



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](http://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](http://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. These persons lose the ability to claim a refund of the ticket price, the price of transporting a large animal and the bicycle fee.

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. This prohibition applies to electronic cigarettes as well.

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 sales channels

Tickets purchase takes places through the following sales channels :

- Online, via HELLENIC TRAIN official website or mobile application for smartphones.
- Via Call Centre 14511 (phone line for international calls +302106241945) 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 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 authorized 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, children (up to 12 years old), multi-child family and pupils.
- At a ticket office, operated inside or outside train stations.

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 by Hellenic Train sales channels 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-Athens Airport
- Ano Liosia-Airport
- Ano Liosia-Kantza
- Patras Suburban
- Thessaloniki-Larissa
- Katakolo-Pyrgos-Olympia

Once the tickets are issued online (via the official website or app of HELLENIC TRAIN), the customer receives, in addition to the ticket, a confirmation email to the email address provided during the purchase. In the case of ticket purchase via Call Centre, the passenger receives the ticket at the email address specified during the purchase procedure.

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

- In special occasions that tickets issuing is not possible, through the electronic system of HELLENIC TRAIN, at ticket offices, or via Call Center, a special approval of **handwritten tickets** issuing is given by the Management. 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 ticketless passengers, and a fine is imposed on the child's accompanying person.

- **Group Tickets**

In the case of group travel (of more than 6 people), 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, which concerns the entire group and not a 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 & Accompanying person 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. Through Tickets

In accordance with the provisions of Regulation EE 2021/782, **through-tickets** have been introduced for the benefit of passengers. 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.

Through 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 has been purchased. 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, up to 10 min before the departure time of the train indicated on the ticket, 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.

**1.1 For the cancellation of a ticket purchased from a ticket office,** the passenger addresses the 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 Centre.

**1.2 For the cancellation of a ticket purchased online (web & mobile) or via Call Centre,** the passenger addresses either the Call Centre or a ticket office by stating the number of the ticket and the refund of the ticket price is made according to the payment method.

**1.3 Registered users** can perform the cancellation by themselves from the option provided in the ticket management of [www.hellenictrain.gr/en](http://www.hellenictrain.gr/en) in the menu “My Trips”.

## **2. Tickets issued with a return discount:**

- **Either each leg is canceled separately or both legs are cancelled together.** 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.
- No withholding applies due to cancellation time for tickets issued with a return discount.
- The cancellation of a ticket with a return ticket discount is carried out at a ticket office regardless of the sales channel via which the ticket is purchased. The refund of the amount is made according to the method of purchase of the ticket. It is necessary to notify the issuer of the ticket number.
- **Registered users** have the option of cancelling their tickets, per leg of their journey, through the “My Trips” menu in website [www.hellenictrain.gr/en](http://www.hellenictrain.gr/en).
- For the cancellation of a ticket with return discount, **issued via Call Centre**, passengers must address the Call Centre or a ticket office, stating their ticket number, and the ticket price will be refunded according to the method of payment.

If the first journey has been performed, the passenger can cancel the ticket for the trip that has not taken place, with the corresponding withholding of the amount of the return discount.

**For through-ticket cancellation,** 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:**

- 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 up to 10 minutes before the departure time of the train indicated on the ticket, as follows:

1. **To perform a change booking regardless of the sales channel through which the ticket is purchased**, the passenger addresses the Call Centre or a ticket office. In this case the passenger must provide the no of the ticket.
2. **Registered users** can perform the change booking by themselves from the option provided in the ticket management of the [www.hellenictrain.gr/e](http://www.hellenictrain.gr/e) in the menu "My Trips".

Tickets issued after a change booking cannot be cancelled or changed.

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:**

- 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), up to 10 min before the time of departure of the train as is indicated on the ticket, 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, notifying the ticket no.



**2. To change a ticket purchased online (web & mobile)**, the passenger either makes the change online if he/she has purchased the ticket as a registered user, in the menu «My Trips» or addresses a ticket office.

**To change a ticket issued via Call Centre**, the passenger contacts the Call Centre 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.

**The change of return tickets is currently only possible at the ticket office regardless of the sale channel of the ticket.**

**For tickets issued advanced purchase discount.**

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.

**There are not subject to change:**

- 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 changed 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 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 unmoved 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 (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, resulting in a missed connection or was cancelled, from the Hellenic Train' personnel on the train. Alternatively, they can submit a request at a station or via the website <https://www.hellenictrain.gr/en/contact-us>, by completing the General Information Form.

## 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 filling the form via the website <https://www.hellenictrain.gr/en/forma-epikoinonias-upodeixeon>.*

### 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 in the case of a linked return ticket(s). 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, regardless the sale channel via which the ticket is purchased,** 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.

**In the case that the passenger is at a station where the ticket office is not in operation at the time of the incident, he/she has the following options:**

**1. Ticket purchased with cash:** For a refund, the passenger must contact an operating ticket office or submit a request to Hellenic Train website <https://www.hellenictrain.gr/en/contact-us>, by completing the Contact and Suggestions Form.

**2. Ticket purchased with a bank card** (from a ticket office, via telephone purchase, or via web/app): For a refund, the passenger must contact an operating ticket office or submit a request to Hellenic Train website <https://www.hellenictrain.gr/en/contact-us>, by completing the Contact and Suggestions Form.

**Tickets issued on board:** For a refund, the passenger must contact an operating ticket office or submit a request to Hellenic Train website: <https://www.hellenictrain.gr/en/contact-us>, by completing the Contact and Suggestions Form.

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

In the case of returning 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 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 either performs it online if he/she has purchased the ticket as a **registered user** or addresses the ticket office.
3. **To claim compensation for a ticket purchased via Call Centre,** the passenger contacts the Call Centre or addresses a ticket office.

Ticket holders whose journey includes two or more routes (whether these tickets are single or through) are compensated upon request (at stations or via the Hellenic Train website <https://www.hellenictrain.gr/en/contact-us>, by completing the Contact and Suggestions Form.

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 for tickets issued on board is considered upon request at stations or via the website <https://www.hellenictrain.gr/en/contact-us>, by completing the Contact and Suggestions Form.

**Compensation for the delay is excluded for** inter-functional tickets issued through the OASA system and additional fees for bicycles.

### **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 compensation of a ticket, regardless of the sale channel via which the ticket is purchased,**  
the passenger addresses:

- the Call Centre (tickets purchased with cash are excluded)
- the ticket office
- submit a request to Hellenic Train website <https://www.hellenictrain.gr/en/contact-us>, by completing the Contact and Suggestions Form

**In the case that the passenger is at a station where the ticket office is not in operation at the time of the incident, he/she has the following options:**

- 1. Ticket purchased with cash:** For a refund, the passenger must contact an operating ticket office or submit a request to Hellenic Train website

<https://www.hellenictrain.gr/en/contact-us>, by completing the Contact and Suggestions Form.

2. Ticket purchased by a bank card (from a ticket office, via Call Centre, or via web/app): For a refund, the passenger must contact an operating ticket office or submit a request to Hellenic Train website <https://www.hellenictrain.gr/en/contact-us>, by completing the Contact and Suggestions Form.

Passenger can submit the request 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 Centre 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 Hellenic Train official website and app**, the passenger can issue multi-journey cards of full price.
- b) **Via Call Centre**, the passenger can buy multi-journey cards of full price, using credit/debit card (Visa, Mastercard) and Revolut (Visa, Mastercard). PayPal is not accepted.
- c) **At ticket offices, the passenger can buy multi-journey cards of full and discounted price** and only upon presentation of the necessary legal identification documents of 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).

During the purchase process (via website, mobile phone application, Call Centre) a name, surname (multiple journey cards are nominal), ID, passport or driver's license number must be entered.

The purchaser of the multi journey card declares that he/she is responsible for the accuracy of his/her data and of his/her personal data and the card details used for the payment. If he/she acts on behalf of a third party, he/she declares that he/she is duly and properly authorized 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.**

### 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.

**The cancellation of the multi journey cards is made according to the above terms, as follows:**

1. **Multi journey cards issued at a ticket office** can be cancelled at the ticket office. In the case of payment by bank card, the passengers can contact also the Call Centre.
2. **Passengers who have issued their card through Hellenic Train' website or app**, can cancel it through the "My Journeys" menu by selecting Card Management (only for **Registered users**). **In the case of non-registered users**, the cancellation of the card can be done through the Call Centre by stating the card number or at an office by presenting the card to be cancelled.
3. **Passengers who have issued their card via phone Call Centre** can cancel it through Call Centre or at the ticket office.

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

### Compensation for a multi-journey card

In cases of strikes, multi journey card holders can submit the request for compensation at a ticket office or via Hellenic Train website <https://www.hellenictrain.gr/en/contact-us>, by completing the Contact and Suggestions Form.

## 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.

Inter-functional cards 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. Also, the discount is provided upon presentation of the Disability Card (in printable or digital format).

- 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.

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 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 because 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.

Not all types of luggage are acceptable for transport.

Detailed information for travelling with luggage can be found on 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 multi journey card) or a valid ticket (or a valid multi journey card) although having boarded the train from a station with a ticket office in operation, **a fine of 10€ is imposed additionally to the ticket price (full price or discounted) 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 ticket price (full price or discounted) 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

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](#))

Hellenic Train's communication services are provided on the website <https://www.hellenictrain.gr/en/contact-us>.