

### 1 SERVICES

#### 1.1 Services

Snälltåget provides the following transport services:

- Seating 2<sup>nd</sup> Class "Cheapy"
- Seating 1<sup>st</sup> Class
- Private compartment 2<sup>nd</sup> Class
- Private compartment 1<sup>st</sup> Class
- Couchette
- Couchette Cheapy
- Private couchettes compartment (6 berths)
- Private couchettes compartment Cheapy(6 berths)

Available services on each train are indicated on the internet booking page.

#### 1.1.1 Couchettes/ Private couchette compartment

A couchette is intended for one person. However,

- one adult and one child under 10 years old, or
- two children, if one of the children is under 10 years old

are allowed to share a couchette.

Children with their own couchette must pay a child supplement.

#### 1.1.2 Alighting and wake-up service

Snälltåget provides no wake-up service or reminders to passengers travelling in the seating sections of the train. Passengers themselves are responsible for getting off at their correct destination.

### 1.2 Fares and booking fee

In addition to the ticket price a booking fee is charged. The price of the booking fee depends on where the ticket is purchased.

### 1.3 Discounts

Snälltåget applies a minimum price level, which can make the discounts specified below lapses completely.

#### 1.2.1 Family Offer

Adult with a ticket for seat 2<sup>nd</sup> Class Cheapy, Couchette or Couchette Cheapy may bring one or two children under 16 years at a reduced price.

#### 1.2.2 Group Travel

At least ten adults, seniors, youths or students who are travelling together can get a group discount. Combinations with other discounts are not possible. For a group travel discount to apply:

- the group must all travel together on the same journey in the same service and
- the trip must be paid at least 30 days before departure.

#### 1.2.3 Seniors

Seniors have up to 150 SEK reduction on 2<sup>nd</sup> Class Cheapy, Couchette and Couchette Cheapy. Senior discounts cannot be combined with other discounts. Senior discounts are given to persons 60 years and older and to sickness and disability pensioners with a written certificate from the Swedish Social Insurance Agency. Valid documents and ID should be shown on request.

#### 1.2.4 Students

Students carrying an approved student card and valid identification have up to 150 SEK reduction on 2<sup>nd</sup> Class Cheapy, Couchette and Couchette Cheapy.

Only the following student cards give discounts:

- Mecenatkortet
- Studentkortet
- ISIC-kortet

Only a Mecenatkort and Studentkortet with SJ's logo printed on the card gives a discount.

#### 1.2.5 Youths

Passengers under the age of 26 are entitled to a maximum 150 SEK reduction on 2<sup>nd</sup> Class Cheapy, Couchette and Couchette Cheapy. Valid ID must be shown on request to Snälltåget. Youth reductions cannot be combined with other discounts.

### 2 TICKETS

#### 2.1 Snälltåget tickets

Terms and conditions indicated in these documents are valid for all ticket types and tickets issued by Snälltåget, including season tickets. Tickets must have the form and content, and in all other aspects the general appearance specifically prescribed by Snälltåget for the tickets in question.

All Snälltåget's tickets are strictly personal and not transferable. Passport or a valid ID-card is needed for transport. A national ID card is an ID card issued by the competent authority in each EU Member State. LMA-card received by the Swedish Migration Agency is also valid as an ID-card for domestic transports.

Snälltåget uses paper tickets, e-tickets, mobile phone tickets, self-printed tickets and travel passes.

##### 2.1.1 Paper ticket

Passengers are required to carry, show on request, and conserve their paper ticket throughout their entire train journey.

##### 2.1.2 E-ticket

An e-ticket is issued to a named individual. Passengers who buy an e-ticket will receive a confirmation e-mail with booking information sent to their self-designated e-mail address. Passengers should, but are not obliged to, bring along their booking information. Passengers are required to give their personal ID number and present a valid ID document to accompanying train staff when requested.

##### 2.1.3 Mobile phone ticket

A mobile phone ticket is issued to a named individual. Passengers who buy a mobile phone ticket will receive a confirmation message with booking information sent to their self-designated mobile phone number at the earliest 24 hours before departure.

Passengers are required to show their mobile phone with the SMS ticket, indicate their personal ID number and present a valid ID

document to accompanying train staff when requested.

##### 2.1.4 Self printed ticket

A self-printed ticket is issued to a named individual. The ticketholder is required to present an exact transcript of their self-printed ticket together with a valid ID document when requested by accompanying train staff.

#### 2.2 International pass

A valid Interrail Pass and Eurail Pass can be used on all Snälltåget trains in Sweden in 1<sup>st</sup> and 2<sup>nd</sup> class seats and couchettes.

Interrail and Eurail passes are strictly personal. Passengers travelling on an Interrail pass must carry their pass throughout their train journey and present the pass together with valid ID when requested by accompanying train staff.

All trains requires a surcharge that includes a reserved seat.

#### 2.3 travel tickets issued by tour operator

Ticket Rules pursuant to paragraph 2.1 shall apply unless otherwise agreed by Snälltåget and the tour operator, appearing in the passenger ticketing.

#### 2.4 Seat reservations

Snälltåget has only departures with compulsory reservation. Seat reservations are included in the fare.

#### 2.5 Purchase of tickets on board

If places are available, it is possible to buy a ticket on the train. When travelling on a train with mandatory seat reservations, passengers must always contact the train staff before boarding. Tickets purchased on the train are paper tickets and passengers are required to conserve their ticket for their entire train journey. Tickets purchased on the train gives no guarantee to a specific seat on the train.

For on board ticket purchases Snälltåget accepts cash payment in SEK, DKK, NOK, EURO bank notes or Mastercard and Visa credit cards (not Visa Electron cards).

### **2.6 Refunds / cancellations**

Snälltåget general policy is that we do not give ticket refunds. However for a supplement paid at the same time as the ticket purchase, some tickets can be rendered refundable.

Cancellation of refundable seating tickets must be made at latest before departure.

Cancellation of refundable couchette compartment tickets must be made at least the day before departure.

Travel passes and tickets purchased on board the train are not refundable.

Booking fees and supplements paid to render a ticket refundable are not themselves refundable.

### **3 GENERAL CONDITIONS**

Snälltåget General Conditions for rail travel are part of the contract between the passenger and Snälltåget.

General Conditions for rail travel are available on [www.snalltaget.se](http://www.snalltaget.se) and at Customer Support tel. 0771 26 00 00