Customer Service

Messages from certain email label extensions are blocked automatically due to cybersecurity reasons. If you do not receive a confirmation of your e-mail notification within 24 hours, your report has not been received by our Company presumably due to IT filtering. In this case, we ask that you submit your complaint again via our Company's online reporting channel (https://www.mavcsoport.hu/en/customer-service/send-message **[1]).**





Send a message



You can immediately send us a message from our website by filling in the form [1]**,** or you can write to the following email address: info [KUKAC] mavcsoport.hu.

By clicking here [2], you can access the Privacy Policy regarding individual data processings carried out by the Customer Service of MÁV Passenger Transport Company Co. You can find the Privacy Policy in chapter 1.

The aim of our customer service is for MÁV Passenger Transport Company to also be accessible via the Internet for its passengers. You can send us your questions and comments by filling in the form.

Your opinion, remarks in connection with our services and company, whether negative or positive, is important to us, since it enables us to learn more about the expectations of our passengers, our own mistakes from which we can learn from through your help.

The reply time depends on the question posed and the complexity of the reply to be given to it. We send you a reply no later than within the official one month reply deadline or, if necessary, inform you of when you can expect to receive a reply from us within 3 months of submitting your remark, in which case we will reply to you within three months.

MÁVDIREKT - 0-24 hour telephone customer service



MÁVDIREKT Tel. No.: +36 (1) 3 49 49 49

Need some information? One of the most modern telephone customer services in the country, MÁVDIREKT is at your service.

It provides information in connection with the timetable, prices and concessions, as well as for planning your domestic and international travel.

Please choose button 8 in MÁVDIREKT menu functions for information in English.

Face-to-face customer service



We welcome you to our customer service offices where you can make your travel arrangements quickly and conveniently.

Our company operates multiple customer service offices to cater for the personal needs of our passengers. Visit our offices if you wish to request information in person, have any questions in connection with your journey, ticket purchase.

Main office services:

- Travel planning (on domestic and international lines)
- Information on prices (for domestic and international lines)
- Certification of break of journey (domestic lines)
- Certification of cancellation (for domestic and international tickets)
- Certification on missing the connecting train (for domestic and international tickets)
- Ticket (for tickets purchased at the ticket office, from ticket vending machines or via the e-ticket system) validity extension (of domestic and international tickets)
- Certification of train delays
- Ordering, paying for and receipt of the START Club card
- Processing remarks made by the passenger or cooperating in processing remarks made by the passenger
- It is possible to pay by credit card in all of our customer service offices.

In addition to the above services, we also offer a variety of other services (such as a lost property service, etc,) and sell various items (such as, railways gifts, Budapest Card, etc.), which we inform you of at the given office.
Budapest-Keleti

Opening hours

Every day: 3:50 a.m. – 11:50 p.m.

Services

- Lost property
- Ticket payment for groups travelling within 24 hours

On sale

- Railway gifts
- Railway and travel books
- Budapest Card
- Tickets for the Giraffe Hop on Hop off sightseeing bus
- Gift vouchers

Budapest-Déli

Opening hours

Every day: 6:00 a.m. – 7:40 p.m.

Services

- Ticket payment for groups travelling within 24 hours

Békéscsaba

Opening hours

Monday, Tuesday, Wednesday, Friday and Sunday: 6:50 a.m. – 4:50 p.m.

Thursday and Saturday: 6:50 a.m. – 6:20 p.m.

During the break (lunch break): 12:00 p.m.–12:45 p.m.

Services

- Lost property assistance

On sale

- Budapest Card

Debrecen

Place

Accessible from the waiting room on the departure side.

Opening hours

Every day: 7:00 a.m. to 7:00 p.m. (During breaks: 12:50 p.m. – 1:10 p.m. and 4:10 p.m. – 4:35 p.m.)

Services

- Lost property
- Ticket payment for groups travelling within 24 hours

On sale

- Railway gifts
- Railway and travel books

Győr

Opening hours

Every day: 06:30 a.m. to 8:00 p.m.

Services

- Lost property assistance
- Ticket payment for groups travelling within 24 hours

Pécs

Place

Inside the station (Pécs, Indóház tér 1.) at ticket office window 1 and 3

Opening hours

Weekdays: 6:40 a.m. – 6:00 p.m.

Weekend: 8:10 a.m. – 6:00 p.m.

Daily technical break: at window 1: 11:40 a.m. – 12:40 p.m. and 3:45 a.m. – 4:10 p.m., window 3: 11:15 a.m. – 11:35 a.m. and 3:15 a.m. – 3:40 p.m.

Services

- Lost property (window 1)
- Ticket payment for groups travelling within 24 hours
- Additional payments: subsequent presentation, passenger receipts

On sale

- City Tour package (window 1)
- Tickets and passes for Tükebusz local bus

It is possible to pay in cash and by credit card at both windows.

Szolnok

Opening hours

Every day: 7:00 a.m. – 7:00 p.m.

Services

- Lost property
- Ticket payment for groups travelling within 24 hours
- Luggage storage (during office opening hours)

On sale

- Railway gifts
- Railway and travel books

Payment by credit card only.

Nyíregyháza

Place

Accessible from the waiting room, next to the exit on the platform side of the waiting room.

Opening hours

Every day: 7:00 a.m. – 7:00 p.m. (During breaks: 4:10 p.m. – 4:35 p.m. and 4:35 p.m. – 5:00 p.m.)

Services

- Lost property
- Ticket payment for groups travelling within 24 hours
- Luggage storage (during office opening hours)

On sale

- Railway gifts
- Railway and travel books

Payment by credit card only.

Szeged
The Customer Service Office is currently open in the office to the left of the main entrance. The luggage storage lockers are temporarily out of service and gifts are temporarily not on sale.

Place

From the city side in the hall opposite the main entrance

Opening hours

Every day: 07:00 a.m. – 5:00 p.m., during breaks (lunch break): 12:15 p.m. – 1:00 p.m.

Services

- Lost property
- Luggage storage (during office opening hours)

Payment by credit card only.

Miskolc

Place

Inside the station in the passenger hall at the end of the corridor

Opening hours

Every day: 6:10 a.m. – 6:35 p.m. (during the lunch break: 11:50 a.m. – 12:10 p.m.)

Services

- Lost property
- Ticket payment for groups travelling within 24 hours

- City Tour package and Budapest Card sold

Payment by credit card only.

Székesfehérvár

Opening hours

Every day: 7:00 a.m. – 7:00 p.m.

Services

It is possible to order and pick up the START Club, it is not possible to pay for it.

Payment by credit card only.

The opening hours indicated below may change periodically. For temporary opening hours and further information about ticket office, railway station click here. **[3]**

I lost it, where should I search for it



You can enquire about any property you lost on trains and at stations by calling the central MÁVDIREKT number +36 (1) 3 49 49 49, under the special information section or the contacts provided below. Please also enquire at several possible places in person, since the place where the item is deposited is not always identical to the place where it was lost. We store lost property for 3 months.

Station	Address	Opening hours
Balatonfüred	8230 Balatonfüred, Clastricum tér 1.	Every day: 04:40 a.m.–10:40 p.m.
Budapest Déli Railway Station	1013 Budapest, Krisztina krt. 37/A	Monday–Thursday: 7:30 a.m.–3:00 p.m., Friday: 7:30–12:00
Budapest Keleti Railway Station	1087 Budapest, Kerepesi út 2–5.	Every day: 4:00–11:30 p.m.
Budapest Nyugati Railway Station	1062 Budapest, Teréz Krt. 55.	Every day: 00:00 a.m.–24:00 p.m. Passenger travel office The office is located next to platform 10.
Celldömölk	9500 Celldömölk, Szabadság tér 1–2.	Every day: 4:00 a.m.–11:30 p.m.
Debrecen	4025 Debrecen, Petőfi tér 12.	Monday–Thursday: 8:00 a.m.–2:00 p.m.

Station	Address	Opening hours
		Friday: 8:00 a.m.–11:30 a.m.
Füzesabony	3390 Füzesabony, Baros utca 1.	Monday–Thursday: 9:00 a.m.–12:00 p.m.
Győr	9021 Győr, Révai u. 4–6.	Every day: 6:00 a.m.–18:00 p.m.
Hatvan	3002 Hatvan, Boldogi út 2.	Monday–Thursday: 7:00 a.m.–3:00 p.m. Friday: 7:00 a.m.–1:00 p.m.
Kaposvár	7400 Kaposvár, Baross G. u. 2.	Every day: 5:00 a.m.–10:20 p.m.
Keszthely	8360 Keszthely, Mártírok útja 8.	Every day: 3:10 a.m.–11:10 p.m.
Miskolc-Tiszai	3527 Miskolc, Kandó Kálmán tér 1–3.	Monday–Thursday: 7:00 a.m.–3:00 p.m. Friday: 7:00 a.m.–12:00 p.m.
Mosonmagyaróvár	9200 Mosonmagyaróvár, Hild tér 4.	Monday–Thursday: 8:00 a.m.–2:00 p.m. Friday: 8:00 a.m.–12:00 p.m.
Nagykanizsa	8800 Nagykanizsa, Ady út 67.	Every day: 00:00 a.m.–00.00 p.m.
Nyíregyháza	4400 Nyíregyháza, Állomás tér 2.	Every day: 5:30 a.m.–7.30 p.m.
Pécs	7623 Pécs, Indóház tér 2.	Every day: 3:30 p.m.–11:30 p.m.
Salgótarján külső	3100 Salgótarján, állomás út 5.	Every day: 4:00 a.m.–11.00 p.m.
Siófok	8600 Siófok, Millennium tér 1.	Every day: 3:45 a.m.–10.25 p.m.
Szeged	6725 Szeged, Indóház tér 2.	Weekdays: 6:30 a.m.–1:30 p.m.
Székesfehérvár	8000 Székesfehérvár, Béke tér 5–7.	Monday–Thursday: 7:00 a.m.–2:00 p.m. Friday: 7:00 a.m.–12:00 p.m.
Szolnok	5000 Szolnok, Jubileum tér 1–3.	Every day: 6:00 a.m.–8:00 p.m.
Tapolca	8300 Tapolca, Dózsa Gy. u. 7.	Every day: 4:00 a.m.–11:00 p.m.
Vác	2600 Vác, Széchenyi u. 42.	Monday–Friday: 8:00 a.m.–12.00 p.m.
Veszprém	8200 Veszprém, Jutasi u. 34.	Every day: 4:00 a.m.–11:00 p.m.
Zalaegerszeg	8900 Zalaegerszeg, Bajcsy-Zs. tér 1.	Every day: 4:00 a.m. – 10:00 p.m.

Letölthető dokumentumok	Méret	Dátum
Refund/Compensation Claim Form [4]	359.64 KB	2022.12.15.
Guideline to the Refund/Compensation Claim Form [5]	26.12 KB	2022.12.15.
Privacy Policy on data processing carried out by call center (MÁVDIREKT) of MÁV-START Co. [6]	528.76 KB	2024.07.16.

Forrás:https://www.mavcsoport.hu/node/56021

Hivatkozások
[1] https://www.mavcsoport.hu/en/customer-service/send-message [2] https://www.mavcsoport.hu/en/mav-szemelyszallitas/introduction/privacy-policy [3] https://www.mavcsoport.hu/mav-szemelyszallitas/belfoldi-utazas/allomaskereso [4] https://www.mavcsoport.hu/sites/default/files/upload/page/refund-compensation-claim-form_0.pdf [5] https://www.mavcsoport.hu/sites/default/files/upload/page/guideline_to_the_refund_compensation_claim_form_0.pdf [6] https://www.mavcsoport.hu/sites/default/files/upload/page/privacy_policy_mavdirekt_240624.pdf