

## 5. Procedures for returning and rebooking tickets

41. Unused or partially used tickets may be returned in accordance with the Cabinet Regulation of 28 August 2012 No. 599 "Procedures for Provision and Use of Public Transport Services" and Regulation (EU) 2021/782 of the European Parliament and of the Council.
42. If the passenger does not use the purchased one-way ticket, day ticket or baggage ticket, the passenger has the right to return it to the ticket office and receive a refund of **75%** if the ticket is returned not later than 2 (two) hours before the start of the ticket's validity period. **Less than 2 (two) hours before the start of the ticket's validity period, the ticket will not be accepted and refunded.**
43. If the passenger does not use the purchased timed ticket, he/she has the right to return it to the ticket office (presenting a purchase receipt of the timed ticket) and receive a refund in the following amount:
  - 43.1. **90%** of the timed ticket price if the ticket is returned to the ticket office before the start of the ticket's validity period;
  - 43.2. **75%** of the timed ticket price for the remaining unused time if the ticket is returned to the ticket office during the ticket's validity period.
44. The passenger has the right not to go on a train trip until the end of the ticket's validity period by returning the ticket and baggage ticket to the ticket office, as well as to receive a full refund of the train fare and hand baggage fare if:
  - 44.1. departure of the train is delayed by more than 15 minutes compared to the scheduled time of departure on the train timetable;
  - 44.2. the trip is cancelled due to the fault of the carrier;
  - 44.3. the passenger is not provided with a possibility to occupy the seat indicated on the ticket or an equivalent seat indicated by the ticket inspector;
  - 44.4. a train with a higher quality of service for a larger fare is replaced with a train with a lower quality of service.
45. A passenger who has missed a passenger train due to illness or force majeure (e.g., natural disaster, accident) has the right to return the unused ticket to the ticket office within 3 (three) days after the ticket expiry date and receive an equivalent ticket on the same route for the same price. If the passenger does not wish to receive another ticket, the unused ticket may be returned to the ticket office and refunded in the amount of 75% of the fare and baggage fare. Illness or force majeure shall be verified by a statement issued by a medical treatment institution or a document certifying the relevant event issued by another authority.
46. Lost or damaged (e.g. torn, burnt, corrected) tickets and baggage tickets are not renewed and refunded.
47. If a passenger is asked to get off the train due to being under the influence of alcohol, narcotic or toxic substances and violating public order, or if prohibited items have been found in the passenger's baggage, the passenger is not entitled to compensation for the unused (partially used) ticket and baggage ticket.
48. One-way tickets, baggage tickets and timed tickets shall be returned to any ticket office or, by filling in a refund application form, at the Vivi Customer Service Centre in Riga, Stacijas laukums 2, or electronically on the website [www.vivi.lv](http://www.vivi.lv).
49. An application regarding any area of responsibility of AS "Pasažieru vilciens", including a claim for compensation or reimbursement (the claim for compensation or reimbursement shall be signed by hand or with a secure electronic signature), may be submitted through any of the following communication channels:
  - 49.1. in person at the Vivi Customer Service Centre or to the ticket office cashier;
  - 49.2. on the official website under "Contacts" - "Contact us" by filling in the contact form <https://www.vivi.lv/lv/kontakti/>;
  - 49.3. by direct mail of the officially registered accounts on social networking websites;
  - 49.4. by post to the registered office of AS "Pasažieru vilciens": Pērses iela 8, Rīga, LV-1011, Latvia.

50. If a passenger does not use a ticket purchased electronically on the official website of AS "Pasažieru vilciens" [www.vivi.lv](http://www.vivi.lv) or in the mobile application "Vivi Latvija", he/she has the right to receive a fare for travel and/or baggage carriage by submitting a relevant application at any ticket office or the Vivi Customer Service Centre. If the application cannot be submitted at a ticket office or the Customer Service Centre, it can be completed electronically and sent by e-mail to [vilciens@info.vivi.lv](mailto:vilciens@info.vivi.lv). The rules for the purchase, use and return of electronic tickets are available on Vivi's website <https://www.vivi.lv/lv/biletes/e-bilete/>.
51. If a passenger does not use a ticket purchased electronically from a ticketing service provider, he/she shall apply to the ticketing service provider concerned for the return of the ticket.