FAQ – domestic travel

For travelling in Hungary information can be found below.

If you can not find an answer to your question please contact us.
New ticket sales system (Elvira) About the new Elvira
What does it mean that 'Elvira' has been renewed?

MÁV-START has developed a new ticket sales system available from its website; this is the new 'Elvira', with a user interface optimised to mobile screen and common user account with the MÁV application. If you have previously downloaded the MÁV application and registered there, we recommend that you use the login details provided there during the test-run of the new 'Elvira', so that the two accounts will be connected automatically in the background and your ticket purchased on the new 'Elvira' will also be available in the MÁV application.

What does the new Elvira know?

- You can create a common user account with the MÁV application. After registration both interfaces can be accessed with the same user account.
- If you use the MÁV application, you can also present your tickets purchased in the new 'Elvira' from the application, and you will also receive them in PDF format attached to the confirmation e-mail. This means you can download the tickets and forward them to the person for whom it is personalized.
- You can initiate a refund for tickets purchased online through any interface, unless this option has been excluded from the terms of purchase.
- You can use your saved billing and credit card information on both interfaces.
- You can manage your travel data and user profile on one convenient interface, and update them if necessary.
- You do not have to create a user account to purchase tickets, but it is still worth creating one to be able to use all features of the system.
- You can also purchase tickets for delayed trains.
- You can also buy online train tickets to cities available without transfer in Austria, Germany, Czech Republic,Slovakia, Romania, Ukraine, Croatia, Switzerland, Poland and Slovenia. The range of available international tickets will be expanded in the future.

How to pay for the tickets?

Tickets can be paid through SimplePay's online system and card details also can be saved on the first payment. MÁV-START does not know or store card data.

How can I travel with the purchased tickets?

You can present the purchased tickets during your travel from the MÁV app, or – in case of PDF tickets – on the display of a smart device or laptop or printed on an A/4 size paper.

What is the difference between the new 'Elvira' and the MÁV application?

Unlike the MÁV app, the new 'Elvira' can be opened in a browser, so you do not have to download anything to your phone; you only need to open it in a browser. However, you can access the same user account on both interfaces.

Can I login to the new 'Elvira' with my existing e-mail address and password of the MÁV application?

The same user account can now be used in both interfaces, so if you are already a registered user in the MÁV application, you can log in to the new 'Elvira' with your existing username and password.

What kind of tickets can be bought?

Domestic train tickets and the international offers already available in the MÁV application can be purchased in the new ‘Elvira’. However, the prices in the application and in the new Elvira may differ. The range of available international tickets is continuously expanding.

I found an error, how can I report it?

You can get detailed information at our customer service offices, from the MÁVDIREKT telephone customer service (+36 1 3 49 49 49) or the ticket inspector on the train.

Where can I find the new ‘Elvira’ schedule information system?

The new ‘Elvira’ schedule information system can be found at https://jegy.mav.hu/#timeTableSearch [1], also can be reached from the schedule planner window at our home-page.

Where can I find my previously purchased tickets?

By logging in to my account at https://jegy.mav.hu/ [2] under Profile/Previous purchases.

Ticket purchase
I prefer not creating an account. Can I still purchase a ticket?

You can purchase without creating a user account by providing a notification e-mail address (where your purchased tickets will be sent) and accepting the Terms of Use. Your purchased tickets will be attached to the confirmation e-mail, and can also be downloaded from the confirmation page after the successful purchase. Your tickets will not be available in the MÁV application, and you will not be able to retrieve them in the new ‘Elvira’ later. Please pay special attention when entering your e-mail address, as it is not possible to resend tickets purchased without registration to the address provided during the purchase or to another address. Data provided during the purchase without registration are not saved by the system, so you will need to enter them again for later purchases. Certain offers are only available to registered users only.

Why is it worth registering to the new ‘Elvira’?

Some system features are available only for the registered users:

- You can save your settings (e.g.: destination, discounts) and data (e.g.: billing information, passenger name, payment information) so you can shop even faster and easier.
- You can quickly review your previous purchases at any time.
- You have access to your purchased tickets even without the confirmation e-mail.
- Should you not be able to travel, you can easily refund your tickets.
- We can handle your remarks and complaints about the online ticket purchase more efficiently.
- The tickets you purchase in the webshop are also downloadable to the MÁV application.

- You can access and modify all the data of your account both in the webshop and in the MÁV application.

How can I purchase a discounted ticket?

First set the date of birth of the passenger, than select all the documents from the list, that the passenger has and makes him/her eligible for discount. Name and save the passenger, so you can use it easily next time (this feature is only available for registered users).

If someone travels with different discounts on different journeys (e.g. with family discount when travelling together with children; full fare when travelling alone; etc.), a separate passenger must be created for each one of them.

I would not like to buy a ticket for one of my previously saved passengers now, how can I delete it from my current purchase?

If you would not like to buy a ticket to a passenger during the purchase, you can delete it by clicking the trash can icon

behind the passenger's name in the passenger list. Please note, that to be able to perform a search, there must be at least one passenger.

If the price appears dimmed in the results list, does that mean I cannot buy the ticket?

If the offer cannot be purchased for any reason (e.g.: cart value would be HUF 0; the specified travel time is in the past; there are no available seats on the train; etc.), the search result is for information purposes only.

Can I purchase discount tickets in the new 'Elvira'?

Yes. Only discounts that can be purchased online can be selected in the new 'Elvira'.

Where shall I present my document demonstrating my eligibility for discount if I buy my ticket online?

Any voucher or coupon entitling their holder to discount, that should be validated when tickets are bought at the ticket office (e.g. Pensioner/Public Worker Travel Coupon), is validated by the ticket inspector – naturally without any supplementary charge.

Can I purchase a railway pass in the new 'Elvira'? If yes, how?

Currently it is not possible. Purchasing a railway pass in the new 'Elvira' is planned to be available in the the future. In the MÁV application, purchasing of railway passes is possible in the usual way.

Can I purchase a bicycle ticket in the new 'Elvira'?

YYes. Click on the '+Bicycle' button when adding passengers. Please note that a bicycle ticket itself does not entitle to travel; the person carrying the bicycle must have a valid ticket, pass or other document entitling him/her to travel.

Can I purchase ticket for my dog in the new 'Elvira'?

Yes. Click on the '+Dog' button when adding passengers. Please note, that the person carrying the bicycle must have a valid ticket, pass or other document entitling him/her to travel.

I only need a seat reservation or an IC supplementary ticket. Can I purchase them separately without buying a railway ticket in the new 'Elvira'?

Yes. Please select the 'I only need supplementary ticket or seat reservation' option at the beginning of your search. If you choose a document that entitles you to travel free-of-charge at the setting of discounts, the system will only add the IC supplement and seat reservation to the cart when you select an InterCity train. Please note that the supplementary ticket and/or the seat reservation itself does not entitle to travel; the passenger must also have a valid ticket, pass or other document entitling him/her to travel.

I received an error message that the reservation for the train I selected failed. What shall I do now?

New 'Elvira' only allows you to choose a train with available seats. Seats may still run out between train selection and payment (others can buy last seats in the meantime); this is why you receive the error message. If you would like to travel on that train by all means, we recommend you to purchase a ticket for another class or try reserving a seat later, as seats may be available again on the train due to cancellation or attaching additional cars to the train. If you are flexible with your travel, you can choose an other train.

How can I receive neighbouring seat tickets for people travelling together with different discounts?

If you purchase the ticket for everyone travelling together in the same purchase, seat reservation will be to neighbouring seats, depending on availability. If you purchase the tickets separately, you can use the *Next to previously bought ticket* feature to book a seat next to a previously booked seat. The fulfilment of the request depends on availability.

Can I choose at the booking of my seat reservation, where I would like to sit (e.g. to the table or next to the window)?

Yes, you can set the properties of the required seat during the purchase. When purchasing tickets for more passengers, you can only set the properties of 1 seat, then all the seats will be reserved in one group. The fulfilment of the request depends on availability.

It is not possible to select an exact seat yet, this feature will be developed later.

What is the 'Transfer at any station in Budapest' option good for in the detailed search?

By activating this option, the route finder can offer connection at any station within Budapest, so there can be even more results. (This option is activated by default.) If you do not use this option, you can only transfer at Budapest-Keleti, Budapest-Déli and Budapest-Nyugati stations.

Hungary Pass and County Pass
Is the cost of a Hungary/County Pass the same on jegy.mav.hu as if I would bought it on the app or at the ticket office?

Yes, prices of a Hungary or County pass are the same everywhere, regardless of where and how you buy them.

Is there any difference whether I buy my Hungary/County pass on jegy.mav.hu, or on the MÁV application or at the ticket office?

Hungary/County passes purchased online can be presented only on the MÁV application, passes purchased at ticket offices or ticket vending machines can only be presented on paper format.

If I have not downloaded the MÁV application, but I will buy the Hungary/County pass on my mobile phone at jegy.mav.hu, can I present it on jegy.mav.hu?

Hungary/County passes purchased on jegy.mav.hu. must be presented from the MÁV application for checking. In this case the registration of two applications must be linked and with the user name and password used during pass purchasing can be used to present the online purchased pass in the MÁV application.

I've bought a Hungary/County pass on jegy.mav.hu. Where can I find it and how can I present it?

The pass is not available as a PDF file, it can be found in the MÁV application under 'My Tickets' menu item. The pass can also be presented during the travel by opening it from the MÁV application.

Do I have to enter my OM number when I buy a discounted Hungary/County pass?

The purchase of a pass requires the creation of an electronic passholder. On the electronic passholder, you will need to enter your identity document number. In the case of a discounted pass, the number of the document entitling you to the discount is only required if the system's background settings make it mandatory. This is clearly visible to the user in the user interface. As a general rule, entitlement to the discount must be verified during the journey, not at purchase, therefore it is essential to be able to present the document entitling you to the discount when travelling. This should be not only a student card.

Can I see my previously purchased Hungary/County pass via the MÁV application on jegy.mav.hu?

On the profile page of my Previous purchases on jegy.mav.hu the passes bought previously on the MÁV application can be found under the 'passes' section.

Is a Hungary/County pass previously purchased on jegy.mav.hu only allowed to be refunded on jegy.mav.hu or it is also possible via the MÁV application?

Refund of a pass according to the current refund conditions can be initiated both via the MÁV application and on jegy.mav.hu.

I am planning to buy my Hungary/County pass on jegy.mav.hu, and I would like to get a proof about it for my employer. How can I do this?

You can find the proof for accounting purposes in the confirmation e-mail you received when you bought the pass or you can download it on jegy.mav-hu on the 'Previous purchases' profile page after selecting your pass.

Why detailed search is not possible when buying a Hungary/County pass?

On the detailed search page you can enter refinement settings for the trip planner (e.g. intermediate stations, transfer times). These are not necessary when purchasing a Hungary/County pass as no trip planning is involved.

I want to buy passes for several people at the same time. Is it possible on jegy.mav.hu?

If you want to purchase Hungary passes for several people, you can add them to the cart by selecting them one after the other. The payment transaction will be completed for the entire cart.

I don't want to register/login to jegy.mav.hu. Can I still buy a Hungary/County pass on jegy.mav.hu?

Passes are available only for registered users.

Another registered user wants to buy a pass for me. How can he/she purchase a pass for me?

It is possible to buy a pass for you by someone else, but it can be presented only from their account during the trip. You should buy a pass only with a joint registration if you travel together each time or if you both have the same user account available on your cellphones.

I have already bought a Hungary pass on the MÁV application. Can I purchase something else on jegy.mav.hu with the passenger details I have previously set up on the MÁV application?

No, currently only the data for the products you have purchased and the electronic passholder details are shared between the joint account on jegy.mav.hu and the MÁV application. The passenger data used for purchasing tickets and passes are currently not interoperable, and in both applications only the passenger data created there can be used. The resolve of this limitation issue is under progress.

Invoicing
How can I get a VAT invoice of the tickets purchased online?

MÁV-START issues an electronic invoice for each purchase in the online ticket purchase system. You can save your billing information at the time of registration or later, during the purchase or in the ‘Profile’ menu. When you purchase without registration, billing information must be provided during the purchase before payment.

Please note that discounted tickets can only be purchased for private travel; purchases with an invoice issued in the name of an economic organization do not qualify as private travel, except for legal exceptions.

I do not have the tickets, only the incoice at the time of travel. Can I board the train?

The invoice itself does not entitle you to travel. If you can present your invoice only at the ticket control, then the ticket inspector shall act in accordance with the rules to be applied for travelling without a ticket.

There are wrong data (e.g address) in the invoice. What shall I do?

Please check at the time of purchase whether the invoicing data are correct. If you still have entered incorrect data, to request correction please send the invoice and the right data to our Client service.

The billing address has been changed. Do I have to record the data again?

Except for the name and the type (i.e. private person or economic organization), all data can be changed in the ‘Profile’ menu (this feature is only available for registered users)..

What does ‘Private person’ and ‘Economic organization’ mean? How can I make my choice?

Please select the ‘Private person’ option, if the recipient of the invoice is a live person, private person, except for the case, when the invoice is required for an entrepreneur. In any other case please select the ‘Economic organization’ option.

The following are considered as economic organizations: business organizations (unlimited partnership, limited liability company, Plc., etc.), private entrepreneurs, associations, foundations, institutions (schools, hospitals etc.), budgetary authorities (municipalities, ministries, etc.), public benefit companies, public organizations, churches etc.

We are an economic organization. Why we are not allowed to receive an invoice of discounted tickets?

Discounted tickets can only be purchased for private journeys, they cannot be accounted. Invoice of discounted tickets can be issued for private persons only, unless otherwise stated in the law or in the rules of the discount.

I have entered my invoicing data, but I cannot select it from the list. Why?

If you have selected economic organization as the type of recipient, you have discounted tickets in your cart. Discounted tickets cannot be bought for business trips to be settled by the economic organization.

What is the electronic invoice?

The electronic invoice (e-invoice) has the same data content, as the printed one. The e-invoice is equivalent to the paper-based invoice, and completely fulfils legal regulations with an authorized electronic signature and time stamp. The e-invoice is valid in electronic format only, storage and usage in this format is required.

You can find further information of the electronic invoices through the webpage of the National Tax and Customs Administration (NAV) of Hungary.

How can I check the contents of the invoice?

We send you the electronic invoice in PDF format. If you cannot open it, please use the free Adobe Acrobat Reader, version 8.0 or later (latest version can be downloaded from http://get.adobe.com/reader/ [3]).

How will I receive the electronic invoice?

Your invoice is attached to the confirmation e-mail, and if you purchased your ticket as a registered user, you can also download within 1 year after purchase from the ‘Previous purchases’ menu of the new ‘Elvira’.

The invoice was not attached to the confirmation e-mail. What shall I do?

You may receive your invoice in a separate e-mail in case of network error. Should you not receive your invoice within 24 hours after your purchase, please contact our Customer Centre.

I purchased a ticket without registration in the new ’Elvira’. I did not save the invoice and I have deleted the confirmation e-mail since then, but now I need the invoice. How can I get it?

Please write your request to our Customer Centre. In order to identify the invoice, please indicate the date and time of purchase and the billing name (and address) as precisely as possible.

How shall I submit the electronic invoice to accounting?

The electronic invoice is authentic only in electronic form, so you have to submit the downloaded PDF file to the accounting department.

There is a ‘Validity unknown’ label and a question mark in the upper right corner of the PDF document. What does it mean?

Service provider’s signature and/or time-stamp authenticity certificate is not installed or not set up. You can download the necessary certificate(s) from the website of Microsec zrt. [4], where you can also find the help needed for installation and setup.

It is practical to install the certificate in the Windows Certificate Store because Acrobat Reader can retrieve it from there. The authentication certificate must be installed on each machine on which the authenticity of the account is verified.

Ticket collection

I purchased a ticket in the new 'Elvira', but my son cannot download it to the MÁV application on his phone. What shall he do?

Electronic tickets can only be downloaded to the account in the MÁV application from which the purchase was made, either in the new 'Elvira' or in the MÁV application. The ticket in PDF format can be sent to anyone, and can be presented on the screen of a suitable device without printing at the time of ticket control.

I purchased the tickets in the MÁV application for everyone in my company, but I cannot travel with the others. How can I send them their ticket(s)?

Passes and urban transport tickets can only be presented from the MÁV application account of the user making the purchase. The ticket in PDF format can be sent to the other passengers. Please note that everyone has to travel with a ticket in their own name.

I purchased ticket(s) in the new 'Elvira' without registration, but I have not received or cannot find the confirmation e-mail. How can I get my ticket(s)?

Please also check your spam folder of your mailbox. If you have not yet closed our website, you can download your ticket(s) from the page confirming the successful purchase. Please pay special attention when entering your e-mail address, as it is not possible to resend tickets purchased without registration to the address provided during the purchase or to another address

I purchased ticket(s) in the new 'Elvira' without registration, but I have accidentally deleted the confirmation e-mail before I could save the ticket(s). Can you send me the ticket(s) again?

It is not possible to resend tickets purchased without registration to the address provided during the purchase or to another address..

Am I allowed to print the PDF tickets only on white paper?

PDF tickets can be printed on white or natural color (recycled) paper. Please print the ticket in **A/4 size** and make sure that the print quality is good and that the printed ticket is not dirty or damaged.

Travel, ticket control

Will I be able to present my ticket for control even where there is no reception?

Yes, in case of a successful purchase, the ticket(s) is downloaded to the MÁV application (if you are logged in), so you can find it in the 'Tickets' menu later even if there is no reception. Unless otherwise stated at the time of purchase, you will also receive your ticket(s) in PDF format attached to the confirmation email. You can present the PDF ticket electronically on the screen of a suitable device or by printing it on A/4 size paper.

Neither the new 'Elvira' nor the MÁV application operated, so I could not buy a ticket. Can still I board the train without a ticket?

- If there is any other ticket purchase option at the departure station (e.g. ticket office or vending machine), the ticket must be purchased there.
- If there is no other ticket purchase option at the departure station, you can purchase your ticket on board of the train without paying penalty.

The battery is dead in my phone, I cannot present my ticket at the ticket control. What can I do?

Please make sure your phone is operational during the trip and that the ticket can be presented on it. If you cannot

present your ticket at the ticket control, then the ticket inspector shall act in accordance with the rules to be applied for travelling without a ticket.

I left my printed PDF ticket at home. What can I do?

Please make sure that the printed PDF ticket is with you. If you have a suitable phone and you can access the PDF ticket (even from the 'Previous purchases' menu after logging in the new 'Elvira'), you can also show your ticket on the screen of your device. Most of the tickets can also be accessed from your account in the MÁV application if it is already installed on your phone. If you cannot present your ticket at the ticket control, then the ticket inspector shall act in accordance with the rules to be applied for travelling without a ticket.

I keep all of my tickets in a wallet application. Can I transfer my train tickets there too?

Unfortunately, this is not possible, the ticket stored in the MÁV application can only be presented in the MÁV application. The PDF ticket can be presented electronically on the screen of your device, or printed on an A/4 size paper.

Can I travel with a different train than the one indicated on my ticket?

With the exception of the seat reservation and/or supplementary tickets valid for the specified train and the train-bound discounted tickets, the electronic train tickets can be used on any train within the validity period and on the route indicated on it.

The validity of my ticket begins at the departure time of a delayed train. Can I travel with an earlier train?

If the train selected for the journey is delayed by more than 10 minutes at the departure station of the journey, you can start your journey 10 minutes before the beginning of the validity of the ticket. If surcharge (supplementary ticket, seat reservation) is obligatory on the earlier train, it must be purchased separately before the journey.

My train was cancelled. What shall I do now?

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, informed about the cancellation, working at a station serviced by the cancelled train. With this proof of cancellation you can use your electronic train ticket on the next available train, even if it is a train with obligatory surcharge. Only the remaining free seats can be occupied on trains with obligatory seat reservation. No proof of cancellation is necessary, if surcharge is not obligatory on the next train. Our Client Service refunds the price of the surcharge not used without applying the administration fee, if proof of not-usage is also provided.

My train is in much delay, I will miss or I have missed my connection. What shall I do?

You have to obtain a proof of delay from the ticket inspector of the train in delay. With this proof of delay you can use your electronic train ticket on the next available train, even if it is a train with obligatory surcharge. Only the remaining free seats can be occupied on trains with obligatory seat reservation. No proof of delay is necessary, if surcharge is not obligatory on the next train. Our Client Service refunds the price of the surcharge not used without applying the admistration fee, if proof of not-usage is also provided

Refund
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 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 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.

Where to buy tickets



[5]

Tickets can be purchased at the ticket offices of the stationsof bigger cities and tourist destinations. If closed or not available at all, use vending machines which sell the entire range of domestic offers. If there is neither a ticket office nor a vending machine at the station, you can buy your ticket at the train without surcharges. Paying is everywhere possible in cash (HUF only) or by card

Ticket are also available online, paid by credit card and presented either via app or pdf (printed in A4 format or on screen). For online sales even 5% discount is provided!

Online tickets are person-bound and valid only with a photo ID (such as a passport or identity card).

We only sell electronic tickets online. The electronic tickets are sent in PDF format attached to the confirmation e-mail and are also available in the MÁV application after logging in. You may present the PDF ticket by printing it on a white A4 paper sheet or on an electronic device (such as a laptop, smartphone, tablet, etc.) at ticket control.



[6]The ticket is issued to you, so you have to certify your identity by presenting a photo ID (such as a passport, identity card) when the ticket is inspected. The ticket is only valid for the period and journey specified on it, may be used on any given train; however, this does not apply to supplements or seat reservations. It is your responsibility to ensure that the device used to present the ticket functions. If you print the ticket at home, please make sure that the data on the ticket and the barcode is legible, do not crease the paper or fold it at the place of the barcode. We always offer a 5 % discount off the ticket office price in the case of electronic tickets. Travel in comfort on our trains carrying fewer passengers to save money.



[7]

MÁV app can be downloaded on iOS and Android devices. Fort the using internet access is required; however, the purchased tickets can also be presented in offline mode.

You will be fined if you are unable to present a valid ticket (and supplement) on the train, or if you are not entitled to the discount. The amount of the fine depends on the infringement committed and the date of payment. You can get

detailed information on fines at our customer service offices, from the MÁVDIREKT telephone customer service (+36 1 3 49 49 49) or the ticket inspector on the train.

With the exception of advance tickets, the railway company indicates the date of issue, which is the first valid day, and the first and last day of validity on the ticket when it is issued. Tickets issued for a distance of 1-100 km are valid for 4 hours, within which interval the passenger may freely select time of travel. Journeys commenced within this period of validity by using such a ticket may be completed following the expiry of validity if the passenger is travelling on a train directly reaching the destination indicated on the ticket. The journey must be completed by 24:00 p.m. on the final day of the period of validity indicated in the case of other tickets.

Prices and discounts
The basic price of the ticket depends on the distance.

Surchages:

including reservation, not available for county passes / day tickets

2nd class	300-990 HUF (depending on carriage type and presale)
1st class	1990 HUF
Premium class	2990 HUF

Trains and carriages, where surcharges are compulsory, are indicated in the online timetable information, selecting them adds surcharge automatically to your ticket.

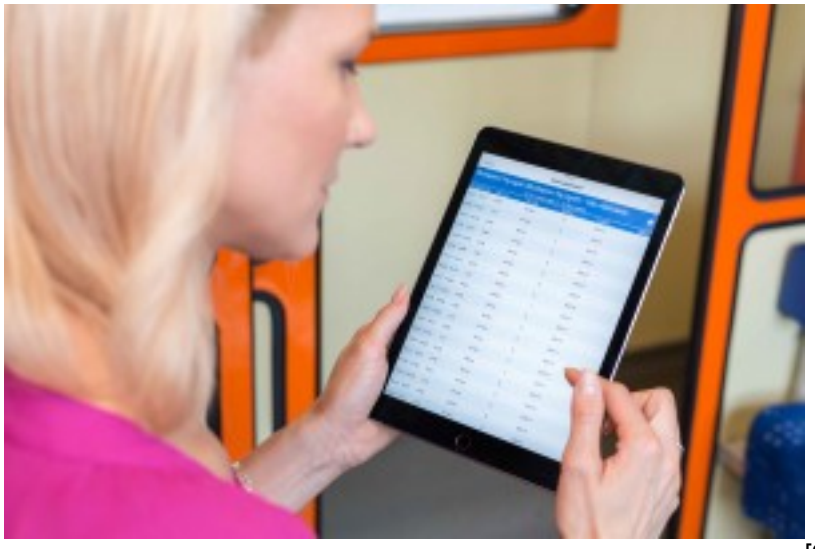
Passengers travelling for free (regardless to nationality or residency)

- Children under 14 years
- Seniors over 65 years
- Big families (three siblings under 18 years with parent(s) or sibling(s) over 18 years)

Passengers travelling by 50% discount (regardless to nationality or residency)

- Children and young people between 14 and 25 years
- Students with Hungarian student pass

Click here for detailed information on Interrail. [8]
Timetable



[9]

The online sales system always shows an up-to-date timetable, however it may change due to unpredicted construction works – please always check it in advance

Our customer service and ticket offices also provide timetable information – or call MÁVDIREKT call centre: +36 1 3 49 49 49 or send an e-mail to address informacio [KUKAC] mav-start.hu.

Passengers with disabilities



[10]

Persons with disabilities and their relatives can receive information and order services by calling the toll-free number +36 (80) 630 053.

Please request assistance by the following deadline:

The railway company needs to be notified if assistance is requested at least 48 hours beforehand. A single notification is enough, if there is sufficient information available in connection with time of further travel if the passenger has a ticket valid for multiple journeys.

This service may be ordered online, in writing or by phone or via fax.

To make it easier to book, the railway company publishes a booking form on its website, which includes the data required to plan the journey. Passenger identity and notification data only needs to be provided when making the first booking; it is enough to refer to the data in the case of further journeys. This data has to be provided for each booking.

- Booking email address: megrendeles [KUKAC] mav-start.hu
- Address for bookings made in writing: MÁV-START Zrt. Operations Directorate, 1091 Budapest, Üllői út 131.
- Booking by phone: toll-free +36 (80) 630 053 by leaving your data
- Further information: Travel possibilities for disabled people [11]

Special train, private car
It is possible to request a special train and private car on both domestic and international train services. Contact MÁV-START ticket office for further information and booking:

Email: charter [KUKAC] mav-start.hu, Fax: +(36) 1 511-1001

Group travel
For your group travel, please fill out the **declaration form** [12] and send it by e-mail to **ertekesites [KUKAC] mav-start.hu.** We would like to inform you that this form does not mean automatic acceptance, **so please always wait for a feedback from our colleagues**! Please note that currently a limited number of places are available for groups due to increased interest in train travel. Thank you for your understanding!
Carrying of luggage



[13]

Every passenger may take maximum 30 kg – children under 14 years 15 kg – of hand luggage for free. The size of the hand luggage may not exceed 30x50x80 cm per piece, with the exception of prams, umbrellas, walking sticks, etc. Luggages have to be placed on the luggage rack or under your seat.

Objects that may damage passengers, their belongings or the carriage, as well as dangerous goods and objects that represent a risk to public security as defined by law are also prohibited.

Carrying of animals



[14]

Small, non-dangerous domestic animals (including dogs) can be carried in a container – preventing escape and damages caused by the animals – for free.

Dogs without a container can only be transported in surcharge-free 2nd class cars leashed, muzzled and by purchasing a dog ticket (except guide and assistance dogs).

Only 2 dogs or animal ccontainers can be carried per person. Medical certificates and dogs' vaccination pass (except for puppies under 3 monts) have to be available. Dogs or containers mustn't placed on seats. Dogs heavier than 20 kg

can be carried only in vestibules and multi-functional areas.

Smoking



Smoking – including devices imitating smoking (like electronic cigarettes) – is prohibited on trains and in railway stations.

Forrás:https://www.mavcsoport.hu/node/55953

Hivatkozások

[1] https://jegy.mav.hu/#timeTableSearch [2] https://jegy.mav.hu/ [3] http://get.adobe.com/reader/ [4] https://www.microsec.hu/en [5] https://www.mavcsoport.hu/sites/default/files/styles/width_1260/public/upload/0906k_005_man_2016-09-06_mav-start_stock_keleti_pu_0378.jpg?itok=vzIo3eYr [6] https://www.mavcsoport.hu/sites/default/files/styles/width_1260/public/upload/0907ny_005_business_woman_-_2016-09-07_mav-start_stock_nyugati_pu_0971_0.jpg?itok=8pdJUdIY [7] https://www.mavcsoport.hu/sites/default/files/styles/width_1260/public/upload/travel-offer/image/vonatinfo_jegyvasarlas_web_4-3_2017-11-07_0.jpg?itok=vPpDBYZI [8] https://www.mavcsoport.hu/en/mav-start/international-travels/interrail-and-eurail-passes [9] https://www.mavcsoport.hu/sites/default/files/styles/width_1260/public/upload/0907ny_007_woman_2016-09-07_mav-start_stock_nyugati_pu_0584.jpg?itok=WERdWf2u [10] https://www.mavcsoport.hu/sites/default/files/styles/width_1260/public/upload/kerekesszek.jpg?itok=lG7Fr00B [11] http://www.mavcsoport.hu/sites/default/files/res/mozgaskorlatozottak_adatlap_demand_announcement_english.pdf [12] https://www.mavcsoport.hu/sites/default/files/upload/travel-offer/document/public/declaration_form.pdf [13] https://www.mavcsoport.hu/sites/default/files/styles/width_1260/public/upload/csalad_borondokkel_istock.jpg?itok=1RIxwVXi [14] https://www.mavcsoport.hu/sites/default/files/styles/width_1260/public/upload/kutyaszallitas.jpg?itok=fnMJzPjL