



Tickets and terms of conditions

I cannot travel, how can I get my money back?

Refund for ticket(s) purchased online by registered users can only be initiated in the 'Previous purchases' menu of the new 'Elvira' and/or in the 'My tickets' menu of the MÁV application no later than 1 hour before the validity of the ticket begins. Refund for tickets purchased without registration can only be initiated in e-mail to [informacio \[KUKAC\] mav-start.hu](mailto:informacio@kukac.mav-start.hu) or by calling the Customer Centre of MÁV-START no later than 1 hour before the validity of the ticket begins (based on the time of sending the e-mail or making the phone call). With your request, please also provide the serial number of the purchased ticket(s) and (if possible) the purchase ID. Some tickets are non-refundable or there may be a different deadline for refund, please refer to the terms and conditions of that ticket. The refund request is recorded; the actual refund is processed 7 days after the validity of the ticket to be refunded has expired.

Value of the refunded electronic tickets less the administration fee is transferred to the bank account linked to the credit card used for the purchase, 7 days after the validity of the ticket to be refunded has expired. If the ticket marked for refund is checked at any time before the expiration date, regardless of the results of the check, the price of the ticket will be retained until the passenger does not prove by other means (e.g. with a penalty issued on the train, or with an other ticket that has been valid and checked on the train), that the ticket marked for refund have not been used for travelling.

Expired tickets cannot be refunded.

Detailed rules of refund can be found in the General Terms & Conditions of MÁV-START and in the special terms & conditions of the specific ticket.

How can I refund my ticket in the new 'Elvira'?

Tickets purchased without registration cannot be refunded in the new 'Elvira'. After logging in, select the journey of which you would like to refund the tickets in the 'Previous purchases' menu. If you would like to refund all the tickets of a passenger, select the name of the passenger. If you would like to refund only some items, select them one-by-one. Please note, that some items are linked together, therefore they are only refundable together. The refund request is recorded; the actual refund is processed 7 days after the validity of the ticket to be refunded has expired.

How can I refund my ticket in the MÁV application?

Tickets purchased without registration cannot be refunded in the MÁV application. After logging in, select the journey of which you would like to refund the tickets in the 'Tickets' menu, then select the tickets to be refunded. Please note, that some items are linked together, therefore they are only refundable together. The refund request is recorded; the actual refund is processed 7 days after the validity of the ticket to be refunded has expired.

How can I refund my ticket if I purchased it without registration?

In case of tickets purchased without registration, only the complete purchase can be refunded. You can initiate the refund in e-mail to [informacio \[KUKAC\] mav-start.hu](mailto:informacio@kukac.mav-start.hu) or by calling the Customer Centre of MÁV-START no later than 1 hour before the validity of the ticket begins (based on the time of sending the e-mail or making the phone call). With your request, please also provide the serial number of the purchased ticket(s) and (if possible) the purchase ID. The refund request is recorded; the actual refund is processed 7 days after the validity of the ticket to be refunded has expired.

I have bought more tickets seat reservations, than the actual number of travellers. How can I refund the tickets and seat reservations of those who do not travel?

If you have to refund the tickets of some passengers only in your company, just select the non-travelling passengers. Please note, that the system will cancel the whole purchase and then generates the required number of tickets and



reservations again, so you cannot travel with the tickets generated at the time of the original purchase. This feature is not available for tickets purchased without registration.

I tried refunding a ticket as written above, but the system does not allow it. Why?

An online refund cannot be initiated in the following cases:

- When the ticket is non-refundable;
- When the ticket has been purchased without registration;
- When the deadline for initiating a refund (e.g.: no later than 1 hour before the validity begins) has expired.

My train was cancelled. Can I refund my ticket?

Refund for tickets purchased online, which could not be used, or only partially could be used because of some reason that is MÁV-START liable for, is handled by the Client Service in accordance with the general rules. You have to obtain a proof of cancellation - from the ticket inspector ordered for the train cancelled, if the train is cancelled, or from the booking office clerk or other employee in charge and is informed about the cancellation.

I have refunded my tickets, but the money has not yet appeared on my account. How can I get back my money?

The refund request is recorded; the actual refund is processed 7 days after the validity of the ticket to be refunded has expired. Value of the refunded electronic tickets less the administration fee is transferred to the bank account linked to the credit card used for the purchase. The amount will be available on your account after it has been entered into the accounts of your bank, which can take a few days.

If this time has elapsed, please send the acknowledgement e-mail of the refund to our Customer Centre.

If the ticket marked for refund is checked at any time before the expiration date, regardless of the results of the check, the price of the ticket will be retained until the passenger does not prove by other means (e.g. with a penalty issued on the train, or with an other ticket that has been valid and checked on the train), that the ticket marked for refund have not been used for travelling.

How will I receive the correction invoice of the refunded ticket(s)?

The system automatically issues the correction invoice and sends it to the e-mail address linked to the account or to the notification e-mail address provided at purchase. You can also download the correction invoice from the 'Previous purchases' menu of the new 'Elvira' if you purchased the tickets after logging in.

How does MÁV-START know, what card/bank account had been used when they initiate the refund transfer.

MÁV-START does not request and does not store credit card or bank account related data either during the purchase or during the refund process. Refund takes place as a reverse charge transaction referencing the transaction ID of the original purchase. MÁV-START is not entitled to draw sums over the price of the tickets referencing the original transaction ID.

Why is an administration fee applied on internet refund, while it is an automatic process?

Although the Internet refund process is completed without human contribution, this method has costs as well. This is why we apply administration fee, although it is set lower than requesting refund in the booking office, due to the lower costs.