



HELLENIC TRAIN - RAILWAY COMPANY SOCIETE ANONYME

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.hellenictrain.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 2021/782 of the European Parliament and the Council of 29.04.2021 regarding rail passengers’ rights and obligations.
The body designated for the enforcement of the Regulation 2021/782 is RAS (www.ras-el.gr).
- c. The current Regulatory Provisions regarding the passenger transport of HELLENIC TRAIN

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

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).

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.

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.

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

3.1. Issuing tickets from the HELLENIC TRAIN electronic ticketing systems

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

- At a ticket office, operated inside or outside train stations.
- Online, via HELLENIC TRAIN official website <https://tickets.hellenictrain.gr/dromologia/> 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)

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.

The operating hours of the ticket offices are posted on the official website of HELLENIC TRAIN <https://www.hellenictrain.gr/simeia-polisis> .

Tickets are generally issued up to 5 minutes before departure.

Tickets provided either at ticket offices or online can be **through** or **non-through tickets**, depending on the travel route chosen by the passenger at the time of issue.

For some routes of the network, tickets are issued with **a validity period of 1 hour before and 3 hours after** the published departure time on the ticket. These tickets are not binding as to the time of departure and arrival of the journey that the passenger may make, and they are issued for the following routes.

- Athens-Chalkida
- Piraeus-Kiato
- Kiato-Aegio
- Piraeus-Airport-Piraeus
- Ano Liosia-Airport
- Ano Liosia-Kantza
- Patras Suburban
- Thessaloniki-Larissa
- Katakolo-Pyrgos-Olymbia
- Thessaloniki-Edessa-Florina
- Thessaloniki-Serres-Drama

Once the tickets are issued online (via the official website or the mobile phone application of HELLENIC TRAIN), the customer receives an additional confirmation email to the email address provided during the purchase.

For any inconvenience caused **during the online ticket issuing**, customer should address at HELLENIC TRAIN Call Centre: calling number 14511, from Greece, land line and mobile phone (5-digit call with high charges).

IMPORTANT UPDATE

From 15 April 2024 and for a limited period of time, two electronic ticketing systems will operate in parallel. Through the official Hellenic Train website there is an option to issue tickets:

- a) from the **current system**, which offers the option to issue tickets for all Hellenic Train routes and services as currently available; and
- b) from the **New Commercial Platform of Hellenic Train**, which initially offers the possibility of digital purchase of tickets on some network routes and the digital purchase of regular price* multy-journey cards.

The functionalities of the New Commercial Platform of Hellenic Train are gradually being developed and will be completed in the coming months when the current ticketing system will be completely removed.

*Digital products issued by the New Commercial Platform of Hellenic Train have a different format and follow the applicable terms and conditions as indicated in the respective paragraphs below.

3.2.Issuing tickets NOT from the HELLENIC TRAIN electronic ticketing systems

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.

It is possible to issue "**smart tickets of OASA**" only from HELLENIC TRAIN ticket offices and OASA vending machines located at some stations of the network.

These electronic tickets are inter-functional for travel with all OASA's urban means of transport as well as with HELLENIC TRAIN's trains in the urban part of Attica between the Piraeus-SKA/Koropi-Magoula stations and up to the Airport station.

The holders of the discounted rechargeable inter-functional electronic tickets may travel with HELLENIC TRAIN itineraries, as long as they meet the requirements for a discount according to the HELLENIC TRAIN Discount Policy.

4. Discounts & Offers

4.1. Discounts

- **Return Tickets**

For return tickets, a 20% discount is granted, which is calculated at twice the price of the one-way ticket and is offered once the date of the return journey is fixed, unless otherwise specified in a special provision for certain routes.

- **Tickets for Children**

- Children up to 4 years old travel free of charge if no special seat is requested. Their free travel is subject to the ticket held by their accompanying person
- Children up to 4 years of age for whom a special seat is requested and children from 4 to 12 years of age are entitled to a 50% discount on the full price of the ticket, unless otherwise specified in a special provision for certain routes.

The age of the child at the time of departure is decisive. In case of doubt, the age of the child must be proved by an official document.

Children travelling without a ticket or with an invalid ticket are considered as ticketless passengers and a fine is imposed on the child's accompanying person.

- **Group Tickets**

In cases of group travel (of more than 6 persons), a discount on the one-way ticket is granted, unless otherwise specified by special provision for certain routes. Tickets are issued only at the HELLENIC TRAIN ticket offices.

The issue and payment of tickets for group travel:

- on Saturdays, Sundays and on Official Holidays must be made up to 7 days X 24 hours before the date of travel,
- on all other days must be made up to 2 days x 24 hours before the date of travel.

Failure to pay the fee on time will result in the release of seats.

Group tickets once issued are generally not cancelled.

- **Discount Tickets according to passenger's profile**

- University Student Discount
- Multi-Children Family Discount (4 children or more)
- Military Discount
- PRM Discount
- Pupil Discount
- Youth Discount – up to 24 years old
- Senior Discount – more than 65 years old

4.2. Offers

- **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.

More specific information on discounts and offers are given on the official website of HELLENIC TRAIN

5. Trough Tickets

From 07 June 2023, **through-tickets** have been introduced for the benefit of passengers (in accordance with the provisions of Regulation EC 2021/782). Through tickets are issued in a single commercial transaction, **for rail journeys** involving one or more connections, taking into account realistic and practicable minimum connecting times on the initial journey.

Through-tickets allow passengers to travel without interruption, offering enhanced rights in case of interruption or missed connections.

(re-routing, compensation for delay at final destination, assistance, etc.)

A “**missed connection**” is defined as a situation in which a passenger misses one or more train services during a rail journey, sold in the form of a through-ticket, because of the delay or cancellation of one or more previous train services or the departure of a train service before the scheduled time of departure.

Through-tickets are not offered when they are related to journeys which:

- A. include at least one bus service.
For the routes that are scheduled to be operated by bus in the current season you can find out about the official website of HELLENIC TRAIN. The bus routes are marked with C on their number.
- B. the subsequent train departs in less than the minimum required safe connection time to ensure the passenger's protection.

For all routes the electronic ticketing systems are updated so that before issuing tickets, the passenger is informed whether the tickets in question are through or non through.

This is performed either verbally by the issuer at the ticket office or by an information message on the web-ticketing platform.

6. 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.

It is possible to redeem the active coupons, receiving their cash equivalent, ONLY at the Hellenic Train network ticket offices.

7. Ticket Cancellation

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

- In case of a cancellation request **up to 48 hours before** the scheduled departure time from the boarding station, **100%** of the nominal value of the initial ticket is refunded.
- In case of a cancellation request **from 48 hours to 2 hours before** the scheduled departure time from the boarding station, **80%** of the nominal value of the original ticket is refunded.
- In case of cancellation request **less than 2 hours before** the scheduled departure time from the boarding station, and until the issuing system is closed, **50%** of the nominal value of the original ticket is refunded.

More specifically:

- a. **To cancel a ticket purchased from a ticket office**, the passenger addresses a ticket office by presenting his/her ticket and the refund of the ticket price is made by issuing a nominal voucher valid for one year.
- b. **For the cancellation of a ticket purchased online from the current system (web & mobile)**, the passenger addresses either the ticket office or the call center by stating the number along with the security code of the ticket and the refund of the ticket price is made according to the payment method.
Alternatively, the refund of the ticket price is **made immediately** by issuing a nominal voucher valid for one year (redeemable only at the ticket office).
- c. **For the cancellation of a ticket purchased online from the New Commercial Platform of Hellenic Train**, the passenger can do it himself from the option provided in the ticket management of the **New Commercial Platform**.

The refund to the card (for the entitled fare) is not directly implemented in cases of banking system transit.

For through-ticket cancellations, all journeys from the initial departure station to the passenger's final destination station are cancelled. Each leg of the journey may not be cancelled individually.

For tickets issued with return, both the outward and inward journey will be cancelled. Each leg cannot be cancelled separately. If the first journey has been performed, it is possible to change the return journey, i.e., to travel the same route at a different time and/or on a different date, in accordance with the rules in force for change booking.

For tickets issued with a return discount from the New Commercial Platform of Hellenic Train:

- The refund will be made under the conditions under which the original ticket was purchased.

- There is no option of cancellation at this time (there is only an option of change booking) for return tickets issued with a return discount through the New Commercial Platform of Hellenic Train. Passengers can contact the Call Centre for the cancellation of these tickets by calling 2106241943 (operating hours 07:00-21:00 daily, local charge).

These are not subject to cancellation:

- Tickets issued after the scheduled departure of the route, due to its delay at the passenger's departure station.
- The tickets for the routes of the Patras Suburban issued by the current ticketing system.
- The tickets issued with Boarding Status
- Inter-functional tickets issued through the OASA system
- Tickets issued after a change booking.

Special cases of ticket cancellation after issue

In special cases, web & mobile tickets may be cancelled after issuance and before the service runs, upon the passenger's request to the Customer Service Department or the Call Centre. After being examined (with appropriate justification), the fare is returned to the passenger's card without deduction. These tickets, without being limited, may be refunded as long as they fall within the following specific cases.

- 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 systems 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.

8. Change Ticket

It is possible to change tickets **only before the trip**, at the passenger's request and responsibility. In any case, the original tickets are cancelled in accordance with the provisions stated above "7. Ticket Cancellation", and new tickets are issued.

For tickets issued with a return discount from the New Commercial Platform of Hellenic Train:

- There is no option of change ticket at this time (there is only an option of change booking) for return tickets issued with a return discount through the New Commercial Platform of Hellenic Train. Passengers can contact the Call Centre for changing these tickets by calling 2106241943 (operating hours 07:00-21:00 daily, local charge).
- One way tickets cannot be changed to return tickets.

There are not subject to change:

- Tickets issued after the scheduled departure of the service, due to a delay at the passenger's starting station.
- The tickets for the routes of the Patras Suburban issued from the current system.
- The special price tickets and seasonal offers.
- Tickets issued with a Boarding List
- Inter-functional tickets issued through the OASA system

9. Change Booking

It is possible to change booking, **free of charge**, to travel **the same route** (origin-destination station) at a different time and/or date and **ONLY** with the same category of itinerary & services, where there is no price difference.

The passenger can request a change booking of his tickets up to 10 minutes before the departure time of the route indicated on the ticket, at the ticket offices of HELLENIC TRAIN.

Tickets issued after a change booking cannot be cancelled.

In through-tickets all legs of the journey are changed, and new tickets may not be through but non through.

Return tickets may be changed either on the outward and/or the inward journey, separately for each case (outward or inward).

They are not subject to change booking:

- Tickets issued after the scheduled departure of the service due to a delay at the passenger's starting station.
- The tickets for the routes of the Patras Suburban issued from the current system.
- Inter-functional tickets issued through the OASA system

10. Delays, Missed Connections, and Cancellations

Where it is reasonably to be expected, either at departure or in the event of a missed connection or a cancellation, that arrival at the final destination under the transport contract will be subject to a delay of 60 minutes or more, and where the journey is subject to this delay or cancellation, the passenger is offered one of the following options:

- a. **reimbursement of the full cost of the ticket**, under the conditions by which it was paid, for the part or parts of his or her journey not made.
- b. **reimbursement of the full cost of the ticket**, under the conditions by which it was paid, **for the part or parts of his or her journey not made and for the part or parts already made** if the journey is no longer serving any purpose in relation to the passenger's original travel plan, **together with, when relevant, a return service to the first point of departure** at the earliest opportunity;
- c. **continuation or re-routing**, under comparable transport conditions, **to the final destination** at the earliest opportunity, or at a later date at the passenger's convenience.

If the train is unmovable outside a station, HELLENIC TRAIN will arrange for the transfer from the train to a railway station, an alternative departure point or the final destination, when and where feasible.

If the rail service can no longer be continued, HELLENIC TRAIN will, as soon as possible, organize alternative means of transport.

When the available re-routing options are not communicated to passengers within 100 minutes of the scheduled departure time of the delayed or cancelled service or the loss of connection, passengers shall be entitled to enter into such a contract with other providers of public transport services by rail or bus. HELLENIC TRAIN will reimburse necessary, appropriate and reasonable travel expenses incurred, upon request of the passenger.

Disabled persons or persons with reduced mobility shall be re-routed with alternative services which are suitable for their needs and which may differ from those provided to other passengers.

Passengers can obtain a certification of the train service that was delayed, resulted in a missed connection or was cancelled, from the official HELLENIC TRAIN website.

10.1. Compensation following contingency incidents

Compensation following contingency incidents, delays, connection losses & cancellations of routes, is paid to passengers holding a valid ticket issued by the HELLENIC TRAIN* electronic systems, and is made within 30 days from the receipt of the request, which can be submitted up to 3 months after the date the incident took place.

**Inter-functional tickets issued through the OASA system are not reimbursed, while for handwritten tickets passengers submit a special request to HELLENIC TRAIN by filling in the ["Feedback & Complaint" form](#) and submit it at a ticket office or by filling in the special request form online through the website.*

10.1.1. Reimbursement

If the passenger **renounces the commencement or continuation of his journey, he shall be reimbursed in full, under the conditions under which the ticket was paid, (a)** for the part or parts of the journey not made, **(b)** and for the part or parts already made if the journey no longer serves the purpose of the passenger's original travel plan, together with the return service, at the earliest opportunity and free of charge, to the original point of departure, if applicable.

This applies in the case of a single trip and also in the case of a linked return ticket(s). In other words, the passenger has the right to claim compensation for the return journey as well, before the scheduled departure of the service from the original station.

More specifically:

a. Ticket purchased from a ticket office

The passenger addresses a ticket office by submitting his/her ticket(s) and the compensation is paid by issuing a nominal voucher valid for one year or in cash.

b. Ticket purchased online by the current system (web & mobile) or by the New Commercial Platform

The passenger addresses a ticket office, stating the ticket number(s) and security code, and the compensation is paid accordingly.

The refund to the card (for the entitled fare) is not directly implemented due to banking system mediation.

There is no possibility of reimbursement with cash at the ticket office.

In case of return to the original starting point, with a HELLENIC TRAIN route, a zero ticket is issued.

10.1.2. Start or Continuation of the journey / Re-routing

Start or Continuation of the journey at the earliest opportunity

In the event that the passenger, following an contingency incident, decides or consents to start or continue the trip or re-routing to the final destination at the earliest opportunity proposed by HELLENIC TRAIN, this shall be carried out as far as possible under comparable transport conditions **without charge**.

- Non through-ticket holders who continue their trip despite a delay of more than 60 minutes are entitled to delay compensation for the delayed itinerary.
- Trough-ticket holders who continue their journey despite a delay of more than 60 minutes shall be entitled to compensation for delay at the final destination of arrival.

If the proposed re-routing is by bus, the passenger may waive his/her right to travel and claim compensation in accordance with 10.1.1 Reimbursement.

If the proposed re-routing is of a lower class (long-distance to regional and/or A to B class) where a price difference arises, HELLENIC TRAIN will pay the price difference upon the passenger's request.

A new ticket is issued for the proposed re-routing route

10.1.3. Compensation due to delay

In the event of a delay on arrival at the passenger's destination station, compensation shall be paid at the passenger's request, depending on the delay time. The refund for the ticket price is made by issuing a nominal voucher, valid for one year or in cash, depending on the way of purchase, as follows:

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

Non through-ticket holders are compensated for the delay of the route and for the nominal value indicated on the ticket.

Holders of through-tickets shall be compensated for the total delay from the initial departure station to the final destination station and for the total value of the entire journey indicated on the through-tickets.

The passenger's claim for compensation for a delay in arrival may be made up to three (3) months after the time of the incident. The compensation shall be paid within one (1) month

from the submission of the request for compensation. The minimum amount of compensation is 4 € (for smaller amounts no compensation is paid).

More specifically:

a. Ticket purchased from a ticket office

Compensation is paid to the passenger by the ticket office, upon presentation of the ticket(s).

b. Ticket purchased online (web & mobile)

Compensation is paid either at the ticket office or by choosing to issue a voucher through the company's website, by typing the ticket number and security code or purchase number.

c. Ticket purchased from the New Commercial Platform

Compensation is paid to the passenger by entering the “My trips” section at the New Commercial Platform choosing the field “Manage your ticket”

Compensation from delay is excluded for:

- Tickets issued after the scheduled departure of the service due to a delay at the passenger's starting station.
- Additional fees or other titles for the transport of animals, luggage, bicycles, etc.
- Inter-functional tickets issued through the OASA system.

IMPORTANT UPDATE

The compensation of passengers for delayed services is possible after the input of the time of the service delay in the ticketing systems of Hellenic Train, which can be made no later than 24 hours from the scheduled arrival of the itinerary at its final destination.

11. Compensation for scheduled cancellation of services

In case of scheduled cancellation of services, a passenger **who waives the start or continuation of his/her trip** 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 trip involving a cancelled journey but also in the case where a linked return ticket(s) has been issued. In other words, the passenger has the right to claim compensation for the return trip 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 three (3) months 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 by the current system (web & mobile) or by the New Commercial Platform

Passenger addresses a ticket office or Call Center and the refund of the ticket price is made according to the method of payment. **It is not possible for 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 trip which includes a journey with a cancelled service, passenger may address to a ticket office or contact the Call Center 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).

12. Multi- Journey Cards

Multi-journey cards are issued:

- a) by the ticket offices and only upon presentation of the necessary legal identification documents to the holders, while in the case of discount cards, the holder must also present the relevant documents/credentials in the form in which they are issued (digital or physical).
- b) by the **New Commercial Platform of Hellenic Train** where the passenger can issue digitally multi-journey cards of continuous duration and full price. During the purchase process, the passenger must enter his/her name, surname (multi-journey cards are nominal), ID number, passport or driving license number.

In any case, whether they are discount cards or full price cards and regardless of how they are issued, the holder must carry with him/her during the journey and present (in digital or physical form) all the necessary documents to the Hellenic Train staff in order to verify the identity and the entitlement to the discount.

12.1. Provision in cases of non-use (partial or total) of multi-journey cards by the passenger's choice

12.1.1. Request for cancellation before the effective date

- 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**

12.1.2. Request for cancellation after the effective date

- **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. if the card has been used for a period of less than 30 days, an amount equal to the value of the card per day multiplied by 30 shall be deducted from the value of the card.
 - b. if the card has been used for a period of more than 30 days, an amount equal to the value of the card per day multiplied by the number of days it has been used shall be deducted from the value of the card.
- For partially used multiple journey cards **of 6-months and 1-year:**
 - a. if the card has been used for a period of less than 90 days, an amount equal to the value of the card per day multiplied by 90 shall be deducted from the value of the card.
 - b. if the card has been used for a period of more than 90 days, an amount equal to the value of the card per day multiplied by the number of days it has been used shall be deducted from the value of the card.

Passengers who have issued their card digitally through **the New Commercial Platform of Hellenic Train**, can cancel it themselves, according to the above terms, through the "My Journeys" menu by selecting card management.

Passengers who have issued their card at the ticket office can cancel it, according to the above terms, at the ticket office by presenting the card to be cancelled.

12.2. Provision in cases of lost, stolen or damaged multi-journey cards.

If it is possible for a multi-journey card to be identified with the originally issued title, it is provided that it will be **re-issued** through the multi-journey card current issuing system of HELLENIC TRAIN's ticket offices, while the issuer is obliged to send HELLENIC TRAIN, if available, the damaged title.

Multi-journey cards for a certain number of journeys cannot be reissued.

Inter-functional tickets issued through the OASA system, cannot be re-issued by the HELLENIC TRAIN ticket offices. In this case, they can be re-issued on special request only by the OASA system.

13. Transportation of disabled persons

- 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 discount is provided upon presentation of the Disabled Person's Travel Card and the Disabled Person's Travel Card of an accompanying person, which are issued by the competent Public Authorities and must display the most 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 safe embarkation / disembarkation of persons with reduced mobility, using lifting machines or ramps provided at train stations, the journey must be scheduled and confirmed with HELLENIC TRAIN personnel **at least 24 hours before the departure time.**

In this case, persons who use a wheelchair should contact HELLENIC TRAIN's Customer Service Department at 2130 121 121 121, or by filling in the relevant form on HELLENIC TRAIN's website (<https://www.hellenictrain.gr/en/contact-us>).

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.

All the passengers and their accompanying persons should compile with the Official Instructions. Boarding may be denied to passengers who do not follow the above instructions.

14. Transportation of accompanied animals

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

- a. 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 buses 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, <https://www.hellenictrain.gr/en/transportation-accompanied-animals> .

15. Transportation of bicycles

The bicycle service on Hellenic Train trains is in line with the provisions of the European Regulation 2021/782 of the European Union, according to which railway undertakings must provide the possibility for passengers to carry bicycles, as long as this does not adversely affect the specific railway service and the train can accept them.

There is a restriction on the right of passengers to carry bicycles for safety or operational reasons, in particular as a result of capacity limits during peak hours or where rolling stock does not allow it.

Passengers shall supervise their bicycles and make every reasonable effort to ensure that their bicycles do not cause a nuisance or damage to other passengers, mobility equipment, luggage or railway operations.

Detailed information for bicycle transportation can be found on the webpage of HELLENIC TRAIN ([Bicycle Transportation](#))

16. 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 ([Luggage transportation](#)).

17. 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, additional to the regular ticket price for his/her trip.

For Inter-functional tickets issued in cooperation with OASA, the fines policy of OASA is applied.

18. 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

[At the moment and until further notice, HELLENIC TRAIN is not operating international services.](#)

19. Data Privacy Policy

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 «[Data Privacy Policy](#)»

20. Get in contact with HELLENIC TRAIN: ([Contact us](#))

Passengers may address:

- -To the HELLENIC TRAIN staff at the stations, ticket offices, information offices and train cabin staff by filling in the "[Feedback & Complaint](#)" form.
- -The Call Centre, by calling 14511 (from Greece, Land line: 0,646€/minute, mobile: 0,984€/minute with an additional 10% mobile telephony fee, depending on the monthly bill, before VAT, including the waiting time of the call).
- -By filling in the forms "Lost & Found", "General Information", "Claims and Complaints", "Transport of persons with special needs/reduced mobility" ([Contact us](#))
- -Land line for international calls, +30 2106241945.

For tickets issued through the **New Commercial Platform of Hellenic Train**, passengers can contact the Call Centre by calling 2106241943 (operating hours 07:00-21:00 daily, local charge).