

Ways of Using and Returning the Riga Single Ticket (RST)

	Refunded to passenger , EUR
1. The Riga Single Ticket shall be deemed to have been used in the following cases:	
1.1. both the PV and RS parts of the ticket are authorised 1.2. only the PV part of the ticket is authorised 1.3. only the RS part of the ticket is authorised	0.00
2. Returning tickets:	
2.1. The passenger shall return the ticket no later than 2 hours before the start of the ticket validity period 2.2. A passenger who misses a passenger train due to illness or force majeure shall submit an application within 3 (three) days after the expiry of the ticket validity period.	75% of 2.00 (1.50)
3. Returning tickets due to train delay or cancellation:	
3.1. The passenger has the right to refuse the use of the Riga Single Ticket (<i>journey on the train and Riga public transport</i>) by submitting an application to the PV before the expiry of the validity period of the Single Ticket <i>if the passenger has not authorised any part of the Riga Single Ticket and:</i> 3.1.1 departure of the train is delayed by more than 15 minutes compared to the scheduled time of departure on the train timetable, or 3.1.2 the train is cancelled due to the fault of the PV	100% of 2.00
3.2. The passenger has the right to refuse the train journey by submitting an application to the PV before the expiry of the validity period of the Single Ticket if the passenger has only authorised the RS part of the ticket before the train journey and: 3.2.1. departure of the train is delayed by more than 15 minutes compared to the scheduled time of departure on the train timetable, or 3.2.2. the train is cancelled due to the fault of the PV.	50% of 2.00 (1.00)
4. Due to system malfunctions (for reasons beyond the passenger's control) - for example, the passenger has paid for the Riga Single Ticket but has not receive it.	100% of 2.00
5. In cases where the RS has not been able to ensure that the PV is informed in time about free travel on RS transport and the passenger has had the opportunity to purchase the RST in advance, <i>including where the PV has not been able to ensure that the ST cannot be purchased</i> , the passenger shall be entitled to a refund of the RS part of the ticket by submitting an application to the PV (see also Clauses 2.2, 2.3 of the Contract)	50% of 2.00

RS - RP SIA "Rīgas satiksme"

PV - AS "Pasažieru vilciens"