



*unity, solidarity, universality*

# **Special Conditions of International Carriage (SCIC) for Journeys using Integrated-Reservation Tickets (IRT)**

Version of document:  
Date of last edition:

1.7 valid as from Dec 10<sup>th</sup>, 2023  
December 2022

# Table of Contents

GLOSSARY .....	4
PART A GENERAL CONDITIONS.....	8
1 Statutory Basis for Carriage.....	8
2 Introduction and Publication of the Special Conditions of International Carriage .....	10
3 Composition of the Special Conditions of International Carriage .....	10
4 Participating Carriers .....	11
5 Issuing of IRT Tickets .....	11
5.1 General rules.....	11
5.2 IRT International tickets / through tickets .....	12
5.3 IRT Domestic tickets in foreign sales.....	12
6 Purchase of IRT Tickets.....	13
6.1 Advance Purchase.....	13
6.2 Sales Conditions .....	13
6.3 Online sale ticket conditions .....	13
6.4 Collection of Personal Data.....	15
7 Validity of IRT Tickets.....	17
8 Reservation and Allocation of Accommodation .....	17
9 Use of IRT Tickets.....	18
10 Break of Journey .....	18
11 Offers and Fares .....	18
PART B SPECIFIC CONDITIONS .....	20
12 IRT Fare Standards .....	20
13 Specific Travel and Fare Conditions.....	21
13.1 Children .....	21
13.2 Person with Reduced Mobility .....	22
13.3 Groups .....	23
13.4 PASS Tickets Holders .....	24
13.5 Pets and Animals .....	24
13.6 Passengers with Bicycles.....	25
14 Amendments to the Contract of Carriage.....	26
14.1 Change of Category of Accommodation .....	26
14.2 Change of Route .....	27
14.3 Change of Train .....	27
14.4 Change of Carrier .....	27
15 Exchange and Refund .....	27
15.1 Exchange .....	27
15.2 Refund .....	28

15.3	Specific Conditions for Online Tickets and e-Tickets .....	28
16	Other Conditions .....	29
16.1	Registered Luggage .....	29
16.2	Cancellation of Trains and Anticipated Delays .....	29
16.3	Night Trains .....	29
PART C APPENDICES .....		30
Appendix 1 – Participating Carriers .....		31

## GLOSSARY

<b>Term</b>	<b>Definition</b>
Accommodation	One accommodation unit where train category or class is specified.
Assistance Dog	A dog that has been or is being trained as a guide dog, hearing dog or service dog and is in service/in duty during the travel.
Carrier	<p>The function undertaken by the organisation which actually carries the passenger or takes responsibility for transporting the passenger on-board trains or other modes of transport. Contractual carrier (railway undertaking) with whom the passenger has concluded the contract of carriage pursuant to the CIV Uniform Rules.</p> <p>See contractual carrier.</p>
Carrier fee (Cancellation fee)	Amount or percentage settled in the reservation system as a non-refundable part of the price.
CIV Uniform Rules	Uniform Rules concerning the Contract of International Carriage of Passengers by Rail.
Class	Service level of travel with defined comfort (e.g., Business, 1st class, 2nd class).
Contract of carriage	<p>A contract between carrier(s) and passenger which obliges the carrier(s) taking part in the performance of the contract of carriage to carry the passenger from the place of departure to the place of destination.</p> <p>Contract(s) of carriage are documented by ticket(s).</p> <p>Tickets act as prima facie evidence of the conclusion and content of the contract of carriage.</p> <p>However, irregularity or loss of the ticket shall not affect the existence or validity of the contract which shall remain subject to the CIV (Article 6 CIV).</p>
Contractual Carrier	<p>An organisation [by or] on behalf of whom a contract of carriage has been concluded, whether the carriage is actually performed by that organisation or by a substitute carrier; in cases of a through- ticket several carriers co-operate as <input type="checkbox"/> successive carriers. Then every carrier is responsible for its part [leg] of the journey only.</p> <p>The contractual carrier or successive carriers are indicated on the ticket by their RICS codes. Substitute carriers are not indicated on the ticket</p>
Customer	The activity undertaken in buying the ticket in the name of and for the benefit of the passenger. This entity may differ from a passenger.
Special conditions of international carriage (SCIC)	Conditions which carriers set down, individually or jointly, for certain international routes or for an international market union to supplement the general conditions of carriage GCC-CIV/PRR.
Departure point	Railway station, bus station or a port. Includes stops of trains, buses or vessels. Departure point may also be a specific region, a specific country or a frontier point.
Destination point	Railway station, bus station or a port. Includes stops of trains, buses or vessels. Destination point may also be a specific region, a specific country or a frontier point.
Domestic section	A section which only involves one country.
Domestic ticket in foreign sales	Tickets issued for domestic routes in another country.
e-ticket	Ticket held as an electronic data record capable of being transformed into legible written symbols. Several data records form a single contract of carriage when they are issued as a single ticket.

<b>Term</b>	<b>Definition</b>
General Conditions of Carriage (GCC)	General Conditions of the carrier(s) prepared in the form of general terms and conditions or tariffs legally in force in each railway undertaking or shipping company and which become, by the conclusion of the contract of carriage, an integral part of it.
GCC-CIV/PRR	General Conditions of Carriage for Rail Passengers (available at <a href="http://www.cit-rail.org/en/passenger-traffic/cit-documentation/">http://www.cit-rail.org/en/passenger-traffic/cit-documentation/</a> ).
GDPR	General Data Protection Regulation
Handling fee	Fix or variable amount which is withheld by the ticket issuer in case of sales, refunding or exchanging.
IRT(Integrated Reservation Ticket)	Tickets which are issued as international or national coupons and in which compulsory reservations for a specific train are integrated. An IRT cannot be issued to/from a frontier point.
International ticket	Ticket which is issued for contiguous sections in at least two countries or from a frontier point to a destination point in another country. They may be supplemented by national tickets for connecting journeys to the departure point and from the destination point and linked to form a single (through) ticket. Coupon which is issued by an issuing undertaking for domestic sectors in another country. See also “national coupon”.
Interruption of journey	Any discontinuation of journey except for a transfer from one train to another successive train.
Issuing undertaking	Undertaking issuing a ticket and usually receiving payment. May be also the same legal entity acting as Carrier and /or Distributor. The issuing undertaking is responsible for handling requests for refunds or delay compensations. The issuing undertaking is indicated on the ticket with its (RICS) code and, where appropriate, its logo or abbreviation. Usually, an undertaking responsible for stock control in case of paper tickets.
Means of payment	The fare may be paid by cash or by other means. Payment by other means may be by bank card or post office card (payment cards and debit cards), credit cards and charge cards (Visa, MasterCard, Eurocard, American Express, Diners). The fare may likewise be invoiced, or payment made using secure internet-based payment systems.
NRT ( Non integrated reservation tickets)	Ticket without an integrated reservation valid on any (NRT) train of the same carriers serving the route marked on the ticket within a defined validity period. Reservations may (in some cases must) be purchased together with the ticket.
Offer	A product sold by an issuing undertaking for a specific tariff with defined conditions of use.
Ordinary Refund	
Participant Ticket	Paper or card document for members of a group travelling together.
Passenger	The person who intends to make, or is making, or has made a journey using the transport services and other services of one or more Carriers. May be different from the Customer
PNR	Passenger Name Record . A record in the database that contains the information of a passenger, or a group of passengers travelling together.
PRM	Person with Reduced Mobility, According to PRR, this means any person whose mobility when using transport is reduced due to any

<b>Term</b>	<b>Definition</b>
	physical disability (sensory or locomotory, permanent or temporary), intellectual disability or impairment, or any other cause of disability, or as a result of age, and whose situation needs appropriate attention and adaptation to his or her particular needs of the service made available to all passengers
PRR	Regulation (EC) 2021/782 of the European Parliament and of the Council of 29 April 2021 on rail passengers' rights and obligations.
Online purchase/sale	Ordering tickets online via the internet or purchase including payment and printing of the ticket on-line via the internet.
Railways Undertakings (RU)	Legal entity which offers passenger and/or freight rail transport services. It is a private or public organisation holding the licences and certificates which public law defines as necessary and provide traction for trains.
Refund in case of delay	
Refunding fee	Sum of handling fee when refunding a ticket and a carrier fee.
RID	Regulation concerning the International Carriage of Dangerous Goods by Rail (RID – App. C to COTIF)
RPT	Rail Pass Ticket. E.g. Eurailpasses, Interrail passes, national passes.
Special Conditions of International Carriage (SCIC)	Conditions which the carriers, individually or jointly, lay down to supplement the GCC-CIV/PRR for certain routes or within an international business unit.
SCIC-EWT	Special conditions of international carriage for journeys using East-West-Traffic Tickets (East-West-Traffic)
SCIC-IRT	Special conditions of international carriage for tickets with integrated reservations. (Integrated Reservation Ticket).
SCIC-NRT	Special conditions of international carriage for tickets without integrated reservations. (Non Integrated Reservation Ticket).
SCIC-NT	Special conditions of international carriage for journeys using Night Trains
SCIC-RPT	Special conditions of international carriage for rail pass tickets.
Service fees	Charge which may be made by the issuing undertaking (or its agents) for issuing the ticket. It must be shown on the ticket itself or stated on a separate document.
Single commercial transaction	<p>Purchase of one or more tickets at the same time and through the same distribution channel according to the carrier's (railway undertaking's) timetable proposal, leading to one single payment.</p> <p>It does not constitute a single commercial transaction if, despite respecting the single payment obligation:</p> <ul style="list-style-type: none"> <li>- a customer for an intended entire journey autonomously splits this entire journey into separate journey segments and/or</li> <li>- does not respect the connection time between the individual journey segments proposed in the timetable offer</li> </ul>
Single Contract of carriage ( through ticket)	Contract of carriage which covers the carriage of the passenger from his/her departure to destination point represented by one or several tickets purchased within a single commercial transaction or within the scope of the options agreed by the carriers if the carriers' special conditions of carriage specifically provide for that.
Special Conditions of International Carriage (SCIC)	Conditions which carriers set down, individually or jointly, for certain international routes or for an international market union to supplement the general conditions of carriage GCC-CIV/PRR.

<b>Term</b>	<b>Definition</b>
Standard Fare	The normal price without any reduction.
Substitute carrier	<p>A carrier who has not concluded the contract of carriage with the passenger but to whom the carrier has entrusted the execution of the rail carriage contract in total or in part. See Article 3b CIV. Substitute carriers are not shown with their 4-digit RICS code on the tickets.</p> <p>The substitute carrier is not liable in PRR cases. It is joint and severally liable together with the contractual carrier in cases of death and injury to passengers (Article 26 § 5 CIV) or for the transport of registered luggage - cars on auto trains included - (Article 39 § 4 CIV).</p> <p>Substitute carrier(s) is not shown on the ticket</p>
Successive carrier	Carrier in a chain of carriers who perform the contract of carriage with the passenger and who are liable for the performance of that contract. Successive carriers are shown with their 4-digit RICS codes on the tickets.
Supplementary ticket	Ticket which is issued in addition to the travel ticket(s) and which is used for change of class of travel, change of carrier, change of itinerary, supplements and boarding passes.
Tariff	Fare related to a certain offer for transport by train
Through ticket	See “Single contract of carriage”.
Ticket	Valid evidence, regardless of its form, of the conclusion of a contract of carriage.
Train Category	The category of service and traffic operation of a train (e.g., regional trains, EuroCity, EuroNight, high-speed trains).
Travel agency	A point of sales accredited by the carrier for the sale of railway tickets to passengers.
UIC	International Union of Railways (Union internationale des chemins de fer).

# PART A GENERAL CONDITIONS

*This part of the SCIC-IRT conditions addresses:*

- *Introductory information (statutory basis for carriage, document publication modalities)*
- *participating carriers and field of application,*
- *definition of IRT tickets,*
- *sales, validity, and usage modalities,*
- *information about accommodation,*
- *any other information for which definition is common to all carriers.*

## **1 Statutory Basis for Carriage**

International Traffic

Carriage is subject:

- to the “Convention concerning International Carriage by Rail (COTIF) of 1999 and its Appendix A the “Uniform Rules concerning the Contract of International Carriage of Passengers by Rail (CIV)” as well as its Appendix C the “International Carriage of Dangerous Goods by Rail (RID)”.
- in so far as it is applicable in the various countries and to the services in question, to Regulation (EU) 2021/782 of the European Parliament and of the Council of 29 April 2021 on rail passengers’ rights and obligations (PRR) including the CIV Uniform Rules in Annex I to the PRR,
- to the Regulation (EU) 2016/679 of the European Parliament and of the Council of 27 April 2016 on the protection of natural persons with regards to the processing of personal data and on the free movement of



such data and repealing Directive 95/46/EC (General Data Protection Regulation).

- to the General Conditions of Carriage for Rail Passengers (GCC-CIV/PRR), to be found at: <http://www.cit-rail.org/en/passenger-traffic/cit-documentation/>
- to these Special Conditions of International Carriage (SCIC-IRT) together with the various Carriers' special conditions of carriage (these include common conditions of carriage for several modes (local transport operators consortium)),
- for the sea leg in the mixed rail-sea carriage, to the law to which a Carrier by sea is subject and to the special conditions he lays down for maritime sections in mixed rail/sea carriage.
- for international journeys for which a part of the route or the entire route is travelled with a bus, the carriage by bus is subject to Regulation (EC) No 181/2011 of the European Parliament and of the Council of 16 February 2011 concerning the rights of passengers in bus and coach transport. In so far as these SCIC-IRT conditions contain rules that benefit the traveller more, these are applied in addition Domestic traffic.

Tickets for journeys between points within a single country which are issued outside that country, and which do not form part of an international journey, are subject:

- to the “Convention concerning International Carriage by Rail (COTIF) of 1999 and its Appendix A the “Uniform Rules concerning the Contract of International Carriage of Passengers by Rail (CIV)” as well as its Appendix C the “International Carriage of Dangerous Goods by Rail (RID)”,
- in so far as it is applicable in the various countries and to the services in question, to Regulation (EU) 2021/782 of the European Parliament and of the Council of 29 April 2021 on rail passengers' rights and obligations (PRR) including the CIV Uniform Rules in Annex I to the PRR

- to regulation (EU) 2016/679 of the European Parliament and of the Council of 27 April 2016 on the protection of natural persons with regards to the processing of personal data and on the free movement of such data, and repealing Directive 95/46/EC (General Data Protection Regulation)
- to the National law applicable,
- to the General Conditions of Carriage for Rail Passengers (GCC-CIV/PRR) in so far as the Carrier has declared he will apply them, to be found at: <http://www.cit-rail.org/en/passenger-traffic/cit-documentation/>
- to these SCIC-IRT and the contractual Carrier's conditions of carriage for domestic traffic, supplemented as appropriate.

The SCIC-IRT rules take precedence over the domestic regulations for international tickets and national tickets. In any case, these rules cannot take precedence over National Law.

This document contains common conditions for participating Carriers. Each Carrier may define additional or different conditions as long as these Conditions are published and available to passengers.

Specific travel conditions for Carriers can be found in Parts B and C of the current document.

## **2 Introduction and Publication of the Special Conditions of International Carriage**

Publication of details of the introduction, amendment or withdrawal of the Special Conditions of International Carriage is to be in accordance with the National law which the participating Carriers are subject to.

## **3 Composition of the Special Conditions of International Carriage**

This information comes as a supplement to point 4.2. GCC-CIV/PRR. The Special Conditions of International Carriage consist of these SCIC-IRT together with those special conditions of carriage of the participating Carriers which depend on trains or offers.

## **4 Participating Carriers**

The list of participating Carriers can be found in Appendix 1 of PART C of the current document. Carrier codes, addresses and other information can be found in appendix 1 of PART C. The addresses of their customer service departments are available online at [cit-rail.org](http://cit-rail.org)

## **5 Issuing of IRT Tickets**

This information comes as a supplement to point 4 and 5.1 of . GCC-CIV/PRR.

### **5.1 General rules**

IRT tickets are issued for:

- individual passenger,
- group of passengers. (of at least 6 passengers travelling together)

Passengers with specific requirements may be required to make reservations for the corresponding additional services – more information can be found in Parts B and C of the current document.

As a function of the Carriers' special conditions of carriage, IRT tickets are issued for named individuals or as impersonal tickets.

IRT tickets can be issued both for a border crossing international journey covering two or more countries, and as a national ticket for a domestic journey within one single country.

One IRT ticket may be issued to several passengers travelling together, unless stated otherwise in the Carriers' conditions. In that case, the number of passengers must be indicated on the IRT ticket.

The tickets have to mention the exact fare name. In case of a standard fare it is not necessary to mention the name.

For groups, either

- a single group ticket and one participant ticket for every group member except for the group leader can be issued
- Or an individual ticket can be issued for each group member.

## **5.2 IRT International tickets / through tickets**

5.2.1 International (cross border) tickets are issued for a journey of

- one carrier or successive carriers serving the passenger's route in at least two countries.
- one or more carriers, up to / from the border point

The passenger may cover one or more parts of the international journey with other valid ticket/s, which is/are accepted accordingly by the carrier's Special Conditions.

5.2.2 If, in the case of No. 5.2.1 several tickets are sold in a single commercial transaction according to No. 4.6 GCC-CIV/PRR they constitute a through ticket documenting a single contract of carriage. This applies to a combination of tickets issued under this SCIC-IRT as well as to a combination of tickets issued under this SCIC-IRT and other international tariff (i.e. SCIC-NT) and under a nationwide domestic tariff which is accepted as part of international journey by the carrier's Special Conditions, if together, they cover the whole international journey of the passengers.

5.2.3 Exception: Deviating from No. 5.2.2, these tickets will not constitute a through ticket if

- a) the special conditions of the carriers involved state something different,
- b) the fact that the tickets represent separate contracts of carriage is mentioned on the tickets, or on another document or electronically in such a manner that allows the passenger to reproduce the information for future reference, and
- c) the passengers were informed of this prior to the purchase of the tickets.

## **5.3 IRT Domestic tickets in foreign sales**

Domestic tickets in foreign sales are issued for domestic routes in another country.

## **6 Purchase of IRT Tickets**

### **6.1 Advance Purchase**

IRT tickets are issued according to the time limits set by Carriers' conditions and transmitted by the allocating system. The allocating railway undertaking informs the issuing undertaking being authorised to sell the IRT tickets about the advance purchase period.

The advance purchase period is at least 3 months in advance of the travel date. It may be reduced or extended according to technical or commercial constraints (for example, in case timetables change, or for special offers) of each Carrier

Minimum and maximum time limits for advance purchase may apply to special offers and/or certain routes. Special conditions of carriage may also apply to offers which are only available via certain sales channels.

### **6.2 Sales Conditions**

Sales of IRT tickets can be made through different sales channels, via the Carriers' points of sales, travel agencies or Distribution partners' points of sales.

The Carrier's sales conditions always take precedence over any Distribution partner's conditions (whether it is a different railway, a travel agency, etc.)

Payment must be made in accordance with the procedures permitted by the issuing undertaking.

Tickets can be issued in different forms:

the ticketing mode must always be chosen according to the Carrier's ticketing conditions and the Distribution partner's technical limitations

### **6.3 Online sale ticket conditions**

If carriers sell tickets online, the conditions below are to apply.

6.3.1 Online sales are made via the internet and as appropriate via the carriers' or travel agencies' sales points.

IRT tickets can be edited as:

- paper tickets,
- e-tickets shown on a device,
- online home-printed tickets,

6.3.2 Tickets sold online which are issued on paper are to contain a security certificate.

6.3.3 E-tickets which only consist of an electronic record may be:

- held on electronic data media containing chips
- held on other electronic data media held by the passenger
- held as a passenger name record (PNR) on paper or electronically (manifest on list)
- kept on the Carrier or Distribution partner's server and available via an identification process (printed barcode, loyalty card number, etc.),
- kept in different conditions and available through any other process of identification validated by the Carrier.

6.3.4 Payment is to be made online for bookings which passengers make via the internet.

6.3.5 The conditions of the issuing point in question apply to online issue by the carriers' sales points or authorised travel agencies.

6.3.6 Online paper and e-tickets are issued at least for one named individual as personal tickets.

This is achieved by linking the personal data in the record with the data on the card entitling the passenger to a reduction, the charge card, credit card or an official identity document with a photograph, as appropriate.

6.3.7 As a minimum the passenger must supply the issuing undertaking with the following customer data:

- Family name, first name
- e-mail address

- payment data (for example, type of card, account number, sort code, IBAN, BIC, etc.)

6.3.8 The terms of issuing and usage are given in the special conditions of carriage of the carrier.

6.3.9 Online paper tickets and e-tickets are not transferable. They are only valid in conjunction with the payment card used as identification when booking or with an official identity document with a photograph. The passenger named on the ticket must be the same as that of the official identity document. A single ticket which is valid for more than one passenger can be issued stating only the name of one of the passengers.

6.3.10 Payment must be made in accordance with the procedures permitted by the issuing undertaking.

6.3.11 Online paper and e-tickets are issued to children travelling alone in accordance with the conditions which the carrier notified to the issuing undertaking.

6.3.12 Exchange and refund (linked to point 5.2.5 GCC-CIV/PRR)

Exchange, and refund of online paper tickets and e-tickets may only be made via the portal or as appropriate via the carrier who issued the tickets.

The carriers' special conditions of carriage apply to the exchange, and refund of online paper tickets and e-tickets.

## **6.4 Collection of Personal Data**

Ticket issuers may require personal information from customers and/or travellers to:

- Fulfill e-ticketing and optionally edit boarding passes;
- Allow cross-distribution (after-sales made by a different distributor);
- Fulfill internal procedures, or those of the carrier;
- and/or remain compliant with local legislation.

Ticket issuers may share the personal information collected with partner-companies within the European Union for operational reasons (connections, security, anti-fraud measures, etc.). If personal information is shared with partner companies outside the European Union special requirements depending on the countries concerned must be observed.

If personal data is to be shared with partner companies, customers must be informed of it and of the purpose of such transfers and give their consent before the data is transferred to the partner company's system. Depending on the countries concerned the customers must be informed of the risks of such transfers and they must be able to give accordingly their consent to these transfers.

In any case, the collection of personal data for any internal or legal purpose must be clearly indicated to customers, along with the purpose and usage of this data collection.

Provided that they have been informed of the data collection and processing, customers allowing the distributor to edit an e-ticket for their journey agree with the data collection principle and usage.

At any time, customers have the right

- To exercise their rights of access, in order to obtain information on the personal data stored by the ticket issuer, and the list of partners with whom this information was shared;
- To request the updating of their data, if these are not accurate;
- To request the portability or deletion of their data;
- To request limitation of the extent of processing of their data;
- To oppose the processing of their data, for legitimate reasons;
- To oppose, or withdraw their consent to the use, by the ticket issuer, of their personal data.

In the case customers request deletion of their personal data, the ticket issuer is responsible for deleting and making sure partner companies also delete the concerned personal data from their systems, as soon as the data is no longer required for any operational, legal or regulatory purposes.

## **6.5 Tickets for groups.**



All details for Group Travel can be found under point 13.3.

## **7 Validity of IRT Tickets**

IRT tickets are only valid in the specific train, for the specific category of accommodation, on the specific date and for the OD (origin/destination) stipulated in the ticket.

Carriers can, in exceptional cases or according to fare conditions, authorise the use of an IRT ticket in another IRT or NRT train (for example in the case of traffic disruptions, technical disturbances, etc.), provided there is an agreement with the concerned Carriers or partners.

## **8 Reservation and Allocation of Accommodation**

This information comes as a supplement to point 5.1.4 GCC-CIV/PRR.

IRT tickets always include a reservation in a specific train running on a specific date and for a specific OD (origin/destination). Reservations in IRT tickets guarantee passengers a specific accommodation.

The accommodation in IRT tickets is allocated in accordance with each Carrier's conditions.

Train staff and/or participating Carriers may permit passengers not having any reservation for the concerned train, still to travel with the train in question, if the passengers have a valid IRT ticket for the same OD (origin/destination.) This may apply for instance to holders of monthly travel cards, IRT tickets edited for an earlier train which could not be used due to traffic disturbances, etc. These passengers are not entitled to a specific accommodation. They are generally allowed to use any free accommodation available, unless instructed otherwise by the train staff. For night trains, a surcharge for travelling in couchettes, sleepers or sleeperettes may apply.

In exceptional circumstances, train staff and/or participating Carriers may allocate accommodation other than that shown on the IRT ticket.

Carriers may define specific conditions for passengers to claim the accommodation allocated in the IRT ticket (expiration delay after train departure, etc.) These conditions are to be mentioned in the Carrier's special conditions of carriage.

Carriers may propose a service to book extra seats, supplementary to the seat allocated at the time of booking for each traveller. In such cases, detailed conditions are to be found in the carrier's SCIC. If this service is not proposed, passengers are not allowed to book extra seats and claim exclusive usage of the extra seat reserved. The carrier is entitled to consider the extra seat as unoccupied, and train managers may requisit the seat to accommodate other passengers.

## **9 Use of IRT Tickets**

This information comes as a supplement to point 6.2 GCC-CIV/PRR.

IRT tickets are only valid in the specific train, for the specific OD (origin/destination), category of accommodation and date stipulated in the IRT ticket. IRT tickets may stipulate a specific seat number for the accommodation of passengers. Passengers must always conform to the information shown in their IRT ticket, unless instructed otherwise by the train staff or in exceptional circumstances to be detailed in the Carrier's special conditions of carriage.

Carriers may require passengers to take specific actions prior to departure in order to consider IRT tickets validated (e.g. stamping.) These conditions are to be mentioned in the Carrier's Special Conditions of Carriage.

## **10 Break of Journey**

This information comes as a supplement to point 6.2.5 GCC-CIV/PRR.

IRT tickets do not allow passengers to break their journey (i.e. modify their itinerary to include stops while travelling from the origin station to the destination one.).

## **11 Offers and Fares**

The fares for IRT tickets are always transmitted from the Carrier's allocating system to the issuing undertaking. The allocating system calculates prices according to the fares' and services' rules and any applicable reduction. The allocating system also transmits necessary data for the correct printing of the IRT ticket.

The principles governing common reductions for IRT fares can be found in Parts B and C of the current document. Any other reduction offered by Carriers can be found in their special conditions of carriage.

Carriers are to publish details of fare structures and conditions in accordance with the provisions of the applicable National law. These details should contain information about:

- fares for adults,
- fares for children,
- fares for any other category of passengers.

The Carrier's commercial conditions entitling passengers to specific passenger-category fares always take precedence over any Distribution partner's conditions (whether it is a different railway, a travel agency, etc.)

## PART B SPECIFIC CONDITIONS

*This part of the SCIC-IRT conditions address:*

- *IRT Fare standards,*
- *specific travel and fare conditions for specific categories of travelers,*
- *possible amendments to the contract of carriage,*
- *aftersales principles for exchanges and refunds,*
- *any other specific conditions that may apply to IRT ticket holders.*

### 12 IRT Fare Standards

Fares for IRT tickets can be purchased by Distribution partners using tariff codes in the Carrier’s allocating system. Any Carrier willing to edit IRT fares should use the following list of fares as a standard basis of work.

<b>Fare type</b>	<b>ERA* code</b>	<b>Generic conditions</b>
Leisure Adult	24	Adults – Reduced fare with conditions
Leisure Child	27	Children – Reduced fare with conditions
Pass Interrail	45	Adults holding a European Pass (Interrail)
Normal Adult	72	Adults – Standard fare
Normal Child	73	Children – Standard fare
Senior	78	Adults - Age-restricted fare for elderly
Youth	86	Adults - Age-restricted fare for young people
Group Adult	92	Adults travelling as a group of people
Group Child	93	Children travelling as a group of people

RIT Adult	94	Adults travelling with an Agency-negotiated fare
RIT Child	95	Children travelling with an Agency-negotiated fare
Wheelchair Adult	96	PRM (Person with Reduced Mobility**)
Accompanying person	97	Adult companions for PRM (Person with Reduced Mobility**)

\*These codes are taken from the ERA (European Union Agency for Railways) TAP-TSI technical document B.5.42. More codes can be found at <http://www.era.europa.eu/Document-Register/Pages/TAP-TSI-Technical-Documents.aspx>

\*\* More information on PRM can be found in Part B-13.2 of the current document.

Carriers may define specific fares and/or conditions for sales and after-sales.

It is the Carriers' responsibility to publish information related to their fares and conditions and share it with any Distribution partner involved in the sales or after-sales process.

Recommendations for the information-sharing format can be requested to the UIC-IRT Group. UIC highly recommends using the same structure for any communication about IRT fares with partners.

More information about tariff codes and their usage by Distribution partners can be found in IRSs 90918.

Specific codes for specific trains of Carriers can be found in Appendix 2 of PART C of the current document.

## **13 Specific Travel and Fare Conditions**

### **13.1 Children**

Carriers may propose specific fares or services to children. Different fares may apply:

- Children free of charge (infant, requiring an accompanying adult)
- Children travelling with children fares.

For the purpose of this provision, the criterion for the age of a child is generally its age on the first day of validity of the ticket.

In principle, the ticket held by the accompanying person is valid for the carriage of children free-of-charge, unless stated otherwise in the Carriers' conditions.

If a child is sharing an accommodation, the other passenger must pay a fare for the accommodation. If two children are sharing one accommodation, at least one of them must pay child fare for the accommodation.

If separate accommodation is allocated for them, children entitled to carriage free-of-charge must use children fares (including charges). Where appropriate, a separate IRT ticket is issued under the same conditions as for adults.

Carriers may include special provisions for children travelling alone in their special conditions of carriage. More information on children can be found in Appendix 3 of PART C of the current document.

### **13.2 Person with Reduced Mobility**

This information comes as a supplement to point 14.2 GCC-CIV/PRR.

Carriers shall define the conditions for passengers to be considered as PRM in their special conditions of carriage. Different situations of reduced mobility may be considered by each Carrier (blindness, physical handicap, etc.) More information on PRM can be found in Appendix 4 of PART C of the current document.

Carriers may propose specific fares or services to PRM. They may require passengers entitled to these fares and services to justify their position with an official document or registration card.

Passengers entitled to PRM fares and services may be required to carry the appropriate official document or registration card and be able to identify themselves during the journey.

In some cases, passengers entitled to PRM fares and services may need to travel together with an accompanying person or an assistance dog, provided it is accepted for the journey in question.

Passengers entitled to PRM fares and services and any accompanying person or assistance dog must travel in the same train and in the same category of service, for the whole journey for which the IRT ticket was made.

Specific fares may also apply for the accompanying person.

As far as possible, the reason for any PRM reduction should be shown on the ticket with appropriate translation into the national language. In any case, no reduction is allowed on supplements for the use of certain coaches and trains.

Carriers may consider as invalid any ticket issued using a PRM or accompanying fare, if the official document or registration card used for justification is not valid in their country or referenced in their commercial conditions.

Any passenger using a ticket issued using an accompanying person fare and happening to travel alone, will be considered as a passenger without a valid ticket.

Before the journey is started, the issuing railway must check that joining and alighting are possible for passengers requiring specific assistance, at the departure station, at stations at which a change is to be made and at the destination station, at the times given by the passenger. They must also check if any assistance required is available at these stations.

For international journeys, carriers are recommended to use UIC PRM tool for booking an assistance for PRM.

Carriers may apply minimum time for pre-booking PRM assistance. If the request for a PRM assistance is sent after this time, carrier may reject the transport. The GCC-CIV/PRR apply unchanged as regards assistance for PRM.

### **13.3 Groups**

Carriers may include in their special conditions of carriage the possibility of a reduction for a group, if the reduced fare is paid for the required number of passengers. Special rules and group prices for

children may also be available. More information on groups can be found in Appendix 5 of PART C of the current document.

Groups can only be accepted for travel if the Carrier is able to accommodate the group in his timetabled trains.

The passengers forming the group must travel together in the same train and in the same category of service, for the whole journey for which the IRT ticket was made.

Carriers may provide for specific conditions and rules for the booking, ticketing and payment of groups (for example requiring manual bookings of big groups, etc.) in their special conditions of carriage.

Carriers may apply minimum time for pre-booking group travels. If the request for a group travel is sent after this time, carrier may reject the transport.

Carriers may propose to charter special trains or special coaches priced with IRT tickets. Conditions and charges for this service can be found in the appropriate Carriers' special conditions of carriage.

#### **13.4 PASS Tickets Holders**

Carriers may edit specific fares for passengers holding Rail Pass Tickets (RPT), in application of multilateral agreements (Eurail, Interrail, etc.). PASS holders may book the corresponding fares when they exist.

Carriers may apply contingency rules to the PASS fares that are sold for their trains.

Passengers entitled to RPT fares as per a unique PASS card/ticket must travel in the same train and in the same category of service, for the whole journey which the IRT ticket was made for.

Passengers entitled to RPT fares must carry their PASS card/ticket (or the appropriate official document) and be able to identify themselves at the time of booking, and in the case of onboard controls.

#### **13.5 Pets and Animals**

This information comes as a supplement to point 8 GCC-CIV/PRR.

Passengers may take pets provided they are taken in containers as hand luggage. The containers must be constructed in a way that they cannot injure or damage people or property.



In addition, passengers may take dogs which are not in containers as hand luggage or which cannot be put in containers, provided they are on a leash and fitted with a suitable muzzle.

Assistance dogs are excluded from the obligation to be muzzled.

No other animal or animals with infectious diseases may be carried, unless stated otherwise in the Carriers' conditions. Animals, except for assistance dogs, may not be taken into coaches with catering installations. Carriers may exclude animals from specific class or coaches.

For animals, no accommodation reservation is made.

In any case, passengers should refer to the Carrier's special conditions of carriage for more information on the categories of animals accepted onboard and any applicable condition.

More information on pets and animals can be found in Appendix 6 of PART C of the current document.

### **13.6 Passengers with Bicycles**

This information comes as a supplement to point 7.5 GCC-CIV/PRR.

Carriers may accept passengers with bicycles according to the Carrier's special conditions of carriage. Restrictions may apply to specific trains and/or types of bicycles.

If applicable, the Carrier's timetable documentation specifies the trains in which it is possible to take accompanied bicycles.

If cycle racks are available, these should be shown by pictograms on coaches, and, when available, indicators can be shown on the platform.

In principle, reservation is compulsory for accompanied bicycles. By exception, accompanied bicycles may be accepted without a reservation if there is appropriate capacity available over the whole of the intended journey, and provided the train staff does not refuse it.

In order to take a bicycle, passengers may be required to hold an international bicycle ticket.

Additional international bicycle tickets may be required for passengers with special types of bicycles.

If provisions of customs law apply to the international journey in question, the name and address of the passenger are to be written on the international bicycle ticket for customs purposes.

In accordance with the Carrier's arrangements, additional spaces may be necessary to accommodate special types of bicycles. More information can be found in the Carriers' special conditions of carriage.

The charge for reserving or allocating spaces for bicycles may not be included in the charge for the international bicycle ticket. It is independent of the number of reserved/allocated spaces. The charge is set by the issuing undertaking.

No reduction is given for children's bicycles or for bicycles taken by groups.

Wholly or partially unused international bicycle tickets will not be refunded.

In exceptional circumstances, passengers with bicycles may be refused to get on the train by the train staff. The train staff will certify that on the IRT ticket or on an appropriate receipt, entitling passengers to a refund of their international bicycle ticket in accordance with the Carriers' special conditions of carriage.

Passengers must load and unload the bicycle by themselves. That applies to the departure and destination stations and to any station which a change is necessary at.

Carriers are only liable for accompanied bicycles in accordance with their liability for hand luggage (Article 33 – 35 CIV). Passengers must therefore secure their bicycles to prevent damage and theft and if appropriate insure them.

Luggage attached to bicycles is to be removed from the bicycle, at the latest before the bicycle is secured in the bicycle rack or left in the space provided for bicycles.

Carriers accept no liability for luggage or accessories which passengers leave on the bicycle.

## **14 Amendments to the Contract of Carriage**

### **14.1 Change of Category of Accommodation**

In general, passengers holding IRT tickets may not travel on a higher category of accommodation than the one they made a reservation for. Carriers may however allow such changes in their special conditions of carriage.

No extra charge will be raised if accommodation in a higher class or category of service is allocated for reasons within the responsibility of the Carrier.

If passengers have their accommodation allocated in a lower class or category of service, the train staff will certify that on the IRT ticket or on an appropriate receipt. The difference in price will be refunded in accordance with the Carriers' special conditions of carriage.

#### **14.2 Change of Route**

In general, passengers holding IRT tickets may not travel on a different route than the OD (origin/destination) indicated on the ticket. Carriers may however allow changes of route in their special conditions of carriage or according to fare conditions.

#### **14.3 Change of Train**

In general, passengers holding IRT tickets may not travel on a different train than that indicated on their ticket. Carriers may however allow changes of trains in their special conditions of carriage or according to fare conditions.

#### **14.4 Change of Carrier**

In principle, where several Carriers serve a section of route in parallel, passengers holding IRT tickets may not travel with a different Carrier than that indicated on their ticket. Individual Carriers may permit change of Carrier under specific conditions; the details are then specified in their special conditions of carriage.

### **15 Exchange and Refund**

This information comes as a supplement to point 5.2.5 GCC-CIV/PRR.

#### **15.1 Exchange**

Exchange may only be made within the period laid down by the Carrier. Special regulations for exchange may apply to special offers.

As appropriate, a difference in fares may be refunded or charged to the passenger.

More information on exchanges can be found in Appendix 2 of PART C of the current document.

## **15.2 Refund**

In principle, the fare for an IRT ticket shall be completely or partially refunded if the IRT ticket is not used at all or is only partially used. Non-use or partial use must be confirmed on the IRT ticket, if appropriate before the first day of validity or until time of departure according to the Carrier's conditions. If the IRT ticket bears no confirmation of non-use or partial use, appropriate evidence may be required with the application for refund (medical statement, new ticket bought instead of the unused ticket, etc.)

The participating Carriers' special conditions of carriage may exclude refunds for certain offers and prices or make them subject to special conditions.

The provisions of the GCC-CIV/PRR apply as regards submission and handling of applications for refund.

Applications for refunds are to be submitted to the issuing undertaking together with the original tickets at the latest one month after the validity of the ticket has expired, unless stated otherwise in the Carriers' conditions.

Requests will be dealt with within a maximum period of three months after receiving the application and all the supporting documents from the passenger, unless stated otherwise in the Carriers' conditions.

The Carrier's allocating system may also apply and set carrier fees, which reduce the refundable amount.

A fixed or variable amount (allocator/attributor fee) may be withheld from the amount to be refunded. The amount of this fee will be set by the refunding Carrier.

More information on refunds can be found in Appendix 2 of PART C of the current document.

## **15.3 Specific Conditions for Online Tickets and e-Tickets**

This information comes as a supplement to point 5.2.5 GCC-CIV/PRR.

Exchange and refund for IRT on-line paper tickets and e-tickets may only be made via the portal or as appropriate via the Carrier who issued the tickets.

The Carriers' special conditions of carriage apply to the exchange and refund of on-line paper tickets and e-tickets.

## **16 Other Conditions**

### **16.1 Registered Luggage**

This information comes as a supplement to point 9 GCC-CIV/PRR.

The conditions for the carriage of accompanied registered luggage are published in the special conditions of carriage of the Carriers which offer the service.

### **16.2 Cancellation of Trains and Anticipated Delays**

This information comes as a supplement to points 10 and 11 GCC-CIV/PRR.

Point 10.3 GCC-CIV/PRR covers the entitlement of passengers to refunds, compensation and assistance in the event of train cancellation or delay in accordance with Articles 15-18 PRR.

Compensation for delay for holders of Rail Pass tickets is covered in the SCIC-RPT.

### **16.3 Night Trains**

Carriers may edit IRT fares for Night Train routes, including special conditions of sales and travel.

More information can be found in the SCIC-NT document edited by UIC.

## **PART C APPENDICES**

*This part of the SCIC-IRT conditions contains information detailed for each participating carrier about:*

- Appendix 1 – Participating Carriers

## Appendix 1 – Participating Carriers

Carrier	Carrier code	referent email for IRT matters	Carrier address
ČD	1154		
CFL	1182		
CFR CALATORI	1153		
CP	1094		
DB	1180		
Eurostar	15		
HZ	1178		
MÁV-START	1155		
ÖBB	1181		
PKP	1251		
Renfe	1171		
SJ AB	1174		
KLT (Kalmar Länstrafik AB) Krösatåg	former Kustpilen		
Norrtåg			
Snälltåget			
Vy tåg			
SNCF Voyageurs	1187		
SŽ	1179		
Trenitalia	1183		
TGV Lyria			
ZSSK	1156		