

## Terms&Conditions - International Travel

Valid from date: 2023-09-05

Terms&Conditions - International Travel

(Extract)

Table of Content

1.Extract from the Terms and Conditions of the Use of START Europa e-tickets purchased in the MÁV application or on MÁV-START's website.

2.Extract from the Terms and Conditions of the Use of Europa Flex e-tickets purchased in the MÁV application or on MÁV-START's website.

3. Extract from the Terms and Conditions of the Use of START Regio e-tickets purchased on MÁV-START'swebsite

4. Extract from the Terms and Conditions of the Use of START Regio AT e-tickets purchased on MÁV-START's website.

5. Extract from the Terms and Conditions of the Use of START Regio AT weekly- and monthly passes purchased on MÁV-START's website.

6. Extract from the Terms and Conditions of the Use of international tickets for night trains and conditions of the reimbursement of the IRT tickets and supplements purchased on MÁV-START's website

7. Conditions for International Bicycle tickets purchased on MÁV-START's website

Cases which are not regulated in the Extract, the applied international tariff regulations are valid, what are published on MÁV-START's website.

International ticket(s) purchased in the MÁV application or on the MÁV-START's website represent a separate contract.

## **1. Extract from the Terms and Conditions of the Use of START Europa e-tickets purchased in the MÁV application or on MÁV-START's website**

### **Description of the Offer:**

The offer is a single journey, point-to-point e-ticket that is registered to one passenger and non-transferable. During the ticket control the passengers' identity and the eligibility for the child discount has to be proved.

In case of buying a START Europa child discounted ticket on its own, the ticket is only valid if the child is travelling with an adult travelling with a START Europa ticket. One adult travelling with a START Europa discount may travel with up to three children holding a START Europa child ticket.

An e-ticket can only be purchased if the billing details are filled out for an electronic invoice.

### **Validity:**

Ticket purchased on the MÁV-START's website is valid for 2 days, the journey must start on the first day of the validity by the train(s) indicated on the ticket.

ticket purchased in the MÁV application is valid on the day and train indicated on the ticket

### **Presentation of the ticket:**

Ticket purchased on the MÁV-START's website:

#### **as a registered passenger:**

▶ as a PDF ticket (which was received in an email after the successful payment)

1. in printed form
2. on the screen of a suitable device
3. using the MÁV application by showing on the screen of a device running the application

#### **as a guest passenger (without registration)**

▶ as a PDF ticket (which was received in an email after the successful payment)

1. in printed form
2. on the screen of a suitable device.

#### **The refundable tickets purchased in the MÁV application can be presented :**

1. by using the MÁV application on the screen of a mobile phone running the application

#### **The non refundable tickets purchased in the MÁV application can be presented:**

1. using the MÁV application by showing on the screen of a device running the application
- ▶ as a PDF ticket (which was received in an email after the successful payment)
1. in printed form

2. on the screen of a suitable device

**The refundable and non-refundable START Europa RO and START Europa UA international tickets purchased in the MÁV application can be presented:**

1. using the MÁV application by showing on the screen of a device running the application

It is the passengers' responsibility to show their ticket in a required form at the ticket-control.

**Seat reservation:**

For ticket purchased on the MÁV-START's website seat reservation can be purchased for €1, occasionally for €3 for trains that have seat reservation available or mandatory

with ticket purchased in the MÁV application the passenger automatically gets a reserved seat without any extra costs

The business class supplement costs €15.

**Refund:**

The refundability of START Europa ticket purchased on the MÁV-START's website is indicated by a green "check mark" when the offer is selected, in case of a red "X" sign the ticket is non refundable.

1. as a registered passenger the refund process must be initiated on the MÁV-START's website or through the MÁV application
2. as a guest passenger (without registration) the refund process must be initiated through e-mailing [informacio@mav-start.hu](mailto:informacio@mav-start.hu) or calling [MÁVDIREKT](tel:0630444444)

START Europa ticket purchased in the MÁV application shows its refundability on the screen at the time of purchasing the offer.

The refund process must be initiated on the MÁV-START's website or through the MÁV application

The refundable START Europa offer can be refunded prior to the first day of validity.

**Withheld handling fee:**

The handling fee is 10% of the refundable amount of the ticket, but minimum €5 and maximum €30 per passenger.

The business class supplement can be refunded:

- up to the first day of validity €4 handling fee
- on the traveling day, cancelled up to the train's departure time €7,5 handling fee

In case when the price of the ticket does not reach the value of the minimum handling fee, the ticket cannot be refunded.

The costs of a seat reservation cannot be refunded.

**2. Extract from the Terms and Conditions of the Use of Europa Flex e-tickets purchased in the MÁV application or on MÁV-START's website**

**Description of the Offer:**

The Offer is a single journey, point-to-point e-ticket that is registered to one passenger and non-transferable. During the ticket control the passengers' identity, in case of using a discount and for the child discount the eligibility has to be proved.

An e-ticket can only be purchased if the billing details are filled out for an electronic invoice.

**Validity:**

Ticket purchased on the MÁV-START's website can be used for any train during its validity period, indicated on the ticket as long as it was not purchased for a train with mandatory seat reservation.

Ticket purchased in the MÁV application is valid on the day and train indicated on the ticket.

### **Presentation of the ticket:**

Ticket purchased on the MÁV-START's website:

#### **as a registered passenger:**

- ▶ as a PDF ticket (which was received in an email after the successful payment)
  1. in printed form
  2. on the screen of a suitable device.
  3. using the MÁV application, by showing on the screen of a device running the application

#### **as a guest passenger (without registration)**

- ▶ as a PDF ticket (which was received in an email after the successful payment)
  1. in printed form
  2. on the screen of a suitable device.

Ticket purchased in the MÁV application can be presented:

1. using the MÁV application by showing on the screen of a device running the application

It is the passengers' responsibility to show their ticket in a required form at the ticket-control.

### **Seat reservation:**

For ticket purchased on the MÁV-START's website seat reservation can be purchased for €1, occasionally for €3 for trains that have seat reservation available or mandatory

with ticket purchased in the MÁV application the passenger automatically gets a reserved seat without any extra costs

The business class supplement costs €15.

### **Refund:**

Ticket purchased on the MÁV-START's website :

1. as a registered passenger the refund process must be initiated on the MÁV-START's website or through the MÁV application
2. as a guest passenger (without registration) the refund process must be initiated through e-mailing [informacio@mav-start.hu](mailto:informacio@mav-start.hu) or calling [MÁVDIREKT](#)

Ticket purchased in the MÁV application :

1. the refund process must be initiated on the MÁV-START's website or through the MÁV application.

The offer can be refunded prior to the first day of validity.

### **Withheld handling fee:**

The handling fee is 10% of the refundable amount of the ticket, but minimum €5 and maximum €30 per passenger.

Withheld handling fee for business class:

1. up to the first day of validity with €4
2. on the traveling day, cancelled up to the train's departure time with €7,5

In case when the price of the ticket does not reach the value of the minimum handling fee, the ticket cannot be refunded.

The costs of a seat reservation cannot be refunded.

### **3.Extract from the Terms and Conditions of the Use of START Regio e-tickets purchased on MÁV-START's website**

#### **Description of the Offer:**

The Offer is a single journey, point-to-point e-ticket that is registered to one passenger and non-transferable. During the ticket control the passengers' identity and the eligibility for the child discount has to be proved.

An e-ticket can only be purchased if the billing details are filled out for an electronic invoice.

#### **Validity:**

The e-ticket can be used for any train during its validity period indicated on the ticket.

#### **Presentation of the ticket:**

##### **as a registered passenger:**

- ▶ as a PDF ticket (which was received in an email after the successful payment)
- 1. in printed form
- 2. on the screen of a suitable device.
- 3. using the MÁV application, by showing on the screen of a device running the application

##### **as a guest passenger (without registration):**

- ▶ as a PDF ticket (which was received in an email after the successful payment)
- 1. in printed form
- 2. on the screen of a suitable device.

It is the passengers' responsibility to show their ticket in a required form at the ticket-control.

**Refund:**

Ticket purchased on the MÁV-START's website :

1. as a registered passenger the refund process must be initiated on the MÁV-START's website or through the MÁV application
2. as a guest passenger (without registration) the refund process must be initiated through e-mailing [informacio@mav-start.hu](mailto:informacio@mav-start.hu) or calling [MÁVDIREKT](#)

The offer can be refunded prior to the first day of validity.

**Withheld handling fee:**

The handling fee is 10% of the refundable amount of the ticket, but minimum €5 and maximum €30 per passenger.

In case when the price of the ticket does not reach the value of the minimum handling fee, the ticket cannot be refunded.

The costs of a seat reservation cannot be refunded.

**4. Extract from the Terms and Conditions of the Use of START Regio AT e-tickets purchased on MÁV-START's website**

**Description of the Offer:**

The offer is a single journey, point-to-point e-ticket that is registered to one passenger and non-transferable. During the ticket control the passengers' identity, in case of using a discount and for the child discount the eligibility has to be proved.

An e-ticket can only be purchased if the billing details are filled out for an electronic invoice.

**Validity:**

The START Regio AT e-ticket can be used for any EURegio train during its validity period indicated on the ticket.

### **Presentation of the ticket:**

#### **as a registered passenger:**

- ▶ as a PDF ticket (which was received in an email after the successful payment)
- 1. in printed form
- 2. on the screen of a suitable device.
- 3. using the MÁV application, by showing on the screen of a device running the application

#### **as a guest passenger (without registration)**

- ▶ as a PDF ticket (which was received in an email after the successful payment)
- 1. in printed form
- 2. on the screen of a suitable device.

It is the passengers' responsibility to show their ticket in a required form at the ticket-control.

### **Seat reservation:**

For EURegio trains seat reservation cannot be purchased.

### **Bicycle :**

Can be transported with a €1 bicycle ticket.

### **Refund:**

1. as a registered passenger the refund process must be initiated on the MÁV-START's website or through the MÁV application
2. as a guest passenger (without registration) the refund process must be initiated through e-mailing [informacio@mav-start.hu](mailto:informacio@mav-start.hu) or calling [MÁVDIREKT](tel:0630444444)

The offer can be refunded prior to the first day of validity.

The costs of the bicycle ticket cannot be refunded.

**Withheld handling fee:**

The handling fee is 10% of the refundable amount of the ticket, but minimum €5 and maximum €30 per passenger.

In case when the price of the ticket does not reach the value of the minimum handling fee, the ticket cannot be refunded.

**5. Extract from the Terms and Conditions of the Use of START Regio AT weekly- and monthly passes purchased on MÁV-START 's website**

**Description of the Offer:**

The START Regio AT weekly/monthly pass is registered to one passenger, non-transferable. An unlimited number of journeys are permitted to its owner on the indicated route. During the ticket control the passengers' identity, in case of using a discount and for the child discount the eligibility has to be proved.

The offer can be bought only with registration.

An e-ticket can only be purchased if the billing details are filled out for an electronic invoice.

**Validity:**

The START Regio AT weekly/monthly pass can be used for any train during its validity period indicated on the ticket.

**Presentation of the ticket:**

1. using the MÁV application, by showing on the screen of a device running the application

It is the passengers' responsibility to show their ticket in a required form at the ticket-control.

**Seat reservation:**

Seat reservation can be purchased for €1 for trains that have seat reservation available or mandatory.

#### **Bicycle :**

On the MÁV START website bicycle ticket can be purchased only for EURegio trains for 1€.

#### **Refund:**

1. the refund process must be initiated on the MÁV-START's website or through the MÁV application

The offer can be refunded prior to the first day of validity.

The costs of the seat reservation and the bicycle ticket cannot be refunded.

#### **Withheld handling fee:**

The handling fee is 10% of the refundable amount of the ticket, but minimum €5 and maximum €30 per passenger.

In case the price of the ticket does not reach the value of the minimum handling fee, the ticket cannot be refunded.

### **6. Extract from the Terms and Conditions of the Use of international tickets for night trains and conditions of the reimbursement of the IRT tickets and supplements purchased on MÁV-START's website**

#### **Description of the Offer:**

The Offer is a single journey, point-to-point IRT ticket (Including Reservation Ticket) that is registered to one passenger and non-transferable. During the ticket control the passengers' identity, in case of using a discount and for the child discount the eligibility has to be proved.

An e-ticket can only be purchased if the billing details are filled out for an electronic invoice.

#### **Validity:**

The IRT ticket can be used only on the day and train indicated on the ticket.

#### **Presentation of the ticket:**

### **as a registered passenger:**

- ▶ as a PDF ticket (which was received in an email after the successful payment)
  1. in printed form
  2. on the screen of a suitable device.
  3. using the MÁV application, by showing on the screen of a device running the application

### **as a guest passenger (without registration)**

- ▶ as a PDF ticket (which was received in an email after the successful payment)
  1. in printed form
  2. on the screen of a suitable device.

It is the passengers' responsibility to show their ticket in a required form at the ticket-control.

### **Refund:**

The refundability of the ticket is indicated by a green "check mark" when the offer is selected, in case of a red "X" sign the ticket is non refundable.

1. as a registered passenger the refund process must be initiated on the MÁV-START's website or through the MÁV application
2. as a guest passenger (without registration) the refund process must be initiated through e-mailing [informacio@mav-start.hu](mailto:informacio@mav-start.hu) or calling [MÁVDIREKT](#)

The offer can be refunded prior to the first day of validity.

### **Withheld handling fee for refundable tickets, seat couchette and sleeping car supplements:**

1. at least 8 days before the train's departure: 10% handling fee, but min. €5/place/night
2. 1-7 days before of the train's departure: 50% handling fee, but min. €15/place/night
3. on the day of the train's departure and onwards : no refund

In case when the price of the ticket does not reach the value of the minimum handling fee, the ticket cannot be refunded.

## **7. Conditions for International Bicycle tickets purchased on MÁV-START's website**

Conditions applied for bicycles transported in passenger's custody are regulated in the SCIC-NRT published on the MÁV-START's website.

**Please note that the International bicycle ticket received on e-mail must be printed and attached to the bicycle!**

**Presentation of further tickets:**

**as a registered passenger:**

- ▶ as a PDF ticket (which was received in an email after the successful payment)
  1. in printed form
  2. on the screen of a suitable device.
  3. using the MÁV application, by showing on the screen of a device running the application

**as a guest passenger (without registration)**

- ▶ as a PDF ticket (which was received in an email after the successful payment)
  1. in printed form
  2. on the screen of a suitable device

It is the passengers' responsibility to show their ticket in a required form at the ticket-control.

## **Refund**

The refund of a non-used or partially used bicycle ticket is not possible.