



## **Terms of Transport with the HELLENIC TRAIN**

### **What you need to know when traveling with us**

The present text may be freely modified by HELLENIC TRAIN and is published on the official website of the company: [www.helleinctrain.gr](http://www.helleinctrain.gr)

#### **1. Preamble**

HELLENIC TRAIN is a passenger and freight railway transportation company. To undertake and carry out the railway transportation, as well as the passenger transport in general on the Greek Railway network, the following legal framework applies:

- a. The provisions of the “Railway Transport Regulation (KA.ME.S)” in combination with the provisions of law 3891/2010 and the Convention concerning International Carriage by Rail (COTIF, Law 3646/2008, Official Government Gazette A 36).
- b. The provisions of EU Regulation 1371/2007 of the European Parliament and the Council of 23.10.2007 regarding rail passengers’ rights and obligations.  
The body designated for the enforcement of the Regulation 1371/2007 is RAS ([www.ras-el.gr](http://www.ras-el.gr))
- c. The current Regulatory Provisions regarding the passenger transport of HELLENIC TRAIN.

#### **2. General information on rail passenger transport**

Passenger and luggage rail transport is carried out by regular and extra services, published by HELLENIC TRAIN.

The transport contract concluded between the passenger and HELLENIC TRAIN at the time of the ticket purchase is proven by one or more tickets (in a format approved by HELLENIC TRAIN).

Persons or luggage endangering other persons’ health and safety or/and equipment are excluded from transport. Passengers must obey laws, respect existing regulations, and follow the instructions of HELLENIC TRAIN’s personnel. For eventual accidents occurring because of breach of laws, or existing regulations on behalf of the passengers, HELLENIC TRAIN has no responsibility,

and passengers causing damages during the transport are obliged to compensate HELLENIC TRAIN.

Smoking is not allowed in the trains, the buses and in the areas belonging to HELLENIC TRAIN at railway stations.

Passengers should arrive on time at the railway stations, before the scheduled itinerary departure, by which passengers wish to travel, so the best possible service can be assured.

HELLENIC TRAIN applies all the preventive health protection measures against the spread of COVID-19, according to Official Instructions.

HELLENIC TRAIN's pricing policy as well as modifications to this pricing policy is defined by the company according to Law 3891/2010.

The terms of transportation that are printed on the front ticket side prevail to any other terms that may appear on the back side of the ticket.

Because of infrastructure works of the Hellenic Railways Infrastructure Company (OSE), HELLENIC TRAIN is sometimes obliged to substitute rail transport by bus until termination of works.

People with reduced mobility using wheelchairs cannot use HELLENIC TRAIN's bus services.

### **3. Tickets availability-issuing**

Tickets purchase through the electronic system of HELLENIC TRAIN is possible:

- At a ticket office, operated inside or outside train stations
- Online, via HELLENIC TRAIN official website or mobile application for smartphones
- On trains (only one-way tickets of the specific itinerary and on the condition that the ticket office at passenger's embarking station is not operating)

In special occasions that tickets issuing, through the electronic system of HELLENIC TRAIN, does not operate properly, a special approval of handwritten tickets issuing is given. These handwritten tickets are issued only for one - way journey and for the itineraries passing through the specific station.

OASA "clever tickets" are issued only, at HELLENIC TRAIN ticket offices and at automatic ticket vending machines of OASA, that operate in stations on Athens Airport - Kiato / Piraeus-Chalkida line, for journeys operating by HELLENIC TRAIN itineraries too, within the pre mentioned line.

#### **Discount policy of advanced purchase**

The time limit of the advanced purchase discount refers to days (\* 24 hours) before the scheduled time of train's departure station that passenger selects and applies as follows:

- 60 days \* 24 hours discount = 15%,
- 30 days \* 24 hours discount = 10%,
- 15 days \* 24 hours discount = 5%

**The discount policy of advanced purchase is applied on specific itineraries.**

In general terms, tickets are issued until 10 min before itinerary departure.

Payment by credit/debit card is not possible for issue a ticket **on trains**. In this case, passenger must purchase his/her ticket in advance from the other sales channels available from HELLENIC TRAIN (mobile app, Internet, ticket office) with the option, also, to use credit/debit cards and PAYPAL.

Once online ticket issuing is completed (either via HELLENIC TRAIN's website or via HELLENIC TRAIN's mobile app) customer receives a confirmation email at the email address that has been registered during the purchase procedure.

**For any inconvenience caused during the online ticket issuing, customer should address at Call Centre: from Greece calling number 14511, charged 0,646 € / minute (fix phone) and 0,984 € / minute (mobile phone), with an additional mobile phone tax of 12% -20%, depending on the monthly bill, excluding VAT (waiting calling time is included).**

## **4. Ticket refund**

HELLENIC TRAIN refunds by cash or by a nominal voucher valid for one year.

The passenger who travels with a ticket, which is issued using a nominal voucher, should be the same person as the one mentioned on the voucher and should present ID card or other official document for the identification.

When passengers use a voucher for ticket/tickets purchase and the value of the ticket/tickets is less than the voucher value, no refund is applied.

## **5. Ticket change & cancellation**

### **5.1 Ticket cancellations**

Passenger is entitled to request ticket/tickets cancellation, before their journey, and a refund is granted as follows:

- In the case of a cancellation request up to 48 hours before the scheduled time of departure of the train from the initial station of the route, 100% of the nominal value of the initial ticket is refunded.
- In the case of a cancellation request from 48 hours up to 2 hours before the scheduled time of departure of the train from the initial station of the route, 80% of the nominal value of the initial ticket is refunded.

- In the case of a cancellation request less than 2 hours before the scheduled time of departure of the train from the initial station of the route, 50% of the nominal value of the initial ticket is refunded.

### **5.1.1 Cancellation of ticket purchased from a ticket office**

Passenger should address at a ticket office and present the ticket. A refund is granted instantly by issuing a nominal voucher, valid for one year.

### **5.1.2 Cancellation of tickets purchased online (website & mobile)**

Passenger should address **earlier than 60min before the scheduled time departure of the train from the initial station of the itinerary**, within the operating hours of ticket offices or Customer Call Centre:

- a. at a ticket office where the ticket security code is necessary or
- b. at the Call Centre, by calling 14511 (from Greece) and +30 2130 12 1451 (from abroad)

Ticket refund is granted according to the way of ticket's payment. Refund of the entitled amount to bank card is not granted immediately, due to banking system mediation.

Alternatively, the refund of the ticket price is made directly with the issuance of a nominal voucher.

## **5.2 Ex officio ticket cancellation**

Tickets issued online (website & mobile) which fall under the following special cases are cancelled ex officio and a refund is granted to passenger bank card from the Call Center, without deduction, since the following special cases are examined (with the similar justification).

- In cases of an obvious error by the passenger during online ticket purchasing, (choosing the opposite itinerary, selecting multiple reservations from those required, purchasing a different ticket than the original that is related to transaction, not sending the confirmation email for the purchase etc.).
- In case of incorrect information provided to passengers via HELLENIC TRAIN official web site, and only if this incorrect information can be confirmed.
- In cases of all kinds of malfunctions of the system of issuing web & mobile tickets, which however must be certified in a way that cannot be disputed, in the printouts - reports of the software, in which transactions are recorded e.g. multiple reservations by mistake in the same name, with a maximum cancellation limit in general before the departure of the train, except in cases where the passenger finds the multiple incorrect charge afterwards, etc.
- In all these cases the passenger's request must be made within 30 days from the issuance of the ticket.

### 5.3 Ticket change

In any case of a ticket change request under the responsibility of the passenger, the original title is cancelled, in accordance with the provisions of 5.1 above and a new ticket is issued. **In the issuance of a new ticket, the return discount and/or the pre-purchase discount are lost (if the change concerns a route for which the pre-purchase discount does not apply at the time of the request).**

### 5.4 Exemptions for ticket change & cancellation.

From the provisions of 5.1 and 5.3 are excluded:

- Tickets with validity period 1 hour before and 2 hours after the indicated departure time of the itinerary. For these tickets, the right to cancel or change is valid until 10 minutes of the departure time of the itinerary indicated on the ticket, as follows:
  - i. Ticket changes **only once** by selecting the same route on another date and time of travel.
  - ii. Ticket cancellation with a refund of the ticket only by issuing a nominal voucher valid for one year.
- The return tickets, one part of which is the route Kiato-Patras and the other Piraeus-Magoula/Airport. For these tickets, the return ticket may be changed, only from a ticket office, for a trip up to three (3) days later or for as many days before the passenger wishes, free of charge and ONLY if the outbound travel leg has been executed. The new trip should be of a simple route and have the reverse route from the original one.
- Tickets which cannot be cancelled or changed:
  - Tickets issued after the scheduled departure of the train, due to its delay at the passenger's starting station.
  - Tickets issued for Patras suburban itineraries
  - Tickets issued at the special price of European Youth Card offer
  - Tickets that are issued with Boarding Status
  - Interoperable tickets issued through the OASA system

## 6. Itineraries delays and cancellations

The cases where itineraries on domestic Greek routes are cancelled or have a delay in the departure time or their arrival, are causes of a claim for compensation from HELLENIC TRAIN to the passenger up to the amount of the ticket price. The way of compensation of tickets is done

on a case-by-case basis as described below, unless otherwise decided by the company's management for an incident.

Especially:

A passenger holding a valid transport document who has been unable to start or continue his journey according to the itinerary due to:

- a. Cancellation of a route on or part of the route
- b. Delay of more than 60 minutes of the journey at the passenger's departure station
- c. Cancellation of a route, or delay of more than 60 minutes at the departure of an itinerary, or delay in the arrival of the original (first) itinerary, which in any case is part of the passenger's originally planned route (i.e., route that the passenger needs to be transferred from one itinerary to another). **At passenger transfer hubs, the concept of connected itineraries (through ticket) generally does not apply.**

**has one of the following capabilities provided by HELLENIC TRAIN:**

- (i.) To waive the beginning or continuation of his journey and to seek compensation for the journey he did not make in part or in whole,
- (ii.) To be transported to its starting station – on the first suitable route without paying a fare, or by any other means of transport – and to claim compensation for the journey not made, or
- (iii.) To depart or continue his journey, if possible, by another route or by another means of transport, via the same or another route, at the earliest opportunity or at a later date at the passenger's convenience.

In the case of strikes, compensation is given as in the cancellation of a route.

## **6.1 Cancellation of itinerary**

### **6.1.1 Compensation for cancellation of itineraries**

In case of cancellation of itinerary, passenger **who waives the start or continuation of his/her journey** is entitled compensation **equal to** the price of the ticket(s) for all or part of the journey that **he/she did not travel.**

This applies in the case of a single journey involving a cancelled journey but also in the case where a linked return ticket(s) has been issued. In other words, passenger has the right to claim compensation for the return journey as well before the scheduled departure of the service from the first (initial) station.

More specifically:

**a) Ticket purchased from a ticket office**

Passenger addresses a ticket office up to one month after the date of the incident, presenting his/her ticket.

For compensation for the waiver of a return journey, linked to an outbound route which includes a journey with a cancelled itinerary, passenger addresses a ticket office before the scheduled time of departure from the original station of the itinerary which is not cancelled.

The refund of the ticket price is made by issuing a nominal voucher, valid for one year or in cash.

**b) Ticket purchased online (web & mobile)**

Passenger addresses a ticket office or is compensated ex officio by HELLENIC TRAIN and the refund of the ticket price is made according to the method of payment. **It is not possible the compensation to be paid in cash at the ticket office.**

For compensation for the waiver of a return journey (inbound), which is linked to an outbound route which includes a journey with a cancelled itinerary, passenger may contact the Call Center up to 60 minutes before the scheduled time of departure from the initial station of the itinerary that is not cancelled.

The refund on the bank card (for the entitled fee) **is not implemented directly** due to banking system mediation.

**Alternatively, if the passenger wishes to issue a** nominal voucher for his/her compensation, he/she must contact the Call Centre or a ticket office (knowledge of the ticket's security code is necessary).

**6.1.2 Departure or continuation of the journey by another itinerary**

If passenger wishes immediately to depart or continue his journey, if there is such a **possibility**, with another itinerary through the same or another route, a new ticket is issued with the same destination without charge to the passenger.

This applies when it comes to a single journey that includes a trip with a cancelled itinerary but also in case the cancelled itinerary is the return trip (inbound) and the passenger wishes to travel immediately.

Especially:

**a) Ticket purchased from a ticket office**

Passenger addresses the ticket office, presenting his ticket.

- In the case of a single journey, a new ticket of equal value is issued for the same route as the original ticket, by issuing a nominal voucher.
- In the case of a return trip, a zero-value ticket is issued for the same route as the original ticket.

#### **b) Ticket purchased online (website or mobile)**

b1) Passenger addresses the ticket office and declares the ticket number and the security code of his/her ticket and compensation is made by issuing a voucher for the issuance of a new ticket, whether it is a one-way or return trip. In the issuance of a new ticket, discounts are lost due to the way the original ticket is issued. Passenger is required to pay the possible resulting difference and can request the return of this difference by claiming to the Commercial Passenger Transportation Department by submitting the two tickets (the original one that is cancelled and the new one).

b2) Passenger addresses the ticket office or Call Center claiming ticket cancellation. The refund is paid to the bank card.

When issuing the new ticket (either at the ticket office, web, or mobile), passenger pays for the entire ticket (since the money was returned to the card), but at that time any discounts are lost due to the way the original ticket was issued. The passenger can request the refund of this difference, by requesting the Passenger Transport Structure presenting the two tickets (original cancelled and new). The refund to the card (for the entitled fee) is **not implemented directly** due to banking system mediation.

## **6.2 Delay of itinerary**

In the event of a delay either at the train departure from the initial station or on arrival at the passenger's destination station, compensation shall be paid at the passenger's request, depending on the delay time.

Compensation is only given for passenger tickets (not for additional fees or other transport titles for the carriage of animals, luggage, bicycles, etc.)

The following are excluded and not compensated:

- The special price tickets of the holders of the European Youth Card.
- Tickets issued after the scheduled departure of the train, due to its delay at the passenger's starting station.
- Interoperable tickets issued through the OASA system.

The refund of the ticket price is made by issuing a nominal voucher, valid for one year or in cash.

### **6.2.1 Compensation for delay in arrival**



In case of itinerary delay on the arrival of the passenger's destination, compensation is paid in proportion to the ticket price, by issuing a nominal voucher valid for one year or in cash, as follows:

- For a delay of 60 to 119 minutes, the compensation is at the 25% of the nominal value of the submitted ticket.
- For a delay of 120 minutes or more, the compensation is at the 50% of the nominal value of the submitted ticket.

**Especially: For the ETR itineraries Athens-Thessaloniki:**

- For a delay more than 60 minutes, the compensation is at the 100% of the nominal value of the submitted ticket.

The passenger's request for compensation due to delay in arrival can be made up to three (3) months after the time the incident took place. The compensation is paid within one (1) month from the submission of the compensation application. The threshold does not exceed 4 euros.

More specifically:

**a) Ticket purchased from a ticket office**

The compensation is given at the ticket office with the submission of the ticket.

**b) Ticket purchased online (website or mobile)**

The compensation is given either at the ticket office or by choosing the issuance of a nominal voucher through the company's official website.

**6.2.2. Compensation for delay in departure**

When there is a delay in the itinerary at the starting point of the passenger's journey of more than 60 minutes, the right to demand a refund of the ticket price is given to the passenger who does not wish to travel, provided that the request is made before leaving the station and an open ticket office is there.

The compensation is given either by depositing the ticket in case it is purchased from a ticket office, or by declaring the e-ticket number and security code in case it is purchased through web or mobile. The ticket price is refunded in cash.

**7. Urgent traffic substitution by bus**

In cases where there is an urgent need of running an itinerary by bus instead of by train, the passenger may waive his right to travel and request compensation for the route he did not travel.

The compensation is paid in cash at the ticket office upon presentation of the ticket for cancellation.

## 8. Multiple Journey Cards

Multiple journey cards are issued at ticket offices only, on presentation of the required legal identification documents, and in the case of discount cards, passengers must also provide the relevant supporting documents (in physical or digital form, as they are issued). Passengers must present these documents at every ticket control.

**8.1.** In cases of **(partial or total) nonuse** of the multiple journey cards due to the passenger's decision, the following rules apply:

- If a multiple journey card of continuous validity or a flexi multiple journey card (of a certain number of return journeys) is returned to HELLENIC TRAIN before the first day of validity, **a refund with a deduction of 10% is granted, at ticket offices.**
- **Refunds are not granted** for multiple journey cards of 1 month's validity and for all types of flexi multiple journey cards **after the first day of validity.**
- For partially used multiple journey **cards of 3-months**, a partial amount is refunded as follows: **the amount of a 1-month card** for the same route is deducted. If the card has been used more than one month, the amount of each extra day is additionally deducted.
- For partially used multiple journey cards **of 6-months and 1-year**, a partial amount is refunded as follows: **the amount of a 3-month card for the same route is deducted.** If the card has been used more than 3-months, the amount of each extra day is additionally deducted.
- In all cases of partial or total non-use of multiple journey cards for which a refund is granted, customer is obliged to return the card, which is refunded, to ticket office.

**8.2.** In case of loss or theft, multiple journey cards of continuous validity (1- month, 3 - months, 6 – months, 1-year) are replaced with a card of same validity and itinerary.

Flexi multiple journey cards (valid for certain number of return journeys) are not replaced.

**8.3.** Multiple journey cards, which have been destroyed and whose indications are illegible while the initial issue can be checked, may be reissued at ticket offices. Passengers should deliver the destroyed multiple journey card at ticket offices, which should be sent to HELLENIC TRAIN.

## 9. Traveling with children

- Children up to age of 4 travel free if a separate seat is not wished. For children free travel, valid is the ticket of their attendant.
- Children up to 4 years old who travel with a separate seat and children from 4 to 12 years old are entitled to 50% discount of the full price ticket.

Criterion is the age of the children on the first date of the journey and should be proven by an official document.

A fine is imposed on the attendants if children travel without a ticket or with a non-valid ticket.

## **10. Group travel**

In cases of group travel (6 or more passengers) a discount on the full price of one-way journey is granted. Tickets are issued only at a ticket office of HELLENIC TRAIN.

Ticket issuing and payment for group travels:

- on Saturdays, Sundays and Official Holidays, ticket issuing, and payment must be made up to 7 days x 24 hours before the journey date,
- for any other days, ticket issuing, and payment must be made up to 2 days X 24 hours before the journey date

Non early payment of the fee results in the release of the seats. Group tickets after their issue are not cancelled.

## **11. Transport of persons with Reduced Mobility**

- i. A discount on the full price of the ticket is offered by HELLENIC TRAIN to disabled persons and to their accompanying persons where needed.

The reduction is granted upon presentation of the respective Special Pass for persons with reduced mobility and of the respective Special Pass for the accompanying person, which are provided by the responsible Public Authorities of Greece and should be with a recent validation.

- ii. Transport of persons with reduced mobility using a wheelchair is possible in trains, in the composition of which specially structured coaches for PRM are available.

There are some technical restrictions regarding the dimensions of the wheelchairs that are accepted in the long-haul trains of HELLENIC TRAIN. The total width of the wheelchair should not exceed 70 cm and the total length 1 m and 30 cm.

In order to facilitate the embarkation / disembarkation of persons with reduced mobility, using lifting machines or ramps provided at train stations, the journey must be confirmed with HELLENIC TRAIN personnel at least 48 hours before the departure time.

In this case, persons with reduced mobility are kindly requested to contact HELLENIC TRAIN Customer Service Centre.

- at phone number 2130 121 121

- or filling in the relative form at HELLENIC TRAIN website [www.hellenictrain.gr](http://www.hellenictrain.gr) -> contact-us)

Particularly on weekends or holidays contact about scheduled rail journeys is possible. Persons with reduced mobility may exceptionally contact HELLENIC TRAIN's Call Centre by calling phone number 14511 (charged by calling from Greece 0,646€/minute, and 0,984€/minute, when calling from a mobile phone, with an additional mobile phone tax 12%-20% depending on the monthly bill, VAT excluded).

Not scheduled rail journeys is possible on the routes of Piraeus-Athens Airport, Piraeus-Kiato, Piraeus-Ano Liosia-Koropi-Athens Airport and Thessaloniki-Larissa, from/to stations at which ticket offices operate and within their operating hours, in order the appropriate assistance to be provided by personnel.

- iii. HELLENIC TRAIN applies all the preventive health protection measures against the spread of COVID-19, according to Official Instructions.

All the passengers and their accompanying persons should compile with the Official Instructions.

Boarding is denied to passengers who do not follow the above instructions.

## **12. Transportation of accompanied animals**

The national legislation is applied for accompanied animals' transportation in trains and busses of HELLENIC TRAIN.

α. Small pets (up to 10 kg), within the context of the Law, accompanied by their owner, are accepted for rail transport (apart from certain trains), on condition that they are placed in a safe pet transport box of maximum dimensions 50 X 40 X 70 cm.

In the busses of HELLENIC TRAIN pets are accepted accompanied by their owner, in certain seats, on condition that they are placed in a safe pet transport box, or in another appropriate packing of maximum dimensions 50 X 40 X 35 cm. Up to 3 pets per itinerary are accepted.

b. Big pets, within the context of the Law, accompanied by their owner, are accepted in certain trains, in the composition of which a special coach of luggage transport is incorporated. Pets should be placed in pet transport box of maximum dimensions 118 X 76 X 88 cm. Up to 2 pets are accepted per itinerary.

c. Assistance dogs are transported in the trains and in the buses of HELLENIC TRAIN without a muzzle, kept on a leash next to their owner. They are not placed in a pet transport box or other packing.

The conditions valid for assistance dogs are also applicable to dogs being officially trained for this purpose.

An identity card containing the dog's and the trainer's data is required.

Detailed information for accompanied animals' transportation can be found on the webpage of HELLENIC TRAIN, [www.hellenictrain.gr](http://www.hellenictrain.gr) -> passenger transportation services -> Transportation of accompanied animals.

### **13. Transportation of bicycles**

Detailed information for bicycle transportation can be found on the webpage of HELLENIC TRAIN [www.hellenictrain.gr](http://www.hellenictrain.gr)-> passenger transportation services -> Bicycle transportation.

### **14. Travelling with luggage**

Passengers are allowed to carry with them in the passenger coach **hand luggage** free of charge, which is to be placed in the space provided above or underneath their seat. Beyond that space no other space can be used (i.e. aisle). Passengers are responsible for supervising their hand luggage and its condition during the journey.

Otherwise, passengers must register their luggage and pay the appropriate fee, either at the luggage offices of HELLENIC TRAIN (before boarding the train) or at the relevant personnel (on the train) at the appropriate luggage compartments.

Not all types of luggage are acceptable for transport.

Registered luggage for which a registration fee is paid is not accepted in the parts of the journeys, where rail transport is substituted by bus. In these cases, only hand luggage is accepted on the whole route (train/bus).

#### **Compensation for damaged registered luggage**

If the cost of the damage to the registered luggage cannot be proved, the beneficiary shall receive the amount of 80 € (eighty Euros), **per piece of lost luggage**. In cases of damaged registered luggage, the beneficiary shall receive the amount of 40 € (forty Euros) **per piece of damaged luggage**. In addition to this amount the beneficiary passenger is entitled to a refund of the luggage fees and any other fees relevant to the luggage transportation. To claim these amounts, passengers should submit a relevant written request.

Registered luggage service is not provided on ETR trains.

For more information regarding luggage transport please contact the webpage of HELLENIC TRAIN  
-> [www.hellenictrain.gr](http://www.hellenictrain.gr)

## **15. Fines**

If during a ticket control on the train, a passenger cannot present a ticket or a valid ticket although having boarded the train from a station with a ticket sales point in operation, **a fine of 10€ is imposed additionally to the regular ticket price for his/her trip.**

**In case that passenger denies paying the fine and the ticket immediately as it is described above, a fine of 50€ is charged, additionally to the regular ticket price for his/her trip.**

**For interoperable tickets issued in cooperation with OASA, the fines police of OASA is applied.**

## **16. International rail passenger transport**

HELLENIC TRAIN as the designated Greek railway operator in cooperation with the foreign rail operators for the operation of the regular international rail connections is obliged to offer comfortable, and safe transport for passengers, according to the Greek and international rail conventions in force, as well as the Greek legislation as adapted to the relevant EU legislation.

Transportation of bicycles accompanied pets and registered luggage are not accepted on the international routes from / to Greece.

Due to the infrastructure works of the neighbouring railway networks, but also due to the temporary substitute of the railway traffic by busses between Thessaloniki and the border stations of the Greek network, it is not possible to transport People of Reduced Mobility using wheelchairs on the HELLENIC TRAIN international routes.

**International services are not provided until further notice.**

## **17. Data Privacy**

HELLENIC TRAIN commits to the safety and protection of its passengers' personal data and takes all relevant technical and organizational measures for their protection. To find out more about the collection and processing of your personal data by HELLENIC TRAIN and your respective rights in accordance with the applicable data protection laws, please read carefully our Data Privacy Policy, which is available at: [www.hellenictrain.gr](http://www.hellenictrain.gr)-> privacy policy

## **18. Get in contact with HELLENIC TRAIN -> contact-us**

Passengers wishing to submit complaints may contact:

- Personnel of rail stations, ticket offices and trains,

- The Call Center by calling number 14511, with charge by calling from Greece 0,646€/minute, and 0,984€/minute, when calling from a mobile phone, with an additional mobile phone tax of 12% -20%, depending on the monthly bill, excluding VAT.
- For ETR trains, calling number 213 012 1010.
- Fill in the Complaint Form, on the company's webpage [www.hellenictrain.gr](http://www.hellenictrain.gr) -> contact us
- From abroad calling no +30 2130 12 1451 (without charge)