

### 1 SERVICES

#### 1.1 Services

Snälltåget provides the following transport services:

##### Day train services

- Seat
- Comfort Seat
- Private Compartment
- Private Compartment Comfort

##### Night train services

- Seat
- Berth in Couchette
- Private Compartment
- Private Compartment Family
- Private Compartment Comfort

Private Compartment has 6 seats/berths.

Available services on each train are indicated on the online booking system.

##### 1.1.1 Berth in Couchette

When traveling in Berth in Couchette you will share a compartment with other passengers that may board and disembark the train at other stations than yourself. All compartments are mixed; there are no men or ladies compartments.

##### 1.1.2 Alighting and wake-up service

Snälltåget provides no wake-up service or reminders to passengers travelling with daytrains. 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 lapse completely.

##### 1.2.1 Family Offer

An adult with a ticket for 2<sup>nd</sup> Class or Berth in Couchette may bring one or two children under the age of 16 years at a reduced price.

All children must have a valid ticket. In the night trains however, children under 7 years may share a berth with another passenger without a ticket for the child.

Private Compartment Family requires at least two people, whereof one adult and one child under the age of 16 years.

There are special regulations for Private Compartment Family. Alcoholic beverages are not allowed and after 21:00 hours passengers must be quiet enough to allow other passengers to sleep.

##### 1.2.2 Group Travel

At least 10 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 in discount for price levels 2nd Class and Berth in Couchette. 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 must be shown on request.

##### 1.2.4 Students

Students carrying an approved student card and valid identification have up to 150 SEK discount for price levels 2nd Class and Berth in Couchette.

Only the following student cards give discounts:

- Mecenatkortet
- Studentkortet
- ISIC-kortet

### 1.2.5 Youths

Passengers under the age of 26 have up to 150 SEK discount for price levels 2nd Class and Berth in Couchette. Valid ID must be shown on request. Youth discounts 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. 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. Passengers are obliged to present a valid ID document to the train staff when requested. 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. Children under the age of 16 years accompanied by a parent or guardian are not subject to identification requirements. In case of doubt, the child should have a valid identification.

Snälltåget uses paper tickets, e-tickets (Snälltåget or PDF), mobile phone tickets and travel passes.

#### 2.1.1 Paper ticket

Passengers are required to keep their paper ticket for the whole of their journey and show it on request.

#### 2.1.2 Snälltåget E-ticket

Passenger with a Snälltåget E-ticket will receive a booking confirmation with booking details sent to his or her e-mail directly after booking. The passenger must show the booking confirmation in digital or printed form to the train crew.

#### 2.1.3 Mobile phone ticket

Passenger with a mobile phone ticket will receive a SMS ticket 24 hours before departure. Passengers are required to show their mobile phone with the SMS ticket to the train crew.

#### 2.1.4 E-ticket (PDF)

Passenger with a E-ticket (PDF) will receive a ticket in a PDF-file sent to his or her e-mail after booking. The Passenger shall present the PDF-file in digital or printed form for the train crew.

### 2.2 International pass

A valid Interrail Pass and Eurail Pass can be used on all Snälltåget trains with a correctly specified journey in the travel diary.

Interrail and Eurail passes are strictly personal. Passengers travelling on an Interrail pass must keep their pass for the whole of their journey and show the pass and valid photo identification on request.

All trains require 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

All Snälltåget departures have 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. 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 board do not guarantee 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, tickets can be rendered refundable.

Cancellation of refundable tickets in day train services must be made before departure. 75 % of the ticket price will be refunded.

Cancellation of refundable tickets in night train services must be made no later than the day before departure. 75 % of the ticket price will be refunded. For Private Compartment, Private Compartment Comfort and Private Compartment Family 90 % will be refunded if the ticket is cancelled 45 days before departure.

Travel pass reservations and tickets purchased on board the train are not 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. +46 771 26 00 00