

Extracts from passengers fare 1st February 2010

• Validity of open tickets (tickets without reservation) (Article 3.1.)

Tickets without reservation may be used at any time within a period of 61 days from the day of issue or the day indicated on the ticket inclusive.

The conditions applicable to tickets issued in accordance with certain discounted fares require the traveller to indicate the start date of the ticket validity period.

• Validity of tickets for a specific date and train (Article 3.2.)

In booking-only trains, tickets may only be used for travel on the date and train shown.

In trains where booking is optional or not available, these tickets are valid for the date and train indicated. If they have not been used in the train and on the date indicated, they remain valid, within the period of 61 days indicated in point 3.1 above, on other trains where booking is optional or not available, for the same journey.

Passengers are however not guaranteed a seat and the ticket is non-exchangeable, subject to compliance with any conditions for travelling on the train and fare conditions.

A ticket valid on a booking-only train may not be used on a train where booking is optional or not available.

• Ticket validity period (Article 3.3.)

The journey must be completed no later than 24 hours after punching or, in the case of an e-ticket, no later than 24 hours after the date and time of departure indicated. In the event of a stopover of over 24 hours during the journey, or if repeated stopovers result in the ticket validity time being exceeded the journey is split into as many journeys as are necessary. This involves the issuing of separate travel tickets for use in each aforementioned time period.

• Validation of tickets (Article 3.4.)

Before taking a seat in the train at the start of each journey, the traveller must validate the ticket(s) for the journey using the ticket-punching machines located in the stations or stops.

Punching involves:

- > a notch, the printed day and date as well as the departure station code,
- > or a triangular embossing with the name of the departure station, the date and the time.

Only print-at-home tickets and e-tickets are not required to be punched before boarding the train.

When the journey begins in a station in the Ile-de-France region and is via Paris, travellers are required to validate their tickets again when leaving the station at the start of the Paris line. If the traveller has a return or circular ticket, he or she is required to validate their ticket again before making the return journey. If the traveller decides to alight

during the journey (within the restrictions stipulated in point 3.3), the corresponding ticket must be punched again when leaving the stopover station.

In the event the traveller alights to change trains in order to continue with the journey (within the restrictions stipulated in point 3.3), if the traveller uses several tickets for the same journey, he or she must validate every ticket in the departure station of the first part of the journey. If no punching machine is available, the customer must contact the ticket inspector.

All journeys must be made in the direction indicated on the ticket. Therefore, for a return journey, the outward part of the ticket must be used before the return part of the ticket.

The traveller may take a shorter route between two points of the journey on the ticket, subject to compliance with any special conditions concerning access to trains used and conditions of any applicable discounts.

Inspection and valid travel - Volume 1 Chapter 4 -

• Inspection (Article 4.1.)

Travellers are required to show their ticket(s) (in the event an e-ticket is being carried, the customer shall show confirmation or e-ticket card) in trains and stations when requested to do so by employees of SNCF.

Travellers carrying a print-at-home ticket or an e-ticket must be able to prove their identity.

Holders of discount cards or season tickets are required to show their cards together with their ticket(s) (or e-ticket).

They may be requested to prove their identity. When a fare is subject to proof of traveller identity (or when carrying an e-ticket) and a clear visual identification of the traveller is not possible, for whatever reason, the SNCF is authorised to demand payment of the maximum permitted fare for the service provided. Should payment be refused, the traveller shall be reported.

A receipt will be issued for all payments received by inspectors.

This receipt may be valid as a ticket, if required.

In order to establish internal reports on the conditions of issue of these tickets, the SNCF withdraws and exchanges tickets on board their trains.

• Unauthorised travel (Article 4.2.)

Travel shall be deemed unauthorised when any traveller, within the inspected area or on board a train, is unable to show a valid ticket to an inspector or who shows a ticket which is invalid per the terms of the current Traveller Fares and French Decree n° 730 of 22 March 1942, as amended.

• On board fare (Article 4.4.)

Travellers without a ticket or carrying an invalid ticket who locate the ticket inspector to inform them of the unauthorised situation

before boarding the train or immediately after the departure of the train from the station it was boarded, may pay the On board fare which includes a surcharge for issuing the ticket on board the train.

The On board fare is based on the price of tickets sold at ticket offices in stations, with a surcharge to cover the costs of sale on boarding or on board the train. The fixed surcharges are indicated in the Price list.

• Paying the On board fare for valid travel (Article 4.5.)

For valid travel, any passenger without a valid ticket must approach the conductor of his own accord prior ticket inspection and immediately pay the shortfall in price, plus the On board fare surcharge.

• Inspection and penalties (Article 4.6.)

At the time of ticket inspection, unauthorised travellers who did not locate the inspector in accordance with point 4.4 may still travel validly upon immediate payment of a fixed penalty plus any payment shortfall.

For all trains, the amount of the fixed penalty depends on the fare distance of the journey and the type of offence. The penalties are stipulated in the Price list.

The fixed penalty is charged per traveller. If the traveller is unable or unwilling to pay the amount immediately and refuses to pay the fixed penalty, the inspector will issue a report of the offence. The traveller must within the statutory deadline:

- > either pay the amount of the penalty;
- > or submit a reasoned opposition to the SNCF, which will subsequently be passed to the Public Prosecutor.

If payment is not made within the statutory deadline and in the absence of opposition, the traveller shall be liable to prosecution in compliance with articles 529-3 to 529-5 of the French Code of Criminal Procedure.

Exchanging tickets: Definition and deadline - Volume 1 Section 5 -

• Definition and deadline (Article 5.1.)

An exchange involves the total or partial modification of the elements of the journey. A new ticket will be issued. For an e-ticket, a traveller exchanging the ticket is not required to print the new e-ticket confirmation (unless the ticket is exchanged on www.voyages-sncf.com, in which case reprinting is required). In this instance, the traveller shall be required to show the original e-ticket confirmation. Exchanges must be made no later than 60 days following the booking date or the date of first use of the ticket. After this, tickets are no longer exchangeable (or refundable, in accordance with point 6.2 of the Refunding section).

Special or more restrictive conditions may apply to certain fares.

Tickets may be exchanged at station ticket offices and

SNCF boutiques. Tickets purchased in approved travel agencies are also exchangeable in approved travel agencies, station ticket offices and SNCF boutiques. E-tickets may be exchanged on the website www.voyages-sncf.com, in station ticket offices and in SNCF boutiques, at approved travel agencies, via the Ligne Directe call centre and at automatic terminals.

• **Exchanging a ticket with a reservation (Article 5.2.)**

In booking-only trains (Article 5.2.1.)

Unless otherwise specified in the conditions governing the purchase of discounted fares, a ticket with a reservation may be exchanged:

> without charge (agency fee may apply) upon request, no later than the day before departure of the train, in any SNCF station or boutique or at the approved travel agency which issued the ticket;

> a fixed charge shall apply, per the Price list, when the request is made on the day of departure up to the time of departure;

> after the departure of the train, tickets are no longer exchangeable. However, the ticket may still be exchanged up to one hour following the departure of the train, subject to the fixed charge per journey and per person set out in the Price list, for the following train and for an identical journey or a journey included in the original journey. In this case, the exchange can only be made in SNCF stations and boutiques in the town of departure and not at travel agencies.

For e-tickets, the conditions of exchange are those applicable to the fare purchased.

In trains where reservations are optional (Article 5.2.2.)

Unless otherwise specified in the conditions governing the reduced price fare, a ticket with reservation may be exchanged:

> without charge prior to departure of the train,

> following the departure of the train, less 50% of the ticket value for Standard, Fréquence season ticket, and Militaire fares. A 100% charge will apply to the other Fares.

If the traveller holds a ticket with reservation which is valid for use on a train where reservation is optional, he/she can obtain a new reservation for a train where reservation is optional for the same journey until the end of the period of use indicated on the ticket, without changing his/her ticket. However, the traveller must pay for the new reservation.

Special condition for Pro fares for business customers: TGV Pro, TéoZ Pro, Lunéa Pro, Fréquence and Forfait season ticket holders (Article 5.2.3.)

Tickets issued for a booking only train can be exchanged

free of charge⁽¹⁾ until the scheduled departure time of the originally booked train. Tickets can also be exchanged free of charge using the mobile service (phone 3635) up to 30 minutes following the time of departure of the train. SNCF stations and boutiques in the place of departure will also exchange tickets free of charge up to 2 hours after departure of the train for an identical journey or a journey included in the original ticket. The replacement journey must be taken on the same day. Beyond this time, the tickets are no longer exchangeable.

(1) For 2nd class travel in peak periods, if the price of the TGV journey taken is greater than the price of the TGV journey for which the seat was originally booked, the difference will be payable. Season ticket holders will qualify for the applicable reduction.

Special conditions for Prem's fares and print-at-home tickets (Article 5.2.4.)

Prem's fares are not exchangeable. Print-at-home tickets are not exchangeable after issue.

• **Exchanging a ticket without reservation (Article 5.3.)**

A ticket without reservation may be exchanged free of charge prior to the start of its validity. During the period of validity, a ticket without reservation may be exchanged free of charge for a ticket with reservation or a smaller discount or for an upgrade, for all or part of the initial journey. A charge of 10% is applied to all other exchanges.

Refund: Definition and principles - Volume 1 Section 6 -

• **Definition and principles (Article 6.1.)**

This involves full cancellation of a ticket. For fully unused tickets, a refund may be requested:

> in any SNCF station or boutique if they were issued in a SNCF sales outlet. Refunds for e-tickets are available from SNCF ticket offices and boutiques; refunds are also possible on www.voyages-sncf.com and via the Ligne Directe call centre if payment was by credit card.

> refunds for tickets issued at an approved travel agency are only available at the agency of issue. However, for tickets with reservation, the booked seats may be made available again in an SNCF station or boutique and be reimbursed at a later date by the issuing travel agency.

The minimum refundable ticket price can be found in the Price list. Tickets costing less than this amount are not refundable.

Once the journey has been started, no part refunds are available if it is subsequently abandoned.

Special or more restrictive conditions may apply to certain discounted fares.

For e-tickets, the conditions of refund are those applicable to the fare purchased. Original tickets must be presented for a refund.

No duplicates or refunds will be provided for lost or stolen tickets.

• **Refund deadline (Article 6.2.)**

For qualifying fares, refunds are available up to 60 days following the booking date or the initial validity date of the ticket for trains on which reservations are optional or not available. After this 60-day period the tickets are no longer refundable.

Should, due to exceptional circumstances, the traveller be obliged to cancel his/her journey despite having already validated the ticket, he/she must request the refund immediately in the station where the ticket has just been punched. If the refund cannot be made immediately, the sales agent at the station will mark the ticket to enable a refund to be made at a later date.

• **Refund of a ticket with reservation (Article 6.3.)**

In booking-only trains (Article 6.3.1.):

Unless otherwise specified in the terms for reduced price tickets, a refund:

> is available free of charge if requested no later than the day before departure;

> incurs the fixed charge indicated in the Price list when it is requested on the day of departure and before the departure time of the train;

> is not available once the train has departed.

In trains on which reservation is optional (Article 6.3.2.):

Unless otherwise specified in the terms for reduced price tickets, a refund:

> is available free of charge if requested no later than the day of departure and prior to the departure time of the train;

> is available after the departure of the train, less 50% of the ticket value for Standard, Fréquence season ticket or Militaire fares. For other fares, tickets are no longer refundable.

Special Pro fare conditions for business customers (Article 6.3.3.)

> 'TGV Pro, TéoZ Pro, Lunéa Pro, Fréquence' Pro Fare:

A refund may be obtained free of charge for a ticket issued for travel on a booking-only train until the day of departure before the time of departure. Stations and boutiques in the town of departure will also issue a refund free of charge up to 2 hours after departure of the train.

> Season ticket package holders:

Before the time of departure of the train, reservations are refundable provided the refund amount is greater than the minimum indicated in the Price list. After departure of the train, reservations are no longer refundable.

Special condition for Prem's fares and print-at-home tickets (Article 6.3.4.)

Prem's fares are not refundable. Print-at-home tickets are refundable before being printed. Once issued, they are no longer refundable.

• **Refund of a ticket without reservation (Article 6.4.)**

A refund of a ticket without reservation will incur a 10% charge. This applies even when the customer has indicated a date of departure.

Luggage – Volume 4 -

• Acceptance of hand luggage (Article 4.2.)

Every item of luggage in the train must be able to be identified as belonging to a traveller. It must be clearly labelled with traveller's full name; any non-identified object shall be deemed suspect and may be destroyed by the security services. Persons not complying with this obligation shall be charged the fine set out in the Price list and not permitted to board the train.

Travellers may carry suitcases, travel bags and rucksacks as hand luggage provided they are packed, closed and of a size and weight to be carried and placed easily, without risk of damage, in the spaces reserved for luggage in traveller coaches. The restrictions and banned items stipulated in the French Decree of 22 March 1942 on

the Policing of the Railways, as subsequently amended, shall apply. Travellers must not, under any circumstances, prevent circulation in the aisles or access to the compartments and coaches on account of too many items of luggage or luggage which is too bulky.

The following are also accepted as hand luggage subject to the same conditions as described above. These are limited to one item per traveller in all trains, including TGVs:

- > cycles, providing they are folded or their wheels are removed and they can be contained in bags not exceeding 1.20 m x 0.90 m. Special conditions may apply to groups, however;
- > skis, prams/pushchairs;
- > wakeboards in a bag not exceeding 1.20 m x 0.90 m;

> manual or electric wheelchairs for persons with reduced mobility. These persons are authorised to keep the chair with them, even if they do not sit in it during the journey.

• Liability (Article 4.9.)

Hand luggage (Article 4.9.1.)

The SNCF cannot accept any responsibility for hand luggage carried. Travellers are responsibility for their own luggage, even if it is placed in luggage areas at the end or in the middle of a coach, unless a fault can be established. Furthermore, the SNCF shall only be liable for hand luggage and parcels lost while on the Railways if its negligence can be established and any compensation paid cannot exceed 50% of the amounts stipulated for each type of luggage item in article 5 Volume 6 Limit of liability