



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 are 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.

Passengers or luggage endangering other passengers' 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 comply with the law, respect existing regulations, and follow the instructions of HELLENIC TRAIN's personnel. For any accidents occurring because of breaches of laws or existing regulations by 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.

Due to infrastructure works of the Hellenic Railways Infrastructure Company (Hellenic Railways Organization S.A.), HELLENIC TRAIN is sometimes obliged to substitute rail transport by bus until termination of works. Passengers with reduced mobility using wheelchairs cannot use HELLENIC TRAIN's bus services.

3. Ticket Availability – Issuing

3.1. Issuing tickets from the HELLENIC TRAIN sales channels

Ticket purchase takes place through the following sales channels:

- Online, via HELLENIC TRAIN website www.hellenictrain.gr or mobile application for smartphones.
- Via Call Centre 14511 (phone line for international calls +302106241945) using a credit/debit card (Visa, Mastercard). Paypal is not accepted.

The purchaser of the ticket declares that they are responsible for the accuracy of their data and of their personal data and the card details used for ticket payment. If they act on behalf of a third party, they declare that they are duly and properly authorized to do so.

- On trains (only one-way tickets of the specific itinerary and provided that the ticket office at passenger's embarking station is not operating). Tickets issued on board are those of full price or discounted for:
 - children (up to 12 years old),
 - pupils,
 - adults 65+,
 - youth (12 to 24 years old),
 - students entitled to 25% discount,
 - PRM passengers and their accompanying person,
 - multi-child family
- 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 Sales Points <https://www.hellenictrain.gr/simeia-polisis>.

Tickets are generally issued through all the sales channels, 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 passengers may make, and they are issued for the following routes:

1. Athens Suburban Railway (Aegion/Kiato–Athens–Piraeus–Athens Airport–Chalkida)
 - Athens–Chalkida
 - Piraeus–Kiato
 - Kiato–Aegio
 - Piraeus–Athens Airport
 - Ano Liosia–Athens Airport
 - Tavros–Athens Airport
2. Patras Suburban
3. Thessaloniki–Larissa (local itineraries)
4. 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 14511, 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 cases that ticket issuance is not possible through the electronic system of HELLENIC TRAIN, at ticket offices, or via Call Centre 14511, handwritten tickets may be issued at ticket offices. 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 specific 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 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, if 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 passengers), 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 individual members 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 departure time of the train selected by the passenger 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 the 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 EU 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 connection times.

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. Bus routes are marked with the letter ‘C’ in their number.
- B. The subsequent train departs in less than the minimum required safe connection time to ensure the passenger protection.
- C. Through–tickets are not issued on board.

Through–tickets state the total price of the journey of all the legs of the journey. It is clarified that the term ‘combined ticket’, as it appears in the ticket–issuing application, is identical in meaning to the term ‘through ticket’.

6. Ticket refund

Any refunds of the ticket price are given by HELLENIC TRAIN, according to the way the ticket has been purchased.

In special cases, a refund or compensation in the form of e–value may be provided with the passengers’ consent. 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

Passengers are 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, **50%** of the nominal value of the original ticket is refunded.

1. For the cancellation of a ticket, passengers address the ticket office by stating the ticket number and the refund of the ticket price is made according to the payment method of the initial ticket (in cash or via credit card)-

- If the ticket was paid by credit card, passengers may also contact the Customer Service Centre at 14511 (Call Centre), and the ticket refund will be credited to the credit card.
- Alternatively, passengers may submit a request via the HELLENIC TRAIN website, <https://www.hellenictrain.gr/en/reimbursements>, Monday through Friday from 8:00 a.m. to 4:00 p.m.

2. Registered users can manage the cancellation from the option provided in the menu **"My Trips"** at www.hellenictrain.gr/en. In the "My Trips" menu tickets with a return discount can be cancelled on a per-leg basis.

The refund to the card (for the applicable amount) is finalized once the banking system's procedures are completed.

Cancellation rules for Tickets with Return discount:

- 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 the ticket.
- No withholding applies due to cancellation time for tickets issued with a return discount.
- At the ticket office, either each leg is canceled separately, or both legs are cancelled together.
- 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 cannot be cancelled individually.

Tickets not subject to cancellation:

- The tickets issued on credit.
- Inter–functional tickets issued through the OASA system.
- Tickets issued after a Booking Change.
- Tickets issued after changing tickets previously issued.

8. Booking Change

Passengers are entitled to request a Booking Change only once, **free of charge**, to travel on **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.

Passengers can request a Booking Change up to 10 minutes before the departure time of the train indicated on the ticket, as follows:

1. **To perform a Booking Change regardless of the sales channel through which the ticket is purchased**, passengers should contact the Customer Service Centre (Call Centre 14511) or a ticket office. In this case, the passengers must provide the number of ticket/tickets.
2. **Registered users** can manage a Booking Change by themselves from the option provided in the menu **"My Trips"** at www.hellenictrain.gr/en.

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

In case of tickets with return discount, booking change may be performed either on the outward and/or the inward journey, separately for each case (outward or inward), and only once for each leg.

Tickets not subject to Booking Change:

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

9. Ticket Change

Passengers are entitled to request Ticket Change only once (different route and/or ticket value), up to 10 min before the time of departure of the train as indicated on the ticket. 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 or online (via web/app), passengers should contact a ticket office, notifying the ticket number.
2. Registered users can manage the ticket change from the option provided in the menu «My Trips» at www.hellenictrain.gr/en.
3. To change a ticket issued via Call Centre 14511, the passenger contacts the Customer Service Centre 14511 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 tickets with Return discount is currently only possible at the ticket office regardless of the sales channel of the ticket.

Tickets issued with an Advance Purchase discount:

The new travel date must meet the Advance Purchase requirements of the original ticket. If, following a Ticket Change, the remaining time until the new journey date is shorter than the full Advance Purchase period of the original ticket, the amount corresponding to the Advance Purchase discount is withheld.

Tickets not subject to change:

- The tickets issued on credit.
- Inter–functional tickets issued through the OASA system.
- One–way tickets cannot be changed to tickets with return discount.
- Tickets with Return discount cannot be changed to one–way tickets.
- Tickets issued after a Booking Change or Ticket Change of previous tickets

10. Delays, Missed Connections, and Cancellations

Where it is reasonably 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 affected by this delay or cancellation, one of the following options is offered to the passenger:

- a. **reimbursement of the full cost of the ticket**, under the conditions by which it was paid, for the part of the 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, 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 certification of the train service that was delayed, resulting in a missed connection or was cancelled, from the HELLENIC TRAIN's 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**.

11. Compensation following contingency incidents

Compensation following contingency incidents, delays, connection losses & cancellations of routes, is paid to passengers holding a valid ticket 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.

Interoperable tickets issued through the OASA system are products covered by the terms and pricing policy of OASA. Consequently, any refunds or compensation are subject to OASA's applicable regulatory framework and not to the present Conditions of Carriage.

11.1. Reimbursement

If the passengers **renounce the commencement or continuation of their journey, they 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 passengers have 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 of the sales channel via which the ticket is purchased, passengers should contact a ticket office by presenting their ticket and the refund of the ticket price is made according to the payment method.**
- **In the case that the passengers are at a station where the ticket office is not in operation at the time of the incident, they have the following options:**
 - Ticket purchased in cash: for the refund, the passengers must address an operating ticket office or submit a request to HELLENIC TRAIN website <https://www.hellenictrain.gr/en/reimbursements>, by completing the **Reimbursement and compensation request form**.
 - Ticket purchased by a bank card (from a ticket office, via Call Centre, or via web/app): for the refund passengers should contact the Call Centre 14511 or an operating ticket office. Passengers may also submit a request to HELLENIC TRAIN website <https://www.hellenictrain.gr/en/reimbursements>, by completing the **Reimbursement and compensation request form**.

Tickets issued on board and handwritten tickets: for the refund, passengers submit a request: to an operating ticket office by filling in the relevant application form or to HELLENIC TRAIN website <https://www.hellenictrain.gr/en/reimbursements>, by completing the **Reimbursement and compensation request form**.

The refund to the passenger card (for the applicable amount) is finalized once the banking system's procedures are completed.

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

Start or Continuation of the journey at the earliest opportunity

If passengers, following a contingency incident, decide or consent 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.
- Through ticket holders, who continue their journey despite a delay of more than 60 minutes, are entitled to delay compensation at the passenger's final destination.

If the proposed re-routing is by bus, passengers may renounce their right to travel and claim compensation in accordance with 10.1.1 Reimbursement.

If the proposed re-routing, by train, 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.

For the proposed re-routing itinerary, a new free ticket is issued (when a seat reservation is required).

If a train is unmoved during a rail journey due to a technical problem of the rolling stock and the safe evacuation of passengers from the site takes longer than one (1) hour, passengers are entitled to the double standard compensation.

Passengers submit a request to HELLENIC TRAIN via <https://www.hellenictrain.gr/en/reimbursements>, by completing the Reimbursement and compensation request form.

11.3. 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 of the ticket, 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.

If a train is unmoved during a rail journey due to a technical problem with the rolling stock and if there is a delay of **180 minutes and more**, upon arrival at the passengers' final destination, a compensation equal to **100%** of the ticket value is paid. For every additional

hour of delay exceeding 240 minutes, the compensation is increased by an amount equal to the value of the ticket presented.

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

Through-ticket holders 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-ticket.

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

To request compensation:

1. Passengers address a ticket office in operation by presenting the ticket and the compensation is made according to the payment method of the ticket (in cash or by card).
2. Alternatively, passengers may contact the HELLENIC TRAIN Customer Service Centre 14511 (Call Centre) (excluding tickets purchased in cash) or submit a request on the HELLENIC TRAIN website <https://www.hellenictrain.gr/apozimioseis> by completing the online Compensation and request Form.
3. Registered users can complete the compensation process themselves, via the option provided in the menu "My Trips" at www.hellenictrain.gr/en.
4. In the following cases, passengers should submit their request for compensation at stations by filling in the relevant form, or via the website <https://www.hellenictrain.gr/apozimioseis>, by filling in the online Compensation Claim Form:
 - For each additional hour of delay exceeding 240 minutes caused by a technical problem of the rolling stock.
 - Passenger's ticket or tickets are for a journey involving two or more routes (whether these tickets are single or through tickets).
 - The ticket was issued on board.
 - The ticket is handwritten.
 - The ticket is the result of booking change of previous ticket/tickets.

Compensation for delays may be paid in the form of e-value. Compensation is paid in cash upon the passenger's request.

Interoperable tickets issued through the OASA system are excluded and are not eligible for compensation due to delays, as they are products subject to OASA's terms and pricing policy. Therefore, any refunds or compensation are governed by OASA's applicable regulatory framework and not by these Terms of Carriage.

IMPORTANT NOTE

Compensation for delayed services is available once the delay time has been recorded in HELLENIC TRAIN's ticketing systems, which can be made within 24 hours of the scheduled arrival at the journey's final destination.

12. Compensation for scheduled cancellation of services

In case of scheduled cancellation of services, passengers **who renounce the start or continuation of their trip** are entitled to a compensation **equal to** the price of the ticket(s) for all or part of the journey that **they 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.

How to request the compensation

- Ticket purchased in cash: passengers address an open ticket office or via HELLENIC TRAIN website: <https://www.hellenictrain.gr/apozimioseis>, by filling in the online Compensation Request form.
- Ticket purchased by credit card (at a ticket office, through the Customer Service Centre 14511, or via the website/app): passengers contact the Customer Service Centre 14511 (Call Centre) or at an open ticket office. Alternatively, submit a request to HELLENIC TRAIN via the website <https://www.hellenictrain.gr/apozimioseis> by filling in the online Compensation Request.

Passengers can submit the request up to 3 months after the date of the incident, presenting their ticket to get the amount indicated on the ticket. The compensation is paid according to the way the ticket was purchased.

The refund to the card (for the applicable amount) is finalized once the banking system's procedures are completed.

For compensation for the renunciation of a return journey (inbound), which is linked to an outbound trip which includes a journey with a cancelled service, passengers may contact a ticket office or contact the Call Centre 14511 before the scheduled time of departure from the initial station of the itinerary that is not cancelled.

13. Multi-Journey Cards

Multi-journey cards are issued:

- a) **By HELLENIC TRAIN official website and app**, passengers can issue multi-journey cards at full price.
- b) **Via Call Centre 14511**, passengers can buy multi-journey cards at full price, using a credit/debit card (Visa, Mastercard). PayPal is not accepted.
- c) **At ticket offices**, passengers can buy multi-journey cards at full and discounted prices 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 (multi-journey cards are nominal), ID, passport or driver's license number must be entered.

The purchaser of the multi-journey card declares that they are responsible for the accuracy of their data and of their personal data and the card details used for the payment. If they act on behalf of a third party, they declare that they are duly and properly authorized to do so.

In any case, whether the cards are full-price or discounted, 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.

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

13.1.1. Request for cancellation before the first day of validity

If a multi-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.**

13.1.2. Request for cancellation after the first day of validity

- **No refund is due** for 6-day, 15-day, and 1-month multiple-journey cards **once the first day of validity has started.**
- For partially used multi-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 is deducted from the value of the card.

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

- Passengers address a ticket office or call the HELLENIC TRAIN Customer Service Centre (Call Centre) at 14511 if the payment was made by credit card.
- Registered users who have issued their card online (via the website or app) can cancel it themselves through the "My Trips" menu at www.hellenictrain.gr/en.
- Passengers who purchased their card through HELLENIC TRAIN's Customer Service Centre 14511 (Call Centre) can cancel it either at a ticket office or by calling the Customer Service Centre.

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

13.2 Delays, partial/total cancellation of itinerary

In cases of repeated delays or partial/total cancellations, passengers—holders of 1-month and 3-month multi-journey cards issued through HELLENIC TRAIN's sales channels are entitled to compensation.

1. The card is entitled for compensation in case the following apply:

a) repeated delays in the arrival of the train at the terminal station of the relevant line and

b) partial or complete cancellations of services

c) The following terms of compensation (i and ii) should apply in combination:

- i. The train's arrival at the terminal station is delayed by 15 minutes or more from the scheduled arrival time.
- ii. The itineraries affected by either the aforementioned delay or partial or total cancellations must constitute at least 15% of HELLENIC TRAIN's total scheduled itineraries for that specific route within a calendar month.

2. The maximum compensation amount is 10% of the card's value.

In cases of cards issued for a journey (departure station–arrival station as indicated on the ticket) that involves transferring to two or more lines (e.g., Kiato – Airport), the terms of compensation are considered separately for each route. The card is eligible for compensation if the compensation terms are met for at least one route through which the passenger journey is made, as indicated on the card.

The following are excluded from compensation:

- Itineraries that are delayed or partially/completely canceled due to the fault of third parties, in accordance with the provisions of Regulation (EU) 2021/782 regarding the conditions for compensation and exceptions thereto.
- Cards with a period of validity of 6 days and 15 days.
- Monthly passes issued for travel within the urban zone of the Athens Suburban Railway (Magoula–SKA–Piraeus–Athens to Athens International Airport) are subject to the terms and pricing policy of OASA. Therefore, any refunds or compensation are subject to the applicable regulatory framework of OASA and not to these Terms of Carriage.

Compensation amount:

Multi-journey card of 1-month

- If the first day of the card’s validity is also the first day of the month, the compensation amount is 10% of the card’s value.
- If the first day of the card’s validity is not the first day of the month, the compensation amount, as defined in the compensation terms (paragraph 2), is calculated proportionally to the number of days the card is valid per calendar month.

Multi-journey card of 3-months

- The compensation amount, as defined in the compensation terms (paragraph 2), is calculated proportionally to the number of days the card is valid per calendar month.

No compensation is paid for amounts less than 4€.

Passenger’s Information

On the HELLENIC TRAIN website, under the “Compensation” section, a list is published each month of the lines whose itineraries from the previous month meet the compensation criteria, as outlined in the “Compensation Criteria” section (i and ii).

Compensation Request

Passengers may submit a compensation claim up to 3 months after:

- the expiration of their card and
- the publication of the routes eligible for compensation on the HELLENIC TRAIN website under the “Compensation” section.

Passengers should submit their request by filling in the online Compensation Claim Form on the HELLENIC TRAIN website: <https://www.hellenictrain.gr/apozimioseis>.

Compensation is paid within 30 days of the request being submitted. Compensation is provided in the form of e-value. Passengers have the option of receiving monetary compensation upon request.

13.3 Compensation for a multi-journey card in case of strike

In cases of strikes, multi-journey card holders can submit the request for compensation via Hellenic Train website <https://www.hellenictrain.gr/apozimioseis>, by filling in the Compensation Claim Form.

In any case, passengers may submit a claim for compensation of multi-journey cards after the card has expired and up to 3 months from the date the incident occurred.

Compensation is paid within 30 days of the request being submitted. Compensation is provided in the form of e-value. Passengers have the option of receiving monetary compensation upon request.

12.4 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, the request should be submitted directly to OASA.

14. Transportation of disabled passengers

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

The discount is provided upon presentation of:

- The Disabled Person's Travel Card and the Travel Card of an accompanying person, which are issued by the competent Public Authorities and must display the most recent validation.
- A valid Disability Card (in printable or digital format).
- A valid European Disability Card

Transport of passengers 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 is 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>).

Unscheduled rail journeys are possible on the routes of Piraeus–Athens Airport, Piraeus–Kiato, Piraeus–Ano Liosia–Koropi–Athens Airport from/to stations where ticket offices operate and within their operating hours, in order for the appropriate assistance to be provided by personnel.

If passengers do not comply with the above instructions, their trip may be interrupted, and the service may not be provided. Not providing 24 hours' advance notice by passengers does not constitute a refusal of service but may limit our ability to provide full assistance.

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](#)).

15. 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), in accordance with 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, in accordance with 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 a 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 HELLENIC TRAIN buses 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>.

16. 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, if 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 should 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](#)).

17. 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 transportation.

Detailed information for travelling with luggage can be found on the webpage of HELLENIC TRAIN ([Luggage transportation](#)).

18. 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 in addition to the ticket price (full price or discounted) for their trip.**

In case that passenger denies paying the fine and the ticket immediately, as it is described above, a fine of 50€ is charged, in addition to the ticket price (full price or discounted) for their 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](#)).

19. International rail passenger transport

At the moment and until further notice, HELLENIC TRAIN is not operating international services.

20. 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](#)».

21. 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>.