the student is 27 years old).

The original card must be presented on board. A beneficiary of a member of the military without a ticket or without his/her military family card will have their situation regularised on board the train. During inspections, a military family card that is not valid or used by a third party may be withdrawn.

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4.1.2.2. Fare application conditions

The beneficiaries of this fare benefit, on all national trains, from a discount in the reference price.

Reference price and level of discount granted:

Type of Train	Reference Price	Discount from the reference fare
TGV INOUI and INTERCITÉS	Social reference price approved by the Ministry of Transport.	40%
TER	The terms and conditions are the responsibility of the organising authorities and are available on the regions' websites.	

4.1.2.3. Exchanges and refunds

TGV INOUI	Changeable (adjustment to the fare in force at the time of exchange) and refundable ticket: - free of charge up to 7 days before departure - with a withholding of €19 from 6 days before departure. Only one change possible (same day, same trip) from 30 minutes before departure. Ticket non-refundable after 1 change.
INTERCITÉS WITH MANDATORY BOOKING and INTERCITÉS WITHOUT MANDATORY BOOKING	Changeable (adjustment to the fare in force at the time of exchange) and refundable ticket: - free of charge up to 7 days before departure - with 40% of the ticket price withheld from 6 days before departure (up to a limit of €15). Only one change possible (same day, same trip) from 30 minutes before departure. Ticket non-refundable after 1 change.
TER	the terms and conditions are the responsibility of the organising authorities and are available on each region's TER websites.

4.1.2.4. Special case of families of military personnel who died in external operations

In this particular case, the benefit of the 75% military personnel fare is granted:

- to the spouse,
- to the children until the age of majority or the end of their studies (beneficiaries aged 4 to 12 do not benefit from an accumulation with the child discount and are charged an adult military personnel price of 75%).

4.1.3. National Police Officers

Internal

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

4.1.3.1. Beneficiaries

The National Police fare is available to National Police officers eligible for the “Voyager et Protéger” scheme, with a “Voyager – Protéger” card issued by the departments of the Ministry of the Interior

The original card must be presented during on-board inspections. A beneficiary of the National Police fare who does not have a ticket or does not have their "Voyager-Protéger" card, will have their situation regularised on board the train. An invalid “Voyager-Protéger” card or used by a third party may be withdrawn.

4.1.3.2. Fare application conditions

National Police officers benefit on all TGV INOUI, INTERCITÉS trains with mandatory booking and OUIGO trains, from a discount on the reference price for trips made on French territory for private or professional reasons.

Reference price and level of discount granted:

Type of Train	Reference Price (In 1st and 2nd class)	Discount from the reference fare
TGV INOUI and INTERCITÉS with mandatory booking	TGV INOUI / INTERCITÉS PRO price	Free with the payment of a booking fee of 10% of the ticket price at the reference fare.
TER	The terms and conditions are the responsibility of the organising authorities and are available on the websites on the regional TER websites.	

The discount is only granted in 2nd class. However, police officers have the option of travelling in 1st class on TGV INOUI and INTERCITÉS via a specific fare, the discount of which is calculated on the 2nd class reference price.

For trips by TGV INOUI 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 Le Club lounges when travelling in 1st class.

4.1.3.3. Exchanges and refunds

Internal

TGV INOUI and INTERCITÉS with mandatory booking	Ticket changeable (adjustment to the fare in force at the time of change) and refundable free of charge up to 30 min after departure. Only one change possible (same day, same trip) from 30 minutes before departure. Ticket non-refundable after 1 change.
TER	The terms and conditions are the responsibility of the organising authorities and are available on the websites on the regional TER websites.

4.2. Large families

4.2.1. Families with at least three children including at least one minor child

4.2.1.1. Beneficiaries

The Large Families fare is available to all holders of 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 rate).

The original card must be presented during on-board inspections. A passenger without a ticket or without a Large Families card will have their situation regularised on board the train.

4.2.1.2. Conditions of application of the fare

In accordance with the regulations, the Large Families fare is only valid for travel for personal reasons (private, leisure, etc.) and may not apply to trips made on a professional basis.

Discounts are applied without limitation on all national trains, including trains with mandatory booking and for all categories of seats, including sleeping seats.

When trips are made in 2nd class, the discount applies to the reference price.

Type of Train	Reference Price	Discount from the reference fare
TGV INOUI and INTERCITÉS	Social reference price approved by the Ministry of Transport.	Depending on the level of discount granted to the beneficiary: 30%, 40%, 50%, 75%.

When trips are made in 1st class, the discount applies to the 2nd class reference price, to which is added the price difference between these two classes.

4.2.1.3. Exchanges and refunds

Internal

The change and refund terms and conditions are described in the table below:

TGV INOUI	Changeable (adjustment to the fare in force at the time of exchange) and refundable ticket: - free of charge up to 7 days before departure - with a withholding of €19 from 6 days before departure. Only one change possible (same day, same trip) from 30 minutes before departure. Ticket non-refundable after 1 change.
INTERCITÉS WITH MANDATORY BOOKING AND INTERCITÉS WITHOUT MANDATORY BOOKING	Changeable (adjustment to the fare in force at the time of change) and refundable ticket only: - free of charge up to 7 days before departure - with 40% of the price withheld from 6 days before departure (up to a limit of €15). Only one change possible (same day, same trip) from 30 minutes before departure. Ticket non-refundable after 1 change.

4.3. Annual leave

4.3.1. Beneficiaries

Annual leave round-trip tickets are issued once a year to the same beneficiary, in 2nd class, for a round trip made on the occasion of annual paid leave.

The following people may benefit from it:
- employees,
- farmers,
- job seekers,
- pensioners.

Before any application, eligibility for the annual leave fare must be checked. Information: https://www.service-public.fr/particuliers/vosdroits/F2328.

The benefit of the fare is also granted to the following beneficiaries:
- the applicant's married spouse, as well as his/her children under 21 years of age.
- the father and/or mother of an unmarried applicant, provided that these people live with the applicant.

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.

4.3.2. Conditions of application of the fare

A 25% discount is granted under the following conditions, for each round-trip journey, on all trains (except the Ile-de-France network).
On trains with mandatory booking, this discount is calculated:

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- in 2nd class, on the reference social fare.
- in 1st class on the 2nd class reference social fare approved by the Ministry of Transport, plus the price difference between the 1st class reference social fare and the 2nd class reference social fare.

On trains without mandatory booking, this discount is calculated on the 2nd class social fare, regardless of the class taken.

For all trains, the 25% discount is granted without limitation.

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

4.3.3. Itinerary and minimum journeys

A minimum of 200 kilometres must be covered, including return. The itinerary must be the same for all passengers.

4.3.4. Request and supporting documents

The annual leave fare application must be made on the form that can be downloaded from the SNCF website: https://www.sncf-voyageurs.com/medias-publics/2024-01/formulaire-conge-annuel.pdf

The completed and signed form must reach SNCF:
- either by being submitted by the beneficiary at an SNCF approved travel agency,
- or by being scanned and sent to SNCF's TOUTOUI chatbot https://tout-oui.sncf.com/ (indicating "buy an Annual Leave ticket").

Applications must be submitted at least 2 working days before departure.

4.3.5. Exchanges and refunds

TGV INOUI	Changeable (adjustment to the fare in force at the time of exchange) and refundable ticket: - without pre-departure costs, - with a withholding of €19 from 6 days before departure. Only one change possible (same day, same trip) from 30 minutes before departure. Ticket non-refundable after 1 change.
INTERCITÉS WITH MANDATORY BOOKING AND INTERCITÉS WITHOUT MANDATORY BOOKING	Changeable (adjustment to the fare in force at the time of exchange) and refundable ticket: - without pre-departure costs, - with 40% of the price withheld from 6 days before departure (up to a limit of €15). Only one change possible (same day, same trip) from 30 minutes before departure. Ticket non-refundable after 1 change.

4.4. Work subscription

Internal

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 Mobility 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 deviating 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 during any inspection 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.

Internal

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 getting on 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 TGV INOUI sales area 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 journey not travelled.
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.

Internal

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 travel 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/Weekly Navigo Travel Pass;
- monthly or annual work subscription/Monthly or Annual Navigo Travel 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. Change 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

Excluding derogations, the Pupil/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 INOUI or INTERCITÉS between their home and their place of study or apprenticeship located in France.

To benefit from this discounted 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 inspections on board the trains.

4.5.2. Purchase & Price

Internal

These tickets can only be used on home-study journeys (journey mentioned on the certificate). For a journey requiring the use of several TGV INOUIs/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 changeable free of charge until the day of departure.

4.5.3. Validity on TER

Their validity on regional trains is not guaranteed, as the regional Mobility 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 deviating from the fare provisions applicable to services of national interest.

For these trains, applicants must inquire at the station or on the regional website about the existence of a regional Pupil/Student/Apprentice fare offer and about the conditions for it being awarded.

4.6. Fares for children's outing and the like

4.6.1. Beneficiaries and reduced price

The Group General Terms and Conditions of Sale and children's outings fares are available via the above link.

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

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The provisions of Chapter 3 of the Fare Range (Young people 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 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:

D: being the travel date of the train corresponding to the first leg of the trip	Withholding rate
Before payment of the balance on D-60	0%
Between payment of the balance and D-30	25%
From D-29 to D-8	50%
From D-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.

4.7. Grave visit fare

4.7.1. Beneficiaries

The Grave visit fare is available to the children and grandchildren of military personnel who died for France and are buried in a military cemetery, military burial plot or military necropolis maintained by the State in mainland France.

Internal

This fare allows you to visit the burial site of the deceased once a year.

When the place of burial is abroad (military cemetery or concentration camp), the Grave visit fare only applies to the French part of the journey and can only be granted to a maximum of two people per year belonging to the family of the deceased.

It applies only to TGV INOUI, INTERCITÉS and TER trains operated by SNCF Voyageurs.

4.7.2. Obtaining entitlement

The beneficiaries must:

Step 1:

Contact the Office National des Combattants et des Victimes de Guerre (ONACVG) – Service Département Reconnaissance et Réparation (DRR) in Caen, 11 rue Neuve Bourg l'Abbé / BP 552 / 14037 Caen Cedex Caen (Calvados), either by email (DRR@onacvg.fr), by telephone (02 31 38 45 04) or by post, to receive an application form to complete and return.
The ONACVG will issue the beneficiary with a certificate of the place of burial. In the event of burial in a military necropolis, the ONACVG will also issue a form entitled "Visit to the Graves of Military Personnel who Died for France", which the beneficiary must have stamped by their local town hall.

Step 2:

Send to SNCF by post (to SNCF OPTIM SERVICES / Pôle Production Voyages Professionnels (PVP), 1-7 place aux Etoiles, 93212 LA PLAINE SAINT DENIS Cedex) or by e-mail (pole.ttt@sncf.fr):

- The above-mentioned certificate of place of burial, obtained from the ONACGV,
- For trips to military necropolises, the "Visit to the Graves of Military Personnel who Died for France" form issued by the ONACGV and stamped by their local town hall,
- Proof of relationship (photocopy of family record book),
- Proof of address.

Once entitlement has been granted by SNCF, the beneficiary will receive a travel pass by post, valid for a maximum of one round trip per year, specifying the place of departure and arrival and the fare.

The route covered is from the railway station closest to the beneficiary's home to the one nearest the place of burial.

4.7.3. Fare application conditions

The travel pass allows the beneficiary to travel in 1st or 2nd class. It is valid until 31 December of the calendar year of issue.

With this document in hand, the beneficiary must purchase their ticket:

- By going to a TGV INOUI sales area counter, or

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- By contacting the Customer Relations department on 3635 (free service).

Transport is free of charge, except for booking fees applicable to trains with mandatory booking (TGV INOUI or INTERCITÉS):

- €2 on (TGV INOUI normal period and INTERCITÉS),
- €16 (TGV INOUI peak period),
- Miscellaneous charges, defined by each Regional Mobility Organising Authority (TER with mandatory booking) and available on each regional TER website.

The Grave visit fare cannot be combined with any other SNCF current promotion or reduced fare.

Internal

VOLUME 4 - PEOPLE WITH DISABILITIES AND REDUCED MOBILITY AND ACCOMPANYING PEOPLE

1. Fares

Regardless of the nature of his/her disability, a passenger with disabilities must have a ticket established at the price and under the general terms and conditions applicable to the train taken.

1.1. Holders of a disability card

Holders of a disability card (excluding War Invalids and Pensioners) or French inclusion Mobility Card do not benefit from special discounts due to their disability.

1.1.1. The GUIDE fare

A passenger with a French 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, on the same train and in the same class. The table below details the prices or discounts applicable to the various disability cards for TGV INOUI, INTERCITÉS or TER trains.

For TGV INOUIs, INTERCITÉS and TERs connecting to a TGV INOUI and/or an INTERCITÉS train, the passenger can provide the identity of his/her guide after booking only to SNCF agents at stations and shops or by telephone by calling 3635#45 (free service + price of a call). However, once provided, the identity of the guide cannot be changed.

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) <u>French disability card issued before 1st January 2017 (in circulation until 31/12/2026)</u>

A1) For TGV INOUI:

Card type	**Note**	Normal period on High-Speed Line	peak period on High-Speed Line
Disability Card (incapacity	- No note - White cane	50% off the social reference price	50% off the social reference

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rate equal to or greater than 80%)		approved by the Ministry of Transport	price approved by the Ministry of Transport
Disability Card (incapacity rate equal to or greater than 80%)	- Need for support - Need for support Blindness - Green Star	€3 in 2nd class and in 1st class	€10 in 2nd class and in 1st class
European Parking Card		No discount	No discount
Priority Card		No discount	No discount

A2) For INTERCITÉS and TER:

Card type	**Note**	INTERCITÉS with mandatory booking	INTERCITÉS without mandatory booking	TER
Disability Card (incapacity rate equal to or greater than 80%)	- No note - White cane	50% off the social reference price approved by the Ministry of Transport	50% off the social reference price approved by the Ministry of Transport	50% off the social reference price approved by the region
Disability Card (incapacity rate equal to or greater than 80%)	- Need for support - Need for support Blindness - Green Star	€3 on day trains and €10 on night trains	Free	Free
European Parking Card		No discount	No discount	No discount
Priority Card		No discount	No discount	No discount

B) French inclusion Mobility Card (CMI) - Since 1 January 2017 – Card in ISO format

B1) For TGV INOUI

Card type	**Note**	Normal period on High-Speed Line	peak period on High-Speed Line
French Inclusion Mobility Card	Disability	50% off the social reference price approved by the Ministry of Transport	50% off the social reference price approved by the Ministry of Transport

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French Inclusion Mobility Card	Disability with sub-note: - Need for support - Need for blindness support	€3 in 2nd class and in 1st class	€10 in 2nd class and in 1st class
French Inclusion Mobility Card	Priority	No discount	No discount
French Inclusion Mobility Card	Parking	No discount	No discount

B2) For INTERCITÉS and TER:

Card type	**Note**	INTERCITÉS with mandatory booking	INTERCITÉS without mandatory booking	TER
French Inclusion Mobility Card	Disability	50% off the social reference price approved by the Ministry of Transport	50% off the social reference price approved by the Ministry of Transport	50% off the social reference price approved by the region
French Inclusion Mobility Card	Disability with sub-note: - Need for support - Need for blindness support	€3 on day trains and €10 on night trains	Free	Free
French Inclusion Mobility Card	Priority	No discount	No discount	No discount
French Inclusion Mobility Card	Parking	No discount	No discount	No discount

Passengers with disabilities 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 passenger with disabilities and/or his/her guide are considered to be in an irregular situation.

If two people with disabilities as defined above travel together, it is excluded that each of them may benefit reciprocally from the GUIDE fare.

Internal

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 3.2 Easy Access Seats or Priority Seats and Guide/Assistance Dog Seats in volume 4 of the Passenger Fares).

1.1.2. Conditions for change and refund of the GUIDE fare

TGV INOUI	Ticket changeable and refundable free of charge up to 30 min after departure. From 30 min before departure, ticket changeable 1 time (any day and trip).
INTERCITÉS with mandatory booking	Ticket changeable and refundable free of charge up to 30 min after departure. From 30 min before departure, ticket changeable 1 time (any day and trip).
INTERCITÉS without mandatory booking	Ticket changeable and refundable free of charge until the day before departure. Non-changeable and non-refundable ticket from the day of departure.
TER	The change 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 changeable. 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.

The cancellation or change of a disabled passenger's ticket also applies to the accompanying guide's ticket.

1.2. People with disabilities 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 War Invalid and Pensioner Card	Discount rate applied to the STANDARD Fare (TGV INOUI 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%

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Double Blue Bar	75%
Double Red Bar	75%

1.2.2. The GUIDE fare for War Invalids or Pensioners

Passengers with a War Invalid and Pensioner card with double blue bar or double red bar can provide a War Invalid and Pensioner GUIDE fare to a single passenger over 12 who accompanies and assists them on the same trip, on the same train and in the same class (War Invalid and Pensioner tickets and War Invalid and Pensioner guide to be booked jointly).

The table below details the prices or discounts applicable to War Invalid and Pensioner guides for TGV INOUI, 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	Normal period on High-Speed Line	Peak period on High-speed Line	Normal or peak period 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% off the social reference price approved by the Ministry of Transport	75% off the social reference price approved by the Ministry of Transport	75% off the social reference price approved by the Ministry of Transport
Double Blue Bar	€3 in 2nd class and in 1st class	Free	Free

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% off the social reference price approved by the Ministry of Transport	75% off the social reference price approved by the Ministry of Transport	75% off the social reference price approved by the region
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 War Invalid and Pensioner guide. If this document is not presented, the passenger with disabilities and/or his/her guide are considered to be in an irregular situation.

Internal

1.2.3. Conditions for change and refund of War Invalid or Pensioner & GUIDE War Invalid or Pensioner

	War Invalid and Pensioner	GUIDE - War Invalid and Pensioner
TGV INOUI	Ticket changeable (adjustment to the applicable fare) and refundable only before departure, €19 of fees from 6 days before departure. From 30 min before departure, ticket changeable 1 time (any day and trip) and non-refundable after 1 exchange	Ticket changeable and refundable free of charge up to 30 min after departure. From 30 min before departure, ticket changeable and refundable 1 time (any day and trip).
INTERCITÉS with mandatory booking and INTERCITÉS with non-mandatory booking	Tickets are changeable (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 changeable 1 time (any day and trip) and non-refundable after change.	Tickets are changeable (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 changeable 1 time (any day and trip) and non-refundable after change.
TER	The change 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 changeable. 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.	The change 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 changeable. 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.

The cancellation or change of a disabled passenger's ticket also applies to the accompanying guide's ticket.

1.3. Wheelchair passengers

In order to benefit from suitable seating on trains, wheelchair users (WCUs) must specify this beforehand, at the time of booking their ticket.

Internal

On board TGV INOUIs and subject to availability, wheelchair passengers are systematically placed in 1st class in suitable areas while benefiting from a 2nd class price. This provision also applies to the passenger in a wheelchair's GUIDE.

A passenger in a wheelchair holding a disability card or war invalid or pensioner card will also be entitled to the benefits referred to in paragraphs 1.1 and 1.2 and to grant them.

1.3.1. The Wheelchair User (WCU) ACCOMPANYING PERSON Fare on TGVs

People accompanying the passenger in a wheelchair (up to 3 people) may benefit from a reduced WCU ACCOMPANYING PERSON fare when travelling in 1st class with a 30% discount on the price of the 1st class Standard fare, subject to availability.
No supporting documents are to be provided by the passenger in a wheelchair or one of his/her accompanying people.

This fare also applies to people accompanying occasional wheelchair passengers who do not hold a French disability card or inclusion mobility card.

To benefit from the "WCU accompanying person" fare, all accompanying people and the person with disabilities must book their seats at the same time and travel together on the same trip. They are put in the same car wherever possible.

1.3.2. The Wheelchair User (WCU) ACCOMPANYING PERSON Fare on INTERCITÉS

The passenger in a wheelchair is placed in 2nd class. People accompanying the passenger in a wheelchair (up to a limit of 3 people) automatically benefit from a reduced WCU ACCOMPANYING PERSON fare in 2nd class with a 30% discount on the price of the 2nd class Standard fare.
No supporting documents are to be provided by the passenger in a wheelchair or one of his/her accompanying people.

To benefit from the "WCU accompanying person" fare, all accompanying people and the person with disabilities must book their seats at the same time and travel together on the same trip.

1.3.3. Conditions of change and refund of the WCU ACCOMPANYING PERSON fare

TGV INOUI and INTERCITÉS	Ticket changeable and refundable free of charge up to 30 min after departure. From 30 min before departure, ticket changeable 1 time (any day and trip).

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Other Trains	Not Applicable

2.ACCÈS PLUS Service

2.1 ACCÈS PLUS expert line dedicated to passengers with disabilities and reduced-mobility

An Accès Plus expert line is dedicated to passengers with disabilities and reduced-mobility:

- Dial 3635 then press #45 (free service + price of a call).
- Every day from 8:00 am to 8:00 pm.
- For all information on the accessibility of our trains or offers and services to make your journey easier, for advice on where to sit on board, for booking train tickets for people with disabilities or reduced mobility and accompanying people.

2.2 Assistance service for people with disabilities and people with reduced mobility

People with reduced mobility or with disabilities can request free dedicated assistance to get on and off the train.
The general terms and conditions of use of this assistance service are available on the Internet at the following address: 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 terms for accessing the service at https://www.garesetconnexions.sncf/fr/service-client/service-assistance-gare-PMR

People with reduced mobility or with disabilities who do not book the Accès Plus assistance service in accordance with the General Terms and Conditions of Use must get on and off the train under their own responsibility and within the scheduled train stop times.

It is specified that on board the train, no personal escort is provided by an agent of SNCF Voyageurs. Passengers must therefore be able, in particular, to carry out essential acts, to present their ticket, to comply with the instructions of agents, to guide themselves, etc., either independently or with the help of a person accompanying them.

3.Spaces

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3.1. Spaces for wheelchair users (WCUs)

Spaces for wheelchair passengers on trains are available for booking subject to availability at the time of purchase. People in non-folding and/or non-transferable wheelchairs must book these dedicated spaces. Failure to book such a space will result in the person in a wheelchair being denied boarding.

In addition, the only types of wheelchairs accepted are manual, electric and transfer chairs.
The wheelchair of the person with disabilities must comply with the European TSI regulations for people 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 people 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 145 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 get through an assistance boarding and unboarding device.
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.

Boarding of 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.
However, boarding of INTERCITÉS night trains may be possible if all the following conditions are met: the customer travels with a wheelchair that they can fold themselves, the width of their wheelchair allows them to move around in the corridors (the width of the corridors in a car with seats is a maximum of 60 cm and the width of the corridors in a car with bunks is a maximum of 54 cm), the customer is able to move around independently over a short distance, they are able to transfer themselves, and the departure and arrival times of their trip correspond to the opening times of the PRM assistance service at the station.

3.2 Priority Seats and "Guide/assistance dog" Seats

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 Priority Seats and “guide/assistance dog” Seats, available in 2nd and 1st classes on TGV INOUI (including to Europe) and on INTERCITÉS.

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The “Priority Seats” allow passengers with reduced mobility or disabilities (PRM/people with disabilities) to benefit from a more suitable seat (close to the toilets, exits, well oriented 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 people with disabilities travelling with guide or assistance dogs who can show proof of a disability or priority card and the guide or assistance dog's national identification certificate to benefit from these more suitable seats (it is recommended that the 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). These "guide/assistance dog" priority seats can be booked for passengers accompanied by a guide or assistance dog, subject to availability at the time of purchase.

4. Specific PRM equipment and luggage

It is specified that the PRM/PSH (people with reduced mobility/people 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 additional oxygen bottle or additional folded wheelchair, etc.) is considered luggage and provided that it measures a maximum of 90 x 130 x 50 cm.

Bicycles may be carried as luggage under the conditions set out in articles 10.2 and 10.3 of Volume 1 "General Provisions" of the Passenger Fares.

For more details on PRM equipment and luggage, go to the following page: https://www.sncf-voyageurs.com/fr/voyagez-avec-nous/preparez-votre-voyage/accessibilite/materiels-et-bagages-pmr/

5. “Guide” dogs or “assistance dogs”

So-called “emotional support” dogs (which can reassure or provide comfort by their presence and do not have a national identification and training certificate) are not considered “assistance dogs”.

Civilian people with disabilities holding a French disability card or a French priority card or a French inclusion mobility card (CMI) or an equivalent foreign card, may travel, regardless of their disability, with a "guide" or "assistance" dog which travels free of charge and without a ticket. This provision also applies to Invalid War Pensioners who hold a disability card allowing free travel for a guide.
For foreign passengers, the supporting document must be nominative in order to enable the identification of the holder and unambiguously relate to the recognition of a disability.

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

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person must have a valid ticket as well as his/her guide or assistance dog instructor card and the dog identification card.

"Guide" or "assistance" dogs are not required to wear a muzzle, provided that a document proving their training (national identification and training certificate of the dog issued by the training centres) is presented. The same applies to learner guide or assistance dogs provided that a national certificate of identification of the dog in training is presented.
So-called “emotional support” dogs that can reassure or provide comfort by their presence and do not have a national identification and training certificate are not considered “guide” or “assistance” dogs and are therefore subject to the animal fare and travel conditions of other dogs.

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 journey to be travelled, 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.

When boarding certain trains, for certain connections and for certain products, the booking of a seat is mandatory; this is particularly the case for TGV INOUI, 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 travel pass; this particularity is then brought to the attention of customers.

No seat booking (seat or bunk) is allowed for dogs and small pets, as well as for luggage.

<u>Tickets without allocated area</u>

In some trains with mandatory booking, tickets bearing the words “WITHOUT ALLOCATED SEAT” or “UNASSIGNED 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 note therefore does not contain any seating indication. A ticket

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“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 on the TGV INOUI 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 TGV INOUI sales area counter.
Seats are allocated subject to availability.

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 inspection 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 inspection, to transfer their seat to a passenger who cannot occupy the seat they have booked.

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 reclining seat alone, a child under 4 must pay a Bambin Nuit travel 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 reclining seat together, they must pay for a single Bambin Nuit travel pass or a single bunk booking for two.

1.5. Private bunk area on national night trains

In a 1st and 2nd class bunk, it is possible to privately book the space from one paying person.

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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 & Cie 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 other 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.
A container can accommodate one or more small animals. Animals travelling in containers must not be taken out of them during the trip.
If the other passengers object to the presence of the animal, and subject to sufficient availability, the owner and his/her animal will be allocated a new seat on the train.
Animals admitted on board are the responsibility and supervision of the passenger. The introduction on board of trains of animals considered dangerous is prohibited.

Each passenger can take with them a maximum of:
- Two dogs, or;
- One or more small animals enclosed in two containers, or;
- A dog and one or more small animals enclosed in a single container.

On board INTERCITÉS night trains, dogs and small pets are accepted in "seated" type cars but are prohibited in "bunk" type cars, unless the compartment has been fully booked by the passenger with the animal.

3.2. Terms and conditions of sale and after-sales of the pet transport service

The fixed prices applicable to the transport of accompanied animals on TGV INOUI 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.

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The service is added to his/her master's ticket. Regardless of the fare applied to the passenger, the service is:

- Refundable free of charge until departure time;
- Non-refundable post-departure;
- Non-changeable.

No seat booking (seat or bunk) is allowed for the transport of animals (they must not occupy seats intended for passengers).

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://www.sncf-voyageurs.com/fr/mentions-legales/conditions-generales-de-vente-du-service-mes-bagages/

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VOLUME 6 – PRICE SCHEDULE

1. Special prices

1.1. Amount of the Bambin direct trip travel pass

- Price applicable to 2nd class and 1st class seats: €9
- Price applicable to bunks in 2nd class and 1st class: €30

1.2. Amount of the Bambin connecting trip travel 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. Dogs on lead and other small pets in containers, accompanying passengers

The amounts to be collected for the pet transportation service apply for each train taken per dog on a leash or per container.

<table>
<tr><th rowspan="2">CARRIER RANGES</th><th colspan="2">Domestic journeys</th><th colspan="2">International journeys</th></tr>
<tr><th>Animal in container</th><th>Dog on lead</th><th>Animal in container</th><th>Dog on lead</th></tr>
<tr><td>NIGHT INTERCITÉS</td><td colspan="2">Free if compartment privately booked. €19 for 2nd class seat</td><td colspan="2" rowspan="3">N/A</td></tr>
<tr><td>DAY INTERCITÉS</td><td colspan="2" rowspan="5">€10</td></tr>
<tr><td>TGV INOUI</td></tr>
<tr><td>TGV LYRIA</td><td colspan="2" rowspan="3">€10</td><td rowspan="3">€20</td></tr>
<tr><td>SNCF DB IN COOPERATION</td></tr>
<tr><td>TGV INOUI FRANCE ITALY</td></tr>
<tr><td>TGV INOUI FRANCE SPAIN</td><td colspan="2" rowspan="3">N/A</td><td rowspan="3">€20</td></tr>
<tr><td>TGV INOUI FRANCE-BRUSSELS</td><td>€10</td></tr>
<tr><td>TGV INOUI FRANCE-LUXEMBOURG</td><td colspan="2" rowspan="2">€10</td></tr>
<tr><td>TGV INOUI PARIS-FREIBURG</td></tr>
</table>

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1.4. Passengers unable to pay the price of their ticket

- Compensation for payment at the station of destination: €10

1.5. Amount of the booking of a seat in the Bicycle Area

The booking of a bicycle space is required on board day TGV INOUIs and INTERCITÉS subject to booking and night INTERCITÉS. It must be made 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.

1.6. Bookings for seats, bunks

- Seats on an INTERCITÉS train: €1.50
- Bunk in 1st and 2nd class, night INTERCITÉS, amount per bunk and per night: €19.50

1.7. Private area

- Private area 2nd class 6-bunk compartment on a night INTERCITÉS: €150 to €540
- Private area 1st class 4-bunk compartment on a night INTERCITÉS: €180 to €570

2. Reduced prices

2.1. The CARTES AVANTAGE Jeune, Adulte et Senior offers since 17/06/2021

- Jeune: €49
- Senior: €49
- Adult: €49

2.2. The LIBERTÉ CARD

Special prices since 29/02/2024: Price of the Liberté Card valid throughout France in 1st and 2nd class:

- Annual price: €349

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:

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- Annual price: €299

2.3. Travel Passes and subscriptions

2.3.1. Weekly or Monthly Travel Pass

A. Weekly or Monthly Travel Pass subscribed to from 1 April 2009

Reminder: Weekly or Monthly Travel Passes for a specific journey subscribed to from 1 April 2009 no longer benefit from price degression.

Monthly travel passes – 1st 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
From 105 to 133km	280.1155	0.9388	425.7756	1.4270
From 134 to 199km	288.9144	0.9052	439.1499	1.3759
From 200 to 259km	429.0901	0.2007	652.2170	0.3051
From 260 to 392km	434.6488	0.1782	660.6662	0.2709
From 393 to 9,999km	438.5910	0.1677	666.6583	0.2549

Weekly travel passes – 1st 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
From 105 to 133km	77.3119	0.2591	117.5141	0.3938
From 134 to 199km	79.7404	0.2498	121.2054	0.3797
From 200 to 259km	118.4289	0.0554	180.0119	0.0842

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From 260 to 392km	119.9631	0.0492	182.3439	0.0748
From 393 to 9,999km	121.0511	0.0463	183.9977	0.0704

B. Weekly or Monthly Travel Pass subscribed to before 1 April 2009

Monthly travel passes
Price in 2nd class calculated according to the formula P = a + bd

Distance (d)	Monthly travel 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
From 105 to 133km	172.8812	0.7461
From 134 to 199km	178.1729	0.7286
From 200 to 259km	269.8963	0.2679
From 260 to 392km	287.4034	0.1995
From 393 to 9,999km	290.9811	0.1880

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Price in 1st class calculated according to the formula P = a + bd

Distance (d)	Monthly travel 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
From 105 to 133km	262.7794	1.1341
From 134 to 199km	270.8228	1.1074
From 200 to 259km	410.2423	0.4071
From 260 to 392km	436.8532	0.3032
From 393 to 9,999km	442.2912	0.2858

Weekly travel passes
Price in 2nd class calculated according to the formula P = a + bd

Distance (d)	Weekly travel 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
From 105 to 133km	57.7704	0.2472
From 134 to 199km	59.1532	0.2440
From 200 to 259km	90.2944	0.0877
From 260 to 392km	95.9675	0.0657
From 393 to 9,999km	102.2509	0.0493

Price in 1st class calculated according to the formula P = a + bd

Distance (d)	Weekly travel 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
From 105 to 133km	87.8110	0.3757
From 134 to 199km	89.9129	0.3709
From 200 to 259km	137.2475	0.1333
From 260 to 392km	145.8706	0.0999

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From 393 to 9,999km	155.4214	0.0749

Amount of the booking to travel on an INTERCITÉS train with a Weekly or Monthly Travel Pass

For INTERCITÉS seated journeys	€1.5
For night INTERCITÉS journeys in a bunk	€19.5

2.3.2. Subscriptions and PASSes: Table of fare equivalence areas

Name of the zone	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

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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/ 2 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. Social and contractual fares

2.4.1. 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)

2.4.2. Guides for War Invalids or Pensioners, accompanying people for civilian people with disabilities benefiting from free transport

Except for War Invalid and Pensioner 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:

- 1st and 2nd class in normal period (NP): €3
- 1st and 2nd class in peak period (PP): €10

For INTERCITÉS trains:

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- 1st and 2nd class (day trains and night train seat): €3
- 1st and 2nd class (night trains): €10

3. Exchange and refund, and proof of tickets

3.1. Change and refund of tickets on trains with mandatory booking

3.1.1. Tickets issued at the Standard Second and First, Avantage fare with a carte Avantage or carte Liberté, annual leave, large families, war invalid and pensioners, military families card

TGV INOUI	INTERCITÉS with mandatory booking
• Ticket changeable and refundable free of charge up to 7 days before departure. • From 6 days before departure, €19 withholding. • Non-changeable and non-refundable ticket after departure • From 30 min before departure, ticket changeable 1 time maximum (any day and trip) and non-refundable after 1 change.	• Ticket changeable 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. • Non-changeable and non-refundable ticket after departure. • From 30 min before departure, ticket changeable 1 time maximum (any day and trip) and non-refundable after 1 change.

3.1.2. Tickets issued at the PRO SECOND, Flex First, OPTIMUM, OPTIMUM PLUS, Liberté fare with a Liberté Card, PASS, Travel Pass, Military card:

TGV INOUI	INTERCITÉS with mandatory booking
• Ticket changeable and refundable free of charge up to 30 min after departure. • From 30 min before departure, ticket changeable 1 time maximum (any day and trip) and non-refundable after 1 change.	• Ticket changeable and refundable free of charge up to 30 min after departure. • From 30 min before departure, ticket changeable 1 time maximum (any day and trip) and non-refundable after 1 change.

Passengers with a PRO SECOND, Flex First, OPTIMUM, OPTIMUM PLUS, Liberté fare ticket with a Liberté Card, PASS, Weekly or Monthly Travel Pass or Military card benefit from a change option on the day of departure: The ticket can be changed for another train on the day

Internal

on a full train provided that the change is carried out on the day of departure and on the same trip.

It should be noted that change 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 change on a full train, particularly in the event of an overload endangering the safety of passengers.

Passengers with a PRO SECOND, Flex First, OPTIMUM, OPTIMUM PLUS, Liberté fare ticket with a Liberté Card benefit from a change option 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-changeable and non-refundable.

3.2. Change and refund of tickets on INTERCITÉS trains without mandatory booking

3.2.1. Tickets issued at the Standard Second, Annual Leave, Avantage fare with a carte Avantage or carte Liberté, Large Family, War Invalids-Pensioners, Military Family Card

Fares	After-sales terms and conditions
Second Class, Annual Leave, Avantage fare with a carte Avantage or carte Liberté, Large Family, War Invalids-Pensioners, Military Family card	Ticket changeable 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. Non-changeable and non-refundable ticket after departure. From 30 min before departure, ticket changeable 1 time maximum (any day and trip) and non-refundable after 1 change.

3.2.2. Tickets issued at Super Flex, Liberté, flexible fares for carte Avantage, military personnel and civilian disabled guide cards

Fares	After-sales terms and conditions

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Superflex, Liberté, flexible fare for carte Avantage, Military Personnel, Civilian Disabled Guide cards	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. - Exchange and refund free of charge before the Day - Non-changeable non-refundable from the Day.

3.3. Refund of the Bambin travel pass

- Refundable free of charge until departure. From 30 minutes before departure, the change is possible once maximum, only for the same day and the same trip. After change, the ticket is non-refundable.
- Non-refundable after departure

It should be noted that from the trips of 10 January 2024, the Bambin Travel 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-changeable 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 rates by activity

The tables are provided in Appendix 4 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 fixed amount in the following situations

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- Ticketing pass not validated: €5
- Unauthorised fare bundling: €35
- Booking not valid for PASS, Weekly or Monthly Travel 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

The on-board fare is not applicable when regularising the situation of a passenger in an irregular situation on the Kruth - Mulhouse lines and 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

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VOLUME 7 – APPENDICES

Appendix 1: Telephone numbers and price of communications of our services

- Customer Relations on 3635 (free service + price of a call)
- Customer Relations on 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).

Groups Agency: For the follow-up of your files, questions and/or information on the group offer, you can contact us:

- By phone on 3635. Type 2 then type 5, free service + local call rate
- Via the contact form available on our website
- From Monday to Friday from 8:30 a.m. to 6:00 p.m. excluding public holidays

Accès Plus expert line dedicated to passengers with disabilities and with reduced mobility:

- Dial 3635 then press #45 (free service + price of a call).
- Every day from 8:00 am to 8:00 pm.
- For all information on the accessibility of our trains or offers and services to make your journey easier, for advice on where to sit on board, for booking train tickets for people with disabilities or reduced mobility and accompanying people.

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, concerning international carriage by rail (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, concerning international carriage by rail (COTIF),

Internal

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, concerning international carriage by rail (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 journey 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, concerning international carriage by rail (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 journeys, rounded up to the higher kilometre when this average gives a fraction of half a kilometre.

Appendix 3: Regularisation rates

TGV regularisation rates

The rates 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 rate	€28	€56	€75	€99	€127	€140	€164
Reduced exceptional rate	€21	€42	€56	€74	€95	€105	€123
On-board rate	€38	€66	€85	€109	€137	€150	€174
Reduced on-board rate	€29	€50	€64	€82	€103	€113	€131
Inspection Rate	€78	€106	€125	€149	€177	€190	€214

Internal

Inspection rate - Fixed compensation	€78	€78	€69	€74	€78	€63	€74
Inspection rate – Shortfall in collection	€0	€28	€56	€75	€99	€127	€140
Increased inspection rate	€150	€178	€206	€225	€249	€277	€290
Increased inspection rate – Fixed compensation	€150	€150	€150	€150	€150	€150	€150
Increased inspection rate – Shortfall in collection	€0	€28	€56	€75	€99	€127	€140
Child inspection rate	€50	€64	€78	€88	€100	€114	€120
Child inspection rate - Fixed compensation	€50	€50	€50	€50	€50	€50	€50
Child inspection rate - 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 800km	More than 800km
Exceptional rate	€39	€67	€105	€140	€182	€195	€236
Reduced exceptional rate	€29	€50	€79	€105	€137	€146	€177
On-board rate	€49	€77	€115	€150	€192	€205	€246
Reduced on-board rate	€42	€82	€104	€120	€152	€158	€186
Inspection Rate	€89	€117	€155	€190	€232	€245	€286
Inspection rate - Fixed compensation	€89	€78	€88	€85	€92	€63	€91
Inspection rate – Shortfall in collection	€0	€39	€67	€105	€140	€182	€195
Increased inspection rate	€150	€189	€217	€255	€290	€332	€345
Increased inspection rate – Fixed compensation	€150	€150	€150	€150	€150	€150	€150

Internal

Increased inspection rate – Shortfall in collection	€0	€39	€67	€105	€140	€182	€195
Child inspection rate	€50	€70	€84	€103	€120	€141	€148
Child inspection rate - Fixed compensation	€50	€50	€50	€50	€50	€50	€50
Child inspection rate - Shortfall in collection	€0	€20	€34	€53	€70	€91	€98
OPTIMUM PLUS 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 800 km
Exceptional rate	€80	€100	€150	€170	€200	€230	€260
On-board rate	€90	€110	€160	€180	€210	€240	€270
Inspection Rate	€130	€150	€200	€220	€250	€280	€310
Inspection rate - Fixed compensation	€89	€70	€100	€70	€80	€80	€80
Inspection rate – Shortfall in collection	€0	€80	€100	€150	€170	€200	€230
Increased inspection rate	€190	€230	€250	€300	€320	€350	€370
Increased inspection rate – Fixed compensation	€150	€150	€150	€150	€150	€150	€150
Increased inspection rate – Shortfall in collection	€40	€80	€100	€150	€170	€200	€220

Day INTERCITÉS with mandatory booking regularisation rates

The rates indicated include the on-board costs and the Fixed Compensation.

Internal

Second class	Up to 100 km	From 101 to 200 km	From 201 to 300 km	From 301 to 400 km	From 401 to 600 km	From 601 to 800 km
Adult exceptional rate	€25	€40	€50	€70	€90	€110
Child exceptional rate	€13	€20	€25	€35	€45	€55
Adult reduced exceptional rate	€19	€30	€38	€53	€68	€83
Child reduced exceptional rate	€10	€15	€19	€26	€34	€41
Adult on-board rate	€30	€50	€60	€80	€100	€120
Child on-board rate	€15	€25	€30	€40	€50	€60
Adult reduced on-board rate	€23	€38	€45	€60	€75	€90
Child reduced on-board rate	€11	€19	€23	€30	€38	€45
Adult inspection rate	€70	€90	€100	€120	€140	€160
Child inspection rate	€50	€60	€70	€75	€85	€95
Adult inspection rate - Fixed compensation	€70	€65	€60	€70	€70	€70
Child inspection rate - Fixed compensation	€50	€50	€50	€50	€50	€50
Adult inspection rate – Shortfall in collection	€0	€25	€40	€50	€70	€90
Child inspection rate – Shortfall in collection	€0	€10	€20	€25	€35	€45
Increased inspection rate	€150	€175	€190	€200	€220	€240
Increased inspection rate – Fixed compensation	€150	€150	€150	€150	€150	€150
Increased inspection rate – 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 600 km
Adult exceptional rate	€35	€65	€75	€100	€130	€150
Child exceptional rate	€18	€33	€38	€50	€65	€75
Adult reduced exceptional rate	€26	€49	€56	€75	€98	€113
Child reduced exceptional rate	€13	€24	€28	€38	€49	€56
Adult on-board rate	€40	€70	€80	€120	€150	€170
Child on-board rate	€20	€35	€40	€60	€75	€85
Adult reduced on-board rate	€30	€53	€60	€90	€113	€128
Child reduced on-board rate	€15	€26	€30	€45	€56	€64
Adult inspection rate	€80	€110	€120	€160	€190	€210
Child inspection rate	€50	€65	€80	€85	€100	€115
Adult inspection rate - Fixed compensation	€80	€75	€55	€85	€90	€90

Internal

Child inspection rate - Fixed compensation	€50	€50	€50	€50	€50	€50
Adult inspection rate – Shortfall in collection	€0	€35	€65	€75	€100	€130
Child inspection rate – Shortfall in collection	€0	€15	€30	€35	€50	€65
Increased inspection rate	€150	€185	€215	€225	€250	€280
Increased inspection rate – Fixed compensation	€150	€150	€150	€150	€150	€150
Increased inspection rate – Shortfall in collection	€0	€35	€65	€75	€100	€130

Second class	**TER customer access**				**NIGHT INTERCITÉS Seats**			
	Up to 25 km	From 26 to 50 km	From 51 to 100 km	From 101 to 150 km	From 151 to 300 km	From 301 to 600 km	From 601 to 800 km	More than 800 km
Adult exceptional rate	€6	€11	€19	€27	€50	€80	€100	€120
Child exceptional rate	€3	€6	€10	€14	€25	€40	€50	€60
Adult reduced exceptional rate	€4	€8	€14	€20	€38	€60	€75	€90
Child reduced exceptional rate	€2	€4	€7	€10	€19	€30	€38	€45
Adult on-board rate	€10	€15	€25	€35	€60	€90	€110	€130
Child on-board rate	€5	€8	€13	€18	€30	€45	€55	€65
Adult reduced on-board rate	€7	€11	€18	€26	€45	€68	€83	€98
Child reduced on-board rate	€4	€7	€9	€13	€23	€34	€41	€49
Adult inspection rate	€50	€50	€50	€50	€90	€130	€150	€170
Child inspection rate	€50	€50	€50	€50	€50	€70	€90	€100
Adult inspection rate – Fixed compensation	€50	€50	€50	€50	€60	€70	€70	€70
Child inspection rate – Fixed compensation	€50	€50	€50	€50	€50	€50	€50	€50
Adult inspection rate – Shortfall in collection	€0	€0	€0	€0	€30	€60	€80	€100
Child inspection rate – Shortfall in collection	€0	€0	€0	€0	€0	€20	€40	€50
Increased inspection rate	€70	€70	€80	€90	€95	€210	€230	€250
Increased inspection rate – Fixed compensation	€70	€70	€70	€70	€70	€150	€150	€150
Increased inspection rate – Shortfall in collection	€0	€0	€10	€20	€25	€60	€80	€100

	NIGHT IC in bunk in second class	NIGHT IC in bunk in first class

Internal

	Up to 600km	From 601 to 800km	More than 800km	Up to 600km	From 601 to 800km	More than 800km
Adult exceptional rate	€100	€120	€140	€190	€210	€250
Child exceptional rate	€50	€60	€70	€95	€105	€125
Adult reduced exceptional rate	€75	€90	€105	€143	€158	€188
Child reduced exceptional rate	€38	€45	€53	€71	€79	€94
Adult on-board rate	€110	€130	€150	€200	€220	€260
Child on-board rate	€55	€65	€75	€100	€110	€130
Adult reduced on-board rate	€83	€98	€113	€150	€165	€195
Child reduced on-board rate	€41	€49	€56	€75	€83	€98
Adult inspection rate	€150	€170	€190	€240	€260	€300
Child inspection rate	€90	€100	€110	€120	€145	€155
Adult inspection rate - Fixed compensation	€70	€70	€70	€120	€70	€90
Child inspection rate - Fixed compensation	€50	€50	€50	€50	€50	€50
Adult inspection rate – Shortfall in collection	€80	€100	€120	€120	€190	€210
Child inspection rate Shortfall in collection	€40	€50	€60	€70	€95	€105
Increased inspection rate	€230	€250	€270	€270	€340	€360
Increased inspection rate – Fixed compensation	€150	€150	€150	€150	€150	€150
Increased inspection rate– Shortfall in collection	€80	€100	€120	€120	€190	€210

INTERCITÉS without mandatory booking regularisation rates

The rates 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 400 km
Adult exceptional rate	€8	€12	€20	€30	€50	€60	€85
Child exceptional rate	€4	€6	€10	€15	€25	€30	€43
Adult reduced exceptional rate	€6	€9	€15	€23	€38	€45	€64
Child reduced exceptional rate	€3	€5	€8	€11	€19	€23	€32
Adult on-board rate	€10	€15	€25	€35	€55	€65	€90
Child on-board rate	€5	€8	€13	€18	€28	€33	€45
Adult reduced on-board rate	€8	€11	€19	€26	€41	€49	€68

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Child reduced on-board rate	€4	€6	€9	€13	€21	€24	€34
Adult inspection rate	€50	€50	€50	€60	€90	€120	€120
Child inspection rate	€50	€50	€50	€60	€65	€75	€80
Adult inspection rate - Fixed compensation	€50	€50	€50	€50	€60	€70	€70
Child inspection rate - Fixed compensation	€50	€50	€50	€50	€50	€50	€50
Adult inspection rate – Shortfall in collection	€0	€0	€0	€20	€30	€50	€60
Child inspection rate – Shortfall in collection	€0	€0	€0	€10	€15	€25	€30
Increased inspection rate	€70	€75	€80	€90	€100	€120	€130
Increased inspection rate – Fixed compensation	€70	€70	€70	€70	€70	€70	€70
Increased inspection rate – Shortfall in collection	€0	€5	€10	€20	€30	€50	€60

First 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 400 km
Adult exceptional rate	€10	€16	€28	€40	€65	€90	€125
Child exceptional rate	€5	€8	€14	€20	€33	€45	€63
Adult reduced exceptional rate	€7	€12	€21	€30	€49	€68	€94
Child reduced exceptional rate	€4	€6	€11	€15	€24	€34	€47
Adult on-board rate	€15	€20	€35	€45	€70	€95	€130
Child on-board rate	€8	€10	€18	€23	€35	€48	€65
Reduced on-board rate	€11	€15	€26	€33	€53	€71	€98
Child reduced on-board rate	€6	€8	€13	€17	€26	€36	€49
Adult inspection rate	€50	€60	€65	€80	€90	€115	€150
Child inspection rate	€50	€55	€58	€64	€70	€83	€95
Adult inspection rate - Fixed compensation	€50	€50	€50	€50	€50	€50	€60
Child inspection rate - Fixed compensation	€50	€50	€50	€50	€50	€50	€50
Adult inspection rate – Shortfall in collection	€0	€10	€15	€30	€40	€65	€90
Child inspection rate – Shortfall in collection	€0	€0	€8	€14	€20	€33	€45
Increased inspection rate	€70	€80	€85	€100	€110	€135	€160
Increased inspection rate – Fixed compensation	€70	€70	€70	€70	€70	€70	€70
Increased inspection rate – Shortfall in collection	€0	€10	€15	€30	€40	€65	€90

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TER regularisation rates

The rates 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	More than 300km
Exceptional rate	€7	€13	€22	€32	€55	€80
Reduced exceptional rate	€5	€9	€16	€22	€40	€60
On-board rate	€11	€17	€28	€40	€65	€90
Reduced on-board rate	€8	€13	€20	€30	€50	€65
Inspection Rate	€50	€50	€50	€65	€90	€120
Inspection rate - IF	€50	€50	€50	€50	€60	€70
Inspection rate - IP	€0	€0	€0	€15	€30	€50
Increased inspection rate	€70	€70	€80	€90	€100	€120
Increased inspection rate - IF	€70	€70	€70	€70	€70	€70
Increased inspection rate - 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 rate	€11	€18	€30	€44	€80	€125
Reduced exceptional rate	€8	€14	€24	€32	€60	€85
On-board rate	€16	€22	€38	€50	€90	€135
Reduced on-board rate	€12	€16	€28	€36	€68	€100
Inspection Rate	€50	€60	€65	€85	€110	€145
Inspection rate - IF	€50	€50	€50	€50	€70	€70
Inspection rate - IP	€0	€10	€15	€35	€40	€75
Increased inspection rate	€70	€80	€85	€100	€110	€145
Increased inspection rate - IF	€70	€70	€70	€70	€70	€70
Increased inspection rate - IP	€0	€10	€15	€30	€40	€75

TGV INOUI / ICE France < > Germany in cooperation (formerly ALLEO) on international connections - 2nd class regularisation rates

Distances	Adult exceptional rate	Adult reduced exceptional rate	Child exceptional rate
Up to 100 km	€48	€36	€24
From 101 to 200 km	€79	€59	€40

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From 201 to 300 km	€93	€70	€47
From 301 to 400 km	€98	€74	€49
From 401 to 500 km	€122	€92	€61
From 501 to 600 km	€142	€107	€71
From 601 to 700 km	€160	€120	€80
From 701 to 800 km	€171	€128	€86
From 801 to 900 km	€172	€129	€86
From 901 to 1000 km	€198	€149	€99
From 1001 to 1070 km	€211	€158	€106
More than 1070 km	€236	€177	€118

Distances	Adult on-board rate	Adult reduced on-board rate	Child on-board rate
Up to 100 km	€67	€50	€34
From 101 to 200 km	€98	€74	€49
From 201 to 300 km	€112	€84	€56
From 301 to 400 km	€117	€88	€59
From 401 to 500 km	€141	€106	€71
From 501 to 600 km	€161	€121	€81
From 601 to 700 km	€179	€134	€90
From 701 to 800 km	€190	€143	€95
From 801 to 900 km	€191	€143	€96
From 901 to 1000 km	€217	€163	€109
From 1001 to 1070 km	€230	€173	€115
More than 1070 km	€255	€191	€128

Distances	Adult inspection rate	Fixed compensation	Shortfall in collection
Up to 100 km	€148	€100	€48
From 101 to 200 km	€179	€100	€79
From 201 to 300 km	€193	€100	€93
From 301 to 400 km	€198	€100	€98
From 401 to 500 km	€222	€100	€122
From 501 to 600 km	€242	€100	€142
From 601 to 700 km	€260	€100	€160

Internal

From 701 to 800 km	€271	€100	€171
From 801 to 900 km	€272	€100	€172
From 901 to 1000 km	€298	€100	€198
From 1001 to 1070 km	€311	€100	€211
More than 1070 km	€336	€100	€236

Distances	Child inspection rate	Fixed compensation	Shortfall in collection
Up to 100 km	€74	€50	€24
From 101 to 200 km	€90	€50	€40
From 201 to 300 km	€97	€50	€47
From 301 to 400 km	€99	€50	€49
From 401 to 500 km	€111	€50	€61
From 501 to 600 km	€121	€50	€71
From 601 to 700 km	€130	€50	€80
From 701 to 800 km	€136	€50	€86
From 801 to 900 km	€136	€50	€86
From 901 to 1000 km	€149	€50	€99
From 1001 to 1070 km	€156	€50	€106
More than 1070 km	€168	€50	€118

TGV INOUI / ICE France < > Germany in cooperation (formerly ALLEO) on international connections - 1st class regularisation rates

Distances	Adult exceptional rate	Adult reduced exceptional rate	Child exceptional rate
Up to 100 km	€85	€64	€43
From 101 to 200 km	€139	€104	€70
From 201 to 300 km	€164	€123	€82
From 301 to 400 km	€172	€129	€86
From 401 to 500 km	€214	€161	€107

Internal

From 501 to 600 km	€249	€187	€125
From 601 to 700 km	€280	€210	€140
From 701 to 800 km	€299	€224	€150
From 801 to 900 km	€299	€224	€150
From 901 to 1000 km	€336	€252	€168
From 1001 to 1070 km	€358	€269	€179
More than 1070 km	€399	€299	€200

Distances	Adult on-board rate	Adult reduced on-board rate	Child on-board rate
Up to 100 km	€104	€78	€52
From 101 to 200 km	€158	€119	€79
From 201 to 300 km	€183	€137	€92
From 301 to 400 km	€191	€143	€96
From 401 to 500 km	€233	€175	€117
From 501 to 600 km	€268	€201	€134
From 601 to 700 km	€299	€224	€150
From 701 to 800 km	€318	€239	€159
From 801 to 900 km	€318	€239	€159
From 901 to 1000 km	€355	€266	€178
From 1001 to 1070 km	€377	€283	€189
More than 1070 km	€418	€314	€209

Distances	Adult inspection rate	Fixed compensation	Shortfall in collection
Up to 100 km	€185	€100	€85
From 101 to 200 km	€239	€100	€139
From 201 to 300 km	€264	€100	€164
From 301 to 400 km	€272	€100	€172
From 401 to 500 km	€314	€100	€214
From 501 to 600 km	€349	€100	€249
From 601 to 700 km	€380	€100	€280

Internal

From 701 to 800 km	€399	€100	€299
From 801 to 900 km	€399	€100	€299
From 901 to 1000 km	€436	€100	€336
From 1001 to 1070 km	€458	€100	€358
More than 1070 km	€499	€100	€399

Distances	Child inspection rate	Fixed compensation	Shortfall in collection
Up to 100 km	€93	€50	€43
From 101 to 200 km	€120	€50	€70
From 201 to 300 km	€132	€50	€82
From 301 to 400 km	€136	€50	€86
From 401 to 500 km	€157	€50	€107
From 501 to 600 km	€175	€50	€125
From 601 to 700 km	€190	€50	€140
From 701 to 800 km	€200	€50	€150
From 801 to 900 km	€200	€50	€150
From 901 to 1000 km	€218	€50	€168
From 1001 to 1070 km	€229	€50	€179
More than 1070 km	€250	€50	€200

LYRIA (France < > Switzerland) on international connections - 2nd and 1st class regularisation rates

2nd class

Exceptional rate

Internal

	Exceptional rate	Reduced exceptional rate	Child exceptional rate	Child reduced exceptional rate
CTCR	PT00	25%	30% of PT00	30% of reduced adult
Up to 65 km	€95	€71	€67	€50
From 66 to 100 km	€111	€83	€78	€58
From 101 to 200km	€118	€89	€83	€62
From 201 to 400 km	€148	€111	€104	€78
From 401 to 600km	€219	€164	€153	€115
More than 600 km	€227	€170	€159	€119

On-board rate

	On-board rate	Reduced on-board rate	Child on-board rate	Child reduced on-board rate
CTCR	PT00	25%	30% of PT00	30% of reduced adult
Up to 65 km	€105	€79	€74	€55
From 66 to 100 km	€121	€91	€85	€64
From 101 to 200km	€128	€96	€90	€67
From 201 to 400 km	€158	€119	€111	€83
From 401 to 600km	€229	€172	€160	€120
More than 600 km	€237	€178	€166	€124

Inspection Rate

	Inspection Rate	Fixed compensation	Shortfall in collection	Child inspection rate	Fixed compensation	Shortfall in collection
CTCR	PT00	-	-	-	-	30% of adult PT00
Up to 65 km	€135	€40	€95	€117	€50	€67
From 66 to 100 km	€151	€40	€111	€128	€50	€78
From 101 to 200km	€158	€40	€118	€133	€50	€83
From 201 to 400 km	€188	€40	€148	€154	€50	€104

Internal

From 401 to 600km	€259	€40	€219	€203	€50	€153
More than 600 km	€267	€40	€227	€209	€50	€159

Fraud rate

	Inspection Rate	Fixed compensation	Shortfall in collection
CTCR	PT00		
Up to 65 km	€245	€150	€95
From 66 to 100 km	€261	€150	€111
From 101 to 200km	€268	€150	€118
From 201 to 400 km	€298	€150	€148
From 401 to 600km	€369	€150	€219
More than 600 km	€377	€150	€227

1st class

Exceptional rate

	Exceptional rate	Reduced exceptional rate	Child exceptional rate	Child reduced exceptional rate
CTCR	PT00	25%	30% of PT00	30% of reduced adult
Up to 65 km	€119	€89	€83	€62
From 66 to 100 km	€139	€104	€97	€73
From 101 to 200km	€151	€113	€106	€79
From 201 to 400 km	€179	€134	€125	€94
From 401 to 600km	€240	€180	€168	€126
More than 600 km	€266	€200	€186	€140

Internal

On-board rate

	On-board rate	Reduced on-board rate	Child on-board rate	Child reduced on-board rate
CTCR	PT00	25%	30% of PT00	30% of reduced adult
Up to 65 km	€129	€97	€90	€68
From 66 to 100 km	€149	€112	€104	€78
From 101 to 200km	€161	€121	€113	€85
From 201 to 400 km	€189	€142	€132	€99
From 401 to 600km	€250	€188	€175	€131
More than 600 km	€276	€207	€193	€145

Inspection Rate

	Inspection Rate	Fixed compensation	Shortfall in collection	Child inspection rate	Fixed compensation	Shortfall in collection
CTCR	PT00	-	-	-	-	30% of adult PT00
Up to 65 km	€159	€40	€119	€133	€50	€83
From 66 to 100 km	€179	€40	€139	€147	€50	€97
From 101 to 200km	€191	€40	€151	€156	€50	€106
From 201 to 400 km	€219	€40	€179	€175	€50	€125
From 401 to 600km	€280	€40	€240	€218	€50	€168
More than 600 km	€306	€40	€266	€236	€50	€186

Fraud rate

	Inspection Rate	Fixed compensation	Shortfall in collection
CTCR	PT00		
Up to 65 km	€269	€150	€119

Internal

From 66 to 100 km	€289	€150	€139
From 101 to 200km	€301	€150	€151
From 201 to 400 km	€329	€150	€179
From 401 to 600km	€390	€150	€240
More than 600 km	€416	€150	€266

1st Signature

	From 101 to 200km	From 201 to 400 km	From 401 to 600km	More than 600 km
Exceptional rate	€182	€196	€255	€280
On-board rate	€192	€206	€265	€290
Inspection Rate	€222	€236	€295	€320
- Fixed compensation	€40	€40	€40	€40
- Shortfall in collection	€182	€196	€155	€280
Fraud rate	€332	€346	€405	€430
- Fixed compensation	€150	€150	€150	€150
- Shortfall in collection	€182	€196	€255	€280

SVI (SNCF Voyageurs Italy) regularisation rates

1)- On international connections - 2nd and 1st class

2nd class 1st class

	Up to 300km	From 301 to 600km	More than 600 km		Up to 300km	From 301 to 600km	More than 600 km
Exceptional rate	€100	€110	€145		€120	€140	€165
Reduced exceptional rate	€75	€83	€109		€90	€105	€124
Child exceptional rate	€50	€55	€73		€60	€70	€83
On-board rate	€115	€125	€160		€135	€155	€180
Reduced on-board rate	€86	€94	€120		€101	€116	€135
Child on-board rate	€58	€63	€80		€68	€78	€90
Inspection Rate	€150	€160	€195		€170	€190	€215
- Fixed compensation	€70	€60	€85		€80	€80	€55
- Shortfall in collection	€80	€100	€110		€90	€110	€160
Increased inspection rate	€150	€250	€260		€150	€270	€290

Internal

- Fixed compensation	€150	€150	€150		€150	€150	€150
- Shortfall in collection	€0	€100	€110		€0	€120	€140

2)- On internal connections in Italy - 2nd and 1st class

	2nd class		1st class
	Regardless of the connection		Regardless of the connection
Exceptional rate	€35		€40
Child exceptional rate	€18		€20
On-board rate	€45		€50
Child on-board rate	€23		€25
Inspection Rate	Not applied in Italy		Not applied in Italy
Increased inspection rate			

Appendix 4: General Terms and Conditions of Carriage for International Rail Passenger Transport (GCC-CIV/PRR)

Introduction

The purpose of the General Terms and 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/PRRs and the list of companies that apply them can be found on the CIT website 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.

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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 international Convention concerning the Carriage of Passengers and Luggage 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:

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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.

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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 journey, the price, the validity period of the ticket, the applicable general terms and 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.

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 people with disabilities on the possibility of purchasing a ticket and, if this possibility exists, inform them of the terms 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 change 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

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be paid. In principle, the change 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 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, boarding 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

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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 inspection 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 people 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 regarding the use of facilities and equipment, in particular the conditions for railway station and train access.

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

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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 activity or sport are allowed. For information, see the Notice on the Carriage of Dangerous Goods on Passenger Trains at www.cit-rail.org.

7.3 It is prohibited to carry weapons and ammunition on board. Exceptions and their terms 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 guide dogs and assistance 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:

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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 will then refund passengers for the necessary, appropriate and reasonable costs they have incurred.

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.

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10.3.4 Requests 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 people 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

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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 people with reduced mobility and with disabilities in accordance with the terms described in Chapter 14.

12. Personal 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

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provided for in Article 34 of the CIV does not apply to mobility equipment used by people with disabilities and with reduced mobility.

14. People 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 people with disabilities or reduced mobility.

14.1 Time limit for requesting assistance

14.1.1 People 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 disabilities or reduced mobility.

14.2.2 An assistance 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 people 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 people with disabilities or reduced mobility and to their service dog, where applicable:

- with the possibility for providers of re-routing transport services to provide people 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

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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 assistance dogs used by people 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 an assistance 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 90 days 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, 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.

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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

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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 5: 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". Infringements to the railway transport policy are provided for by the Transport Code and by prefectoral 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 flat-rate 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

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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, is a 3rd class offence 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 Inspection Rate or Increased Inspection Rate 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.
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

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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.

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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
Illegal crossing of a line of inspection	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 6: Terms for collecting e-ticket confirmation from the various points of sale and collection

Depending on the chosen collect location, the passenger must take one of the following items:

Points of sale and collection: Self-Service Kiosk

Elements necessary to collect the e-ticket confirmation:

- Travel File Reference + Name
- Fid card (insert card)

Points of sale and collection: TGV INOUI sales areas (counters and accompanied self-service tablets)

Elements necessary to collect 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 collection: BLS keypad Pro Express

Elements necessary to collect the e-ticket confirmation:

- Fid card (insert card)
- Travel File Reference + Name

Points of sale and collection: Travel Agencies of SNCF approved partners

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Elements necessary to collect the e-ticket confirmation:

- Link in the order confirmation email
- From the branch:
  - Travel File Reference +Name
  - Collecting 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

Point of sale and collection: TGV EUROPE website

Elements necessary to collect 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 collection: Reception bubble at the station

Elements necessary to collect the e-ticket confirmation:

- Travel File Reference + Name
- Customer reference
- Surname/Given name/Date of Birth (National ID card presentation)

Appendix 7: Withdrawal form template

CARTE AVANTAGE

(Annex to Article R221-1 of the French Consumer Code, as amended by Decree no. 2022-424 of 25 March 2022.)

(Please complete and return this form only if you wish to withdraw from the contract.)

For the attention of SNCF Voyageurs, to be sent to the following address: Service clients Carte Avantage - 62973 ARRAS CEDEX 9

I hereby notify you of my withdrawal from the contract for the provision of Avantage Card services

Carte Avantage purchased on:

Active from:

Customer's name:

Carte Avantage number:

Customer's address:

Date:

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Customer's signature (only if this form is submitted on paper):

LIBERTE CARD

(Annex to Article R221-1 of the French Consumer Code, as amended by Decree no. 2022-424 of 25 March 2022)

(Please complete and return this form only if you wish to withdraw from the contract.)

For the attention of SNCF Voyageurs, to be sent to the following address: Service clients Carte Liberté - 62973 ARRAS CEDEX 9

I hereby notify you of my withdrawal from the contract for the provision of Liberté Card services

Liberté Card purchased on:

Active from:

Customer’s name:

Liberté card number:

Customer’s address:

Date:

Customer's signature (only if this form is submitted on paper):

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