

Special conditions of MÁV-START for SCIC-NRT applicable from 11th December 2022

The following special conditions of carriage are valid for international railway tickets issued by foreign RUs to Hungary and for the international railway tickets issued in Hungary. The MÁV-START's special conditions of carriage are valid for the lines of GYSEV as well.

1. International Tickets

1.1 Travel with ticket

In Hungary, passengers can travel on international and domestic trains with a ticket bought in advance. (SCIC-NRT 9.2)

1.2 Purchase in advance

In principle, international tickets cannot be issued more than 6 month before the first day of validity. (SCIC-NRT 6.1)

1.3 Ticketing provisions in case of more passengers

One international ticket can be purchased for up to 5 persons travelling together. For more persons a group ticket will be issued.
(SCIC-NRT 5.1)

1.4 Travelling in the Hungarian section of an international journey

In the Hungarian section of an international journey passenger should have international ticket from a Hungarian departure station to the international tariff border point or from the international tariff border point to a Hungarian destination station. (SCIC-NRT 5.2)

For international travel, domestic discounts or domestic tickets are not acceptable.

2. Seat reservation

2.1 Purchase in advance

In principle, reservations cannot be issued more than 6 month before the departure date of the journey. (SCIC-NRT 8.)

2.2 Purchase of the reservation

In Hungary, the reservation can be purchased only together with the ticket or if the passenger already has a valid ticket for the required section. (SCIC-NRT 8.2)

2.3 Trains with compulsory reservation

In case of travelling on a train, which runs with compulsory reservation, passengers should have valid ticket and seat reservation as well. (SCIC-NRT 8.2)

3. Trains with compulsory reservation and supplement

In Hungary, passengers should pay supplement for InterCity, express trains and other trains, which marked in the timetable as a train with compulsory supplement.

For domestic trains with compulsory reservation the supplement – which contains also seat reservation – may be issued from the international reservation system. Passengers travelling with international tickets don't need to buy „fast train” supplement.

Supplement for passengers travelling with international ticket

On border-crossing train (in case of international journey):

Passengers travelling with international tickets do not have to pay any supplements, except for the reservation fee if it was compulsory in international traffic.

Travelling in domestic relation on a domestic train running with compulsory supplement:

Passengers travelling with international ticket on domestic route (both the departure and arrival stations are within the territory of Hungary) have to pay the compulsory supplement (including seat reservation). (SCIC-NRT 12.2)

4. Buying tickets

In Hungary, the official currency is Forint (HUF). In principle during the payment process MÁV-START converts the euro (EUR) prices into Forint. The conversion rate is published in international ticket offices and on the company's website.

Calculating the forint price, MÁV-START rounds the price of each ticket into whole number. In case of cash payment the total payable sum is rounded into 5 forint.

At many international ticket-issuing points paying for international tickets and reservations is possible in euro as well, not only in Forint. MÁV-START cannot accept euro cent coins. In case of overpaying, if the ticket-issuing point has not enough euro, the change is paid in Forint.

Tickets purchased via Internet can be paid only by card in Forint.
(SCIC-NRT 12.1)

If passenger who leaves Hungary cannot buy an international ticket because the international ticket office is closed, have to pay on the train the normal NRT fare from departure station to the border point with the following surcharge:

- if the closing is out of published opening hours, 15 EUR,
- if the closing is within the published opening hours, without surcharge.

5. Checking the data on the ticket

Passengers have to check travel information is shown on the ticket in the ticket office (validity, class, route, price refund condition etc.). In case of any mistake the ticket will be changed.
(GCC-CIV/PRR 6.1.1)

Change of international ticket, which is issued with mistake (i.e. different classes in ticket and reservation) is possible only at the place (station) and on the day of issuing. (SCIC-NRT 13.1)

6. Travel of children

In Hungary children under age of 6 years can travel for free of charge.

Children above the age of 6 but under age of

- 14 years in domestic traffic
- 15 years in international traffic

should pay child fare.

(SCIC-NRT 12.3)

Travelling by a train with compulsory seat reservation, children are required to have the same reservation as adults.

7. Children without adult attendant

In international traffic children under age of 10 years cannot travel without an adult attendant. Children above age of 10 years, travelling without attendant, must have a Parental declaration (See Appendix 2).

The ticket inspector may ask the Parental declaration from children travelling alone. If a child travels without attendant and Parental declaration, the train staff can inform the authorities.

MÁV-START does not provide supervision of children travelling alone. Parents are responsible for all damages, which are caused by the child.

8. RAILPLUS discount

MÁV-START offers 15% discount from the full NRT price for RAILPLUS card holders until 9th December 2023. This reduction cannot be combined with other offers.

Appendix 1 shows the samples of railcards issued by MÁV-START before 11th December 2022, which entitle their holders for RAILPLUS reduction.

9. Travel of groups

Group ticket is available from 6 paying passengers. The general discount for groups is 30%.

In case of group larger than 10 persons the group travel has to register in advance. (SCIC-NRT 12.4)

10. Travel with FIP discount

In case of travelling with FIP documents the same conditions are valid as that for the international tickets.

Duty travel: Travelling with an International coupon ticket for railway staff signed “**Free of supplements**” or having an International free pass (FIP card) the passenger can travel without paying supplements, but only the remaining free seats may be occupied. It's possible to buy a seat-reservation free of charge, if the passenger requires booking a seat.

Private travel: Travelling with an International coupon ticket for railway staff for private travel, the passenger has to pay supplements.

FIP discount

Travelling in international relation the International reduced rate card for railway staff entitles the holder to a 50% discount from the full NRT price. This special fare cannot be combined with other offers.

Travelling in Hungarian domestic relation the International reduced rate card for railway staff entitles the holder to a 50% discount from the full domestic price. This reduction cannot be combined with other offers. The domestic presale period is 60 days.

11. Travelling on higher class

Changing to higher class is accepted in general, if it is not prohibited by the special conditions of the given offer.

The passenger should buy the necessary ticket before the journey. Upgrading the ticket on the train is possible only with surcharge. (SCIC-NRT 11.2)

12. Ticket extension for a longer journey

The ticket extension for a longer journey is accepted, if it is not prohibited in the special condition of the given offer.

The passenger should buy the necessary ticket before the journey. On the train the ticket extension for a longer journey is possible only with surcharge.

As extension for a longer journey the railway issues a new ticket, which is connected to the original, for the new section.

(SCIC-NRT 11.1)

13. Change of route

Changing the route is accepted in general, if it is not prohibited by the special condition of the given offer.

The passenger should buy the necessary ticket for the new route *before the journey* and have the partially used original one confirmed by the rail staff for further refund.

Changing the route is not possible on the train; in the new section the original ticket is invalid.

For the new route the railway issues a new ticket, which has a reference to the original one, with surcharge.

(SCIC-NRT 11.1)

14. Break of the journey

The break of the journey is possible without any confirmation in general, if it was not prohibited by the special condition of the given offer. (SCIC-NRT 10.)

15. Surcharges

Passengers travelling with international ticket in case of irregularities should pay over the ticket price the following surcharges:

5 EUR – the ticket is not appropriate, it should be completed with other ticket

15 EUR – if the passenger travels without valid ticket or with an invalid one

50 EUR – the ticket is a counterfeit or the passenger is not entitled for the used reduction or violates the rules

16. Change

MÁV-START doesn't change international tickets. Only refund and new ticket purchase is possible. (SCIC-NRT 13.1)

17. Refund

Special conditions of certain offers may exclude refund.

17.1 Full refund

Full refund is possible if the non-used ticket was confirmed by a rail staff latest on the first day of its validity. (SCIC-NRT 13.2)

17.2 Partially refund

Partially refund is possible if the partial utilization of the ticket was confirmed by the train or station staff. (SCIC-NRT 13.2)

17.3 Submission and handling of refund requests

Application for refund is possible in writing form, by filling out a form and giving the necessary data (name, address, e-mail, bank account details for the bank transfer) and by enclosing the original ticket.

Passengers can ask refund for Hungarian issued international tickets at ticket-offices and Customer Service points at stations within 1 month from the end of the ticket's validity.

(SCIC-NRT 13.2.1)

17.4 Cancellation fee

In case of IRT tickets and night train supplements the service provider railways may reduce the refundable sum with a cancellation fee, which is published with the special conditions.

(SCIC-IRT 15.2, Appendix 7; SCIC-NT Chapter D)

17.5 Refund fee

Railways always reduce the refundable sum with a refund fee. The refund fee is 10 % of the refundable ticket's amount and reservation price, but at least 5 EUR and maximum 30 EUR per passenger. (SCIC-NRT 13.2.2)

17.6 Refund in euro

If passenger have paid for the refundable ticket in euro, (s)he may ask the refund in euro. In this case MÁV-START rounds the payable amount into whole euro.

17.7 Other refund rules

If passenger have paid for the ticket with a bankcard, the refund must be paid back to bankcard or bank account only.

18. Bicycle transportation

18.1 Conditions of bicycle transportation

Bicycles can be carried only on those trains, which are designated for this purpose and marked with bicycle sign in timetable.

MÁV-START refuses the transportation of the following bicycles:

- Bicycle with auxiliary motor (petrol),
- Recumbent bicycle,
- Cycle trailers for goods. Cycle trailer for children is possible in international trains.

Tandem can be transported only in luggage van, which is used for bicycle transport.

Foldable bicycle can be carried without fee as hand luggage, if it is folded, wrapped and it is possible to carry as a hand luggage (put on luggage rack or under the seat). Due to security reasons it is not possible to place this luggage into any corridor or near doors or other places where it may disturb the free pass on the train. The passenger, who carries its bicycle inadequately, can be excluded from the journey.

(SCIC-NRT 15)

18.2 Bicycle transportation fee

International journey

The bicycle ticket and the counterfoil are valid only on the route, which is written on them. The counterfoil must be place on the bicycle. The validity is 4 days.

In case of NRT based international ticket – when the change to other train and bicycle carriage is possible –for one bicycle transportation fee maximum two free bicycle reservations may belong to.

If the passenger traveling with bicycle breaks the journey (and travel forward on the next day) within the validity of its ticket, (s)he should buy a new bicycle ticket.

MÁV-START's international bicycle transportation fee for a normal bicycle is 10 euro. Special offers may use other price. For outward and return travel MÁV-START issues separate bicycle tickets and counterfoils.

(SCIC-NRT 15.2)

Travelling within Hungary

Passenger travelling with international ticket can buy domestic bicycle ticket for domestic trains. In the case of trains with supplement, where cycle-place reservation is obligatory, the supplement contains the price of cycle-place reservation as well. (See point 3. Trains with compulsory reservation and supplement)

19. Taking dogs and small pets

19.1 International journey

Passenger travelling with international ticket on train, which crosses the Hungarian border, can carry dogs and small pets applying the rules of SCIC-NRT. MÁV-START accepts free ticket for dog only in case of the dog attends a blind passenger.

In Hungary, animals can be carried only in closed container (constructed to carry animals) exception dogs, which are on lead and fitted with a suitable muzzle. The certificate - not older than one year - of vaccination is compulsory for all animals.

Every adult passenger can carry maximum two containers as hand luggage or dogs.

Restriction:

Animals are not allowed in 1st class coach in Hungary and in dining, sleeping or couchette cars which are operated by MÁV-START (except assistance-dogs and some night trains where live animals can be transported).

(SCIC-NRT 16.1)

19.2 Travelling within Hungary

Passenger travelling with international ticket in domestic traffic in Hungary (doesn't cross the border) can carry dogs and small pets applying the domestic rules.

Animals can be carried only in closed container as hand luggage. The only exception is a dog on lead and fitted with a suitable muzzle.

Animal transport fee:

In principle animals can be carried free of charge as hand luggage, if closed in container.

For carrying dogs on lead or in closed container the animal transport fee should be paid. The only exception is the assistance dog with official certificate.

Restriction:

Animals are not allowed in:

- restaurant car,
- car or train with compulsory reservation without closed container.

The only exception is the assistance dog.

Other conditions:

- the passenger should carry and upon request present the certificate - not older than one year - of vaccination against rabies,
- one passenger can carry up to two dogs,
- in one compartment up to two dogs can be carried together,
- dog which is heavier than 20 kg can be carried only at the end of the wagon.

In the case of violation the rules of animal transport, the passenger and the animal can be excluded from the journey.

20. Attendant for passenger with reduced mobility (PRM)

The PRM attendant must be able to provide physical or oriental assistance to the PRM person. Special conditions of certain offers may exclude the PRM attendant discount.

21. Special conditions of on-line sales

On-line tickets are nominated and can only be used by the person(s) indicated on the ticket. Proof of identity may be requested at ticket control.

In case of on-line tickets, always the barcode contains the official data. If the barcode is damaged (e.g. broken display, crumpled paper) or missing, the ticket is invalid.

Sales in MÁV-START's homepage

International tickets purchased via MÁV-START's homepage are available in

- home printing form (printed to A4 form paper by passenger),
- MÁV App mobile application.

The code, which the passenger gets from the system during the purchasing process, doesn't replace the ticket; it does not entitle the passenger to travel.

In case of ticket purchasing via MÁV-START's homepage:

- certain offers may restrict or exclude the refund,
- the refund may request within the sales website,
- in special cases (i.e. strike) refund is possible only in writing form via Customer Service.

Sales in MÁV App mobile application

International tickets purchased via MÁV App mobile are acceptable only within the application.

In case of ticket purchasing via MÁV App mobile application:

- the refund is restricted or not available,
- the refund may request within the application,
- in special cases (i.e. strike) refund is possible only in writing form via Customer Service.

Home printed and mobile application tickets, issued by other railways

MÁV-START can accept other railways' home printed or mobile tickets, if they have an official agreement on it.

In general home printed tickets are valid only into A4 paper printed from and mobile tickets shown within the application.

(SCIC-NRT 6.3)

22. Contacts

MÁV-START's homepage
www.mavcsport.hu

GYSEV's homepage
www.gysev.hu

Customer Service
eszrevetel@mav-start.hu

Appendix 1

MÁV-START's domestic railway cards entitle for RAILPLUS discount

After 10th December 2022 issued without RAILPLUS logo.

