



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 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.

People or luggage endangering other persons' health and safety and/or 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 on 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 or mobile application for smartphones
- Via phone calls using credit/debit card (Visa, Mastercard) and Revolut (Visa, Mastercard). Paypal is not accepted.

The purchaser of the ticket declares that he/she is responsible for the accuracy of his/her data and in particular of his/her personal data and the card details used for the payment of the ticket. If he/she acts on behalf of a third party, he/she declares that he/she is duly and properly authorised to do so.

- 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). Tickets issued on board are those of full price or discounted for adults 65+, PRM passengers and their accompanying person and children.

Payment by credit/debit card, currently 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.

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-Olympia

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).

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 full 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. Group tickets are issued only at the HELLENIC TRAIN ticket offices.

Once a group ticket has been issued, cancellation is only possible for the whole group and not for single passenger(s), member(s) of the group.

- **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.

The discount policy of advanced purchase is not combined with the return discount.

The booking change of a ticket (as described in paragraph 8 of current Hellenic Train Terms of Carriage), which has been issued with an advance purchase discount, is implemented if the same (or longer) advance purchase period applies from the date of the booking change until the new travel date.

More specific information on discounts and offers is 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.

Single tickets state the total price of the journey on all legs of the journey.

6. Ticket refund

Any refunds of the ticket price are given by HELLENIC TRAIN, according to the way the ticket. In certain cases, and following a special decision of the Management, a refund or compensation can be made in the form of an e-value. The e-value has a specific value and can be used by the beneficiary for the next purchase of a ticket or card in the HELLENIC TRAIN issuing system.

7. Ticket Cancellation

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

1. **One way ticket:** A withholding applies according to the time of request

- 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.
1. **To cancel a ticket purchased from a ticket office**, the passenger addresses a ticket office by stating his/her ticket and the refund of the ticket price is made according to the payment method of the initial ticket. If the ticket was purchased with a bank card, the ticket can also be cancelled at the call center.
 2. **For the cancellation of a ticket purchased online (web & mobile)**, the passenger addresses either the ticket office or the call center by stating the number of the ticket and the refund of the ticket price is made according to the payment method.
 3. To cancel a ticket issued via telephone sales, the passenger should contact the call center or addresses a ticket office.
 4. **Registered users** can perform the cancellation by themselves from the option provided in the ticket management of the **New Commercial Platform**, in the menu **"My Trips"**.

2. For the return tickets (retur, either the outward or the inward journey is cancelled or both.

The cancellation of each leg or both is subject to the recovery of the percentage of the original return discount applied at the time of purchase of each ticket.

If the first journey has been performed, the return journey may be changed, i.e. the passenger may travel the same route at a different time and/or date in accordance with the rules in force on change booking. Furthermore, the passenger can cancel the ticket (for the travel that has not taken place) with the corresponding withholding of the amount of the return discount.

The cancellation of return tickets is currently only possible at the ticket office.

No withholding applies due to cancellation time for tickets issued with a return discount.

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.

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 issued with Boarding Status
- Inter-functional tickets issued through the OASA system
- Tickets issued after a change booking.
- Tickets issued after changing tickets previously issued.

8. Change Booking

It is possible to change the booking only once, **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.

1. To perform a change booking for a ticket purchased from a ticket office, the passenger addresses a ticket office, up to 10 minutes before the departure time of the route indicated on the ticket.
2. To perform a change booking for a ticket purchased online (web & mobile), the passenger addresses either the ticket office or the call center stating the ticket number. makes the change online if he/she has purchased the ticket as a **registered user**.
3. To perform a change booking for a ticket issued via telephone sales, the passenger contacts the call center or addresses a ticket office.
4. **Registered users** can perform the change booking by themselves from the option provided in the ticket management of the **New Commercial Platform**, in the menu **"My Trips"**.

Tickets issued after a change booking cannot be cancelled.

In through-tickets all legs of the journey are changed.

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

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.
- Inter-functional tickets issued through the OASA system.
- Tickets that have been issued after a change ticket or change booking of previous tickets
- Tickets that have been issued with an advance purchase discount and the time period between the time of the change booking to the new travel date is shorter than the advance purchase period of the original ticket.

9. Change Ticket

It is possible to change tickets, only once, (different route and/or ticket value) **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, by paying or refunding the difference in price of the new ticket issued.

1. **To change a ticket purchased from a ticket office**, the passenger addresses a ticket office up to 10 minutes before the departure time of the route indicated on the ticket.
2. **To change a ticket purchased online (web & mobile)**, the passenger addresses either the ticket office or makes the change online if he/she has purchased the ticket as a **registered user**.

Registered users can change their tickets by themselves from the option provided in the ticket management of the **New Commercial Platform**, in the menu **"My Trips"**.

3. To change a ticket issued via telephone sales, the passenger contacts the call center or addresses a ticket office.

For tickets issued with a return discount both the outward and inward tickets are changed. A change cannot be made separately for each leg.

A withholding of the amount of the advance purchase discount is applied if the time period between the date of the ticket change to the date of the new trip is shorter than the advance purchase period of the original ticket.

The change of return tickets is currently only possible at the ticket office.

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.
- Tickets issued with a Boarding List.
- Inter-functional tickets issued through the OASA system.
- One-way tickets cannot be changed to return tickets.
- Return tickets cannot be exchanged for one-way tickets.
- Tickets issued after a change booking or change ticket of previous tickets

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 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 unmoored 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:

For the reimbursement of a ticket purchased from a ticket office or online (web & mobile), the passenger addresses a ticket office by presenting his/her ticket and the refund of the ticket price is made according to the payment method.

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

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 a 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 the 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, unless the original ticket has a validity period of 1 hour before and 3 hours after the indicated departure time of the initial 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 according to the payment method., 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 holders of tickets that are valid 1 hour before and 3 hours after the indicated departure time of the itinerary are compensated only for the delay of the itinerary indicated on the ticket.

The passenger's claim for compensation for a delay in arrival may be made from 24 hours 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:

1. **To claim compensation for a ticket purchased from a ticket office**, the passenger addresses the ticket office by presenting his/her ticket and the compensation is made according to the payment method.
2. **To claim compensation for a ticket purchased online (web & mobile)**, the passenger addresses either the ticket office or performs it online if he/she has purchased the ticket as a **registered user**.

Registered users can receive their compensation by themselves from the option provided in the ticket management of the **New Commercial Platform**, in the menu **"My Trips"**.

3. To claim compensation for a ticket purchased by phone call, the passenger contacts a ticket office or call center. The amount of compensation is paid according to the method of purchase of the ticket.

In some cases, passengers receive compensation as e-value, upon request to Hellenic Train.

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 during the first 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:

For the compensation of a ticket purchased from a ticket office or online (web & mobile), the passenger addresses a ticket office, up to 3 months after the date of the incident, presenting his/her ticket for getting the amount indicated on the ticket. The compensation is paid according to the way the ticket was purchased.

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

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.

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 Hellenic Train **official website and applications**, 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.
- c) Via phone calls using credit/debit card (Visa, Mastercard) and Revolut (Visa, Mastercard). PayPal is not accepted.

The purchaser of the multi journey card declares that he/she is responsible for the accuracy of his/her data and in particular of his/her personal data and the card details used for the payment of the ticket. If he/she acts on behalf of a third party, he/she declares that he/she is duly and properly authorised to do so.

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 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 6-days, 15-days and 1 month's validity 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 (**Registered users**).

In the case of non-registered users, the cancellation of the card can be done at a ticket office by presenting the card to be cancelled. Also, the cancellation of the card can be done through the Call Centre by stating the card number.

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.

In every case the refund of the subscription price is made according to the payment method.

Compensation of multi journey card

In cases of strikes, multi journey card holders receive compensation upon request to Hellenic Train.

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 people 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 are 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 people should compile with the Official Instructions. Boarding may be denied to passengers who do not follow the above instructions.

For more information regarding the transport of persons with special needs please visit the HELLENIC TRAIN website ([Transport of persons with special needs / reduced mobility](#))

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.

For more information regarding the fines please visit the HELLENIC TRAIN website ([Fines](#))

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.