

Thalys Terms and Conditions of Carriage

THALYS



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CONTENTS

DEFINITIONS.....	4
PART 1	7
PART 2	9
2.1. Acceptance of Thalys Terms and Conditions of Carriage	10
2.2. Ticket reservations and conditions of use	10
2.3. Ticketless reservations and conditions of use.....	10
2.3.1. Preamble	10
2.3.2. Purpose of the Service.....	10
2.3.3. Conditions of access.....	11
2.3.4. Restrictions and scope	11
2.3.5. Booking confirmation.....	11
2.3.6. Disputes related to Ticketless use	11
2.3.7. Liability	11
2.4. Purchase	11
2.4.1. Purchases in Germany:	12
2.4.2. Purchases in France:.....	12
2.4.3. Purchases in Belgium:	12
2.4.4. Purchases in the Netherlands:	13
2.4.5. Use of Thalys Vouchers and e-Vouchers	13
2.5. Checking the ticket and managing irregular situations	13
2.6. Availability and over-booking.....	14
2.7. Exchanges and refunds	15
2.8. Carriers' liability.....	16
2.8.1. Liability in case of physical injury to persons.....	16
2.8.2. Liability in the event of damage to personal property	17
2.8.3. Liability in the event of failure to observe the timetables: policy in the event of delays, missed connections and cancellations.....	17
2.9. Minors	18
2.10. Persons with disabilities.....	18
2.11. Travelling with pets.....	19
2.12. Luggage.....	20
2.13. Sundry restrictions	21
2.14. Onboard WiFi connectivity for all Passengers	22
2.15. Services for professional or frequent Passengers.....	22
2.16. Complaints	23
2.16.1. Claims for delay, missed connection or cancellation.....	23

2.16.2 Claim in case of personal physical injury	23
2.16.3. Sundry stipulations.....	23
2.17. Entirety and severability of the clauses.....	24
PART 3	25
3.1. Scope of application	26
3.3 Options.....	28
3.4 Children	32
3.5 Prices and Conditions.....	33
3.6 Exchanges and refunds	33

DEFINITIONS

For the purposes of these Thalys Terms and Conditions of Carriage,

- “IATA/ATB Ticket” means a paper ticket with magnetic strip, on which certain information is provided.
- “Home-print ticket” means a ticket ordered via a website listed in article 2.2. of these Thalys Terms and Conditions of Carriage, printed on A4 paper in portrait format with a laser or ink jet printer and presented exclusively on this media, together with the Passenger’s identity document, at the time of control. The printed ticket is nominative, personal and non-transferable. It is the only ticket available for Thalys service in connection departing from or arriving in London.
- “Irregularity report” refers to the document compiled by the Train Manager, a copy of which is delivered to the Passenger if the latter is in an irregular situation on board (tariff irregularity, fraud, inappropriate behaviour, etc.).
- “e-Voucher” means an electronic compensation voucher issued by Thalys Customer Service and usable on thalys.com and thalysthecard.com.
- “Administrative fees” means, according to case:
 - o The amount owed to the distributor for drawing up a transport contract in a point of sale (call centres, agencies);
 - o Or the amount of the costs related to the drawing up of an Irregularity report by the Train Manager (in addition to the amount payable for regularization).
- “Mobile Ticket” means a Ticketless media on mobile phone.
- “Thalys” means the high-speed passenger transport service present in Belgium, France, Germany and the Netherlands, as well as the different brands and distinctive signs linked to this service.
- “Thalys International” means the Belgian limited liability co-operative company whose registered office is located at Place Marcel Broodthaers, 4 in 1060 Brussels (VAT registration BE 0455.370.557, BTR Brussels) and which is the company responsible for developing and defining the implementation of policies for services offered to Passengers on Thalys high-speed trains in order to increase the economic activity of SNCF (Société Nationale des Chemins de fer Français – French Railways) and SNCB (Société Nationale des Chemins de fer Belges – Belgian Railways).
- “THI Factory” means the Belgian public limited liability company, whose head office is located at Place Marcel Broodthaers, 4 in 1060 Brussels (VAT registration BE 0541.696.005, BTR Brussels), which, on the basis of a rail operating licence, and a safety certificate and various partnerships, operates and distributes, directly or indirectly, international and national high speed passenger transport services in Belgium, France, Germany and the Netherlands as well as ancillary, complementary or annex services.
- “Ticketless” means a paperless travel ticket confirmed by the trip information recorded electronically.
- “Train Manager” means the head of the train, responsible in particular for control and safety on board.

- “Carrier(s)” refers individually or collectively to the railway undertakings that operate the Thalys transport service and with which the transport contract is agreed, viz.:
 - o NS Internationaal B.V for the part of the trip in the Netherlands as subsequent carrier within the meaning of article 3 a) of the Uniform Rules concerning the Contract of International Carriage of Passengers by Rail (RU CIV) developed within the International Rail Transport Committee (CIT);
 - o THI Factory for the part of the trip in Belgium and France;
 - o THI Factory for the part of the trip in Germany, given that THI Factory will entrust SNCF Voyages Deutschland GmbH with the provision of transport on German territory as a substitute carrier within the meaning of article 3 b) of the Uniform Rules concerning the Contract of International Carriage of Passengers by Rail (RU CIV) developed within the International Rail Transport Committee (CIT).

- “Voucher” means a paper compensation voucher issued by Thalys Customer Service and usable in the station.

- “Passenger” means any person travelling on a Thalys train.

PART 1

THE TRANSPORT CONTRACT

The transport contract referred to in the terms herein is agreed between the Carriers and the Passenger and is governed by the following, in descending order of importance:

1. Regulation (EC) no. 1371/2007 of the European Parliament and of the Council of 23 October 2007 on rail Passengers' rights and obligations ("PRR"): <http://eur-lex.europa.eu/legal-content/FR/TXT/?uri=celex:32007R1371>
2. the Uniform Rules concerning the Contract of International Carriage of Passengers by Rail developed within the International Rail Transport Committee (CIT) ("**RU CIV**"): <http://www.cit-rail.org/fr/droit-du-transport/cotif/>;
3. the present Thalys Terms and Conditions of Carriage;
4. by the General Conditions of Carriage for Rail Passengers developed within the International Rail Transport Committee (CIT) ("**GCC-CIV/PRR**"): Their content can be viewed in French, English and German on the CIT website at: <http://www.cit-rail.org/fr/voyageurs/produits-du-cit/>.

The transport contract referred to herein covers all transport carried out with Thalys, excluding any journey carried out with another means of transport (other rail operator, aircraft, bus, tram, metro, taxi, car, etc.), or by foot. Consequently, the transport contract referred to herein does not cover the transfer journey, even if it was between the stations in a same agglomeration unless such a journey is expressly provided for by these Thalys General Terms and Conditions of Carriage

PART 2

TICKETS

The transport contract is confirmed by one or more tickets issued on paper or electronic media. The ticket materialises the transport contract, unless otherwise indicated. Paper and electronic tickets provide proof, until demonstrated otherwise, of the existence and content of the transport contract. With respect to electronic tickets, this provision is only applicable if the Passenger can provide the information recorded electronically, as specified in Article 2.5.1 hereof.

2.1. Acceptance of Thalys Terms and Conditions of Carriage

By purchasing a Thalys ticket by any means whatsoever, and/or by using the Thalys transport service, the Passenger unconditionally accepts the present Thalys Terms and Conditions of Carriage.

2.2. Ticket reservations and conditions of use

To travel by Thalys, Passengers must be in possession of a ticket with a reservation issued in anyone of the following formats: IATA/ATB ticket, home-printed ticket, Ticketless (see, in this respect, the provisions of Article 2.3. below).

A seat reservation is compulsory. The Passenger is obliged to occupy this seat within 15 minutes after departure of the train from the original station for which the reservation was made, at the risk of losing his right to a seat and, if applicable, have his situation normalized in accordance with article 2.5. hereof.

When a Passenger boards a Thalys train without a ticket with seat reservation for that train, he must immediately find the Train Manager to adjust his ticket.

Passengers can request the seat, or seats, they want to reserve via certain sales channels. Seats are allocated based on availability.

Tickets can only be used for a single trip on the date, in the train for origin-destination and in the comfort class indicated. Under certain conditions and subject to availability, some fares do, however, allow Passengers to travel in a different Thalys train on the same day and for the same origin-destination.

When buying a ticket, Passengers must double-check the price, dates, times, itinerary and origin-destination of the ticket they order.

2.3. Ticketless reservations and conditions of use

2.3.1. Preamble

Thalys International has created and manages with THI Factory a service for the Passengers called Ticketless (hereinafter referred to as the “Service” or “Ticketless”). Any person asking for access to the Service is deemed to have unconditionally accepted the conditions of the Service which are part of the Thalys Terms and Conditions of Carriage.

2.3.2. Purpose of the Service

A Ticketless allows customers wishing to make one or more trips on Thalys trains to travel without a physical ticket, subject to the terms and conditions set out below. The common name

for a Ticketless is “virtual ticket”. It replaces traditional paper tickets. The underlying transport contract only exists in electronic form and information about the journey (Passenger’s name, date and time of the trip, departure and arrival stations, comfort class etc.) are recorded in an electronic format that can be consulted in various ways and inspected in accordance with Article 2.5. below.

2.3.3. Conditions of access

The Service is only accessible to Passengers who have made a reservation and paid the fare for the journey. Ticketless reservations are nominative, personal and non-transferable. The name on the ticket may not be modified. For grouped bookings and group travel, the Service can only be used if all members of the group travel Ticketless. The use of a Ticketless is optional, except for trips paid totally or partially in Thalys e-Vouchers for which only the Ticketless issue mode is eligible.

2.3.4. Restrictions and scope

Ticketless travel is available for most international connections on the Thalys network, depending on the fare, with the exception of the Thalys service in connection departing or arriving in London.

2.3.5. Booking confirmation

An instant travel confirmation is sent by e-mail for all Ticketless purchases and exchanges. This confirmation provides the Passenger with a record of all information about their trip (Passenger’s name, date, time, train no., seat no., etc.). If required, in addition to the travel confirmation, the Passenger will also receive a purchase confirmation from the distributor by e-mail for tickets purchased on the Internet or from a travel agent. When a Ticketless is cancelled, the Passenger will always receive an e-mail confirming the cancellation.

If required, the Passenger will also receive an e-mail containing information about any disruptions to the Thalys service for his trip. Passengers who provide their mobile telephone number at reservation time will receive the following on their mobile phone prior to train departure time: (i) a seat reminder SMS and (ii) as far as possible, information if Thalys travel is disrupted. If requested, Passengers having a smartphone will also receive (iii) a MobileTicket containing their on-board identification barcode.

2.3.6. Disputes related to Ticketless use

In the event of a dispute about the consumption of a Ticketless trip, the Passenger will have one month after the travel date to file a complaint with Thalys Customer Service. No claims will be accepted after this deadline.

2.3.7. Liability

Neither THI Factory nor Thalys International can be held liable for any absence, delay, loss or wrong distribution of the e-mail/SMS or for it being sent to the wrong address, for any Service unavailability or malfunction, or for any telephone or Internet connection problems that may delay or prevent performance of the obligations it is responsible for as part of Ticketless service. Although THI Factory and Thalys International endeavour to check that all information given to the Passenger is correct, THI Factory and Thalys International cannot be held liable for errors contained in the information or for any consequences thereof. THI Factory and Thalys International furthermore disclaim all liability for fraudulent use of a Ticketless.

2.4. Purchase

Unless otherwise provided in particular conditions, Thalys travel tickets can be purchased by the Passenger via the sites Thalys.com, thalysthecard.com, the Mobile Thalys application and from Carriers (with the exception of THI Factory) and their approved distributors. Handling fees may be added and are payable by the Passenger.

Lost or stolen travel tickets will neither be replaced nor refunded.

For Passengers travelling alone, fares are offered for sale three months prior to the departure date while for Passengers travelling with the Group option, fares are offered for sale four months before (except for certain trains, including seasonal Thalys trains). Depending on the fare, sales close a few minutes prior to the departure of the Thalys train. The purchase price of a travel ticket includes transport, allocation of a reserved seat and, where applicable, the services specific for the comfort class.

2.4.1. Purchases in Germany:

- Passengers can purchase Thalys tickets from the Carriers and their approved distributors as indicated below. In particular, the Passenger can report to Thalys Store&More in Cologne, Düsseldorf and in Aachen, located:
 - In Cologne: Bahnhofsvorplatz 1 – KÖLN 50667
 - In Düsseldorf: Heinz-Schmöle Straße 12, Düsseldorf 40227
 - In Aachen: Bahnhofplatz 2a – Aachen 52064
- Telephone:
 - Thalys Contact Center: +49 (0)1 807 07 07 07 (€0.14/min from a land line in Germany or maximum €0.42/min from a German mobile), 7 days a week from 7 am to 10 pm.

2.4.2. Purchases in France:

- SNCF stations and shops
- From approved SNCF travel agencies
- Telephone:
 - Thalys Contact Center: +33 (0) 8 25 84 25 97 (€0.30/min), 7 days a week from 7 am to 10 pm. Fees applicable for purchases by phone: €9 per file.
 - Thalys TheCard International Call Center: +33 (0) 892 23 50 50 (€0.30/min), 7 days a week from 7 am to 10 pm
 - For disabled persons and persons with reduced mobility: Access Plus 0890 640 650 or via 3635 – Direct Access Plus or enter 41
- Internet: approved SNCF travel agencies and on www.voyages-sncf.com
- For Groups, with the SNCF Commercial Agencies:
 - Phone: 0810 879 479 from Monday to Friday from 8.30 AM to 6 PM (price of a local call from a landline)
 - Email: acvgroupes@sncf.fr

2.4.3. Purchases in Belgium:

- SNCB stations open for international ticket sales
- From approved SNCB-Europe and SNCF travel agencies
- Telephone:
 - Thalys Contact Center: +32 (0) 70 66 77 88 (€0.30/min), 7 days a week from 7 am to 10 pm
 - Thalys TheCard International Call Center: +32 (0) 70 35 50 50 (€0.30/min), 7 days a week from 7 am to 10 pm.
- Fees applicable for purchases at a train station: €9 per file.
 - Fees are charged by file and not by ticket.

- These fees are not reimbursed in the event of a refund or cancellation of the train ticket. Check with a point-of-sale or the web site www.b-europe.com to find out about the conditions under which file fees are not applicable.
- Internet: SNCB-Europe approved agencies and all SNCB-Europe sites www.b-europe.com

2.4.4. Purchases in the Netherlands:

- Stations: Stations open for international ticket sales
- Telephone: NS International Service Centre in the Netherlands on +31 30 23 000 23 (cost according to your provider). Open Monday to Friday from 8 am to 9 pm and Saturday and Sunday from 10 am to 6 pm. Case costs when buying at the NS International Service Centre: 7.5€ per person with a maximum of 22,50€ per file.
- NS International approved travel agencies or www.nsinternational.nl

2.4.5. Use of Thalys Vouchers and e-Vouchers

Thalys Vouchers and e-Vouchers, valid for 12 months from their date of issue and on international routes only. E-vouchers can be used only on the Thalys.com website (via the following link: https://www.thalys.com/booking-a-ticket?id=148&booking_type=thalys), or on the Thalysthecard.com website.

When the Passenger purchases un ticket with one (or more) Vouchers or e-Vouchers:

- the value of which is more than the price of the travel ticket in question, the difference will be lost;
- the value of which is less than the price of the travel ticket in question, the difference must be paid either by entering other Thalys e-Vouchers or by debit card.

Maximum five (5) Thalys e-Vouchers can be used per order.

2.5. Checking the ticket and managing irregular situations

1) The Passenger must, before boarding the train, during reception at the door, and/or at any time during his journey, be able to present his ticket and, where applicable, the supporting documents related to the conditions of his journey (e.g. document testifying to a right to special rates, identity card, Thalys TheCard card, 2D code present in the email confirming membership of Thalys Pass/Das Thalys Abo, the outward and return tickets when this is a rate accessible on an outward and return journey only).

A Passenger is authorised to travel Ticketless only if he has made a Ticketless reservation and can present a valid confirmation of reservation in his name during inspection:

- a printed travel confirmation e-mail with the 2D barcode or
- a Thalys TheCard card, or
- a MobileTicket if the customer has requested it and has sent his mobile telephone number at the time of his reservation.

Only a digital record in the Thalys information system is deemed valid proof.

2) The holding and/or validity of travel tickets (including that of the supporting documents) is checked on the platform and/or on board by Thalys personnel. If need be, Passenger identity may also be checked. Anyone, even in possession of a valid ticket, who contravenes the conditions governing reservations and/or the use of their ticket and/or these Thalys Terms and Conditions of Carriage, and/or whose behaviour may potentially threaten the safety of the train and/or the comfort of other Passengers may be refused access on-board or be removed from the train, without any right to reimbursement of the price of the ticket. On board, a

Passenger who does not have a valid ticket (or who is not in possession of the supporting documents related to his journey) must report on his own initiative to the Train Manager, who will regularize his situation based on the reference price for the comfort class in question, plus boarding charges of €25 (in cash or by debit card – cheques are not accepted). Failing immediate payment, the Passenger could be refused boarding or excluded from transport, without prejudice to the drafting of an irregularity report as set forth below, with no compensation for the Passenger being admissible. In this instance, a fixed sum of €40 for case charges will be added to the surcharged boarding rate as described above.

Failing immediate payment by the customer of the sum requested, and/or in an obvious case of fraud, and/or in the event of behaviour likely to prejudice the safety of the train and/or the comfort of the Passengers, the Train Manager will draw up an irregularity report on presentation of an identity document and leave a copy with the Passenger. This irregularity report might generate additional charges and/or later court proceedings, without prejudice to any damages and interest, which will remain the Passenger's responsibility. In similar cases, holders of an entitlement to special rates, a subscription, or other, will also incur the risk of immediate withdrawal of their entitlement and of the document establishing this entitlement, and are liable for payment of the administrative charges. In the event of clear fraud during a Ticketless trip, any unused Ticketless will not be refunded. If the Passenger has not paid on board the sum required to regularize his situation, and does not make payment within 15 days, either by bank transfer, or by paying online at thalys.com (via the following link www.thalys.com/fine), supplementary charges of €150 will be claimed from him for a first reminder and, following the second reminder, the case file will be sent to a bailiff and/or a debt collection agency.

3) For safety reasons Thalys Passengers are required to be present for boarding no later than two minutes before train departure time. If they aren't, they may be refused access to the train. With respect to Thalys through service:

- departure from London, the Passenger must report no later than 30 minutes before the train's departure time for the Eurostar check-in;
- arriving in London, the Passenger must report no later than 30 minutes before the train's departure time for the Eurostar check-in; The Eurostar check-in is in the Eurostar Terminal (Channel Terminal) when connecting at Brussels-Midi.

4) At some train stations (e.g. Rotterdam) Thalys Passengers are required to scan the barcode on their travel ticket at the access gates in order to be able to enter and to exit the station. In such a case Thalys Passengers are required to (i) print their ticket so that they can scan the barcode that is on it, and (ii) be present at the station enough in advance so that they can be on the platform on a timely basis in accordance with the provisions of Article 2.5. 3) above.

2.6 . Availability and over-booking

1) Not all Thalys trains offer the same travel options or number of seats for the different travel options. The lowest cost fares are available in limited quantities. It is therefore recommended that you purchase your ticket as early as possible, based on the rate conditions, to increase the probability of travelling at a preferential price.

2) Trains that are said to be full at reservation time will, however, sometimes have a few

available seats, as long as the Passengers don't show up at departure time. A few seats may therefore be offered in overbooking, but with neither a guarantee of a seat (fold-down seats are available), nor of seat catering in "Premium". During the booking process and before paying for the travel ticket, the Passenger is duly informed that he is buying a ticket with no guarantee of a seat. In this case, the ticket will indicate "seat based on availability". He should therefore report to the Train Manager, who will endeavour to allocate an available seat if possible.

2.7 . Exchanges and refunds

1) The principle and conditions for exchanging a travel ticket depend on the chosen fare. Exchanges can be made via (i) the issue of a new ticket for IATA travel tickets, (ii) a change to the Passenger's file for home-print tickets and Ticketless with, potentially, payment or refunding of the price difference. The exchange must be made for the same origin-destination pair as the original ticket. Exchanges are possible as long as seats are available on the train.

2) The principle and conditions for a refund of the travel ticket depend on the fare (Part 3 – The Thalys pricing schedule). Tickets are only refunded in the country of issue:

- in France: at any of a station's ticket desks and in all SNCF shops
- in Belgium: in SNCB stations open to international traffic
- in Germany: at the Thalys Store&More in Cologne, Düsseldorf or Aachen;
- in the Netherlands: in NS stations open to international traffic;
- for connecting Thalys service departing or arriving in London, Passengers can contact the SNCB Europe Contact Centre at +32 (0)70 79 79 79.

Regardless of the country of purchase, requests for refunds for tickets bought from a travel agency may only be made to the issuing agency, if the type of ticket chosen entitles the Passenger to a refund. The travel agency may apply refund rules with handling fees, which are payable by the Passenger.

Where applicable under the terms of the fare, the refund may take place up to two months after the travel date shown on the ticket.

If the ticket was paid for using a credit card, the point-of-sale will make the refund through the credit organisation.

3) Customers must manage their reservation to change a Ticketless journey booked online at www.thalys.com (to change a journey purchased in full or in part with Thalys e-Vouchers, see 2.7.3.5.):

2.7.3.1. For a purchase made in Germany:

- On our website in the section [My Thalys account](#)
- By contacting our Thalys Call Centre: +49 (0)1 807 07 07 07 (€0.14/min from a land line in Germany or maximum €0.42/min from a mobile), 7 days a week from 7 am to 10 pm.

2.7.3.2. For purchases made in France:

- On our website in the section [My Thalys account](#)
- By contacting our Thalys TheCard International Call Centre on +33 (0) 8 25 84 25 97 (€0.30/min from France) 7 days a week from 7 am to 10 pm;

2.7.3.3. For purchases made in Belgium:

- On our website in the section [My Thalys account](#)
- By contacting our Thalys Contact Centre on +32 (0) 70 66 77 88 (€0.30/min), 7 days a week from 7 am to 10 pm.

2.7.3.4. For purchases made in the Netherlands:

- NS International Service Centre in the Netherlands on +31 30 23 000 23 (cost according to your provider). Open 7 days a week, 24 hours a day.

2.7.3.5. For a purchase paid partially or totally in Thalys e-Vouchers:

Passengers who want to **exchange** a Ticketless journey purchased in full or in part with Thalys e-Vouchers may manage their reservation:

- On our website in the section [My Thalys account](#)

Passengers who want to **cancel** a Ticketless journey purchased in full or in part with Thalys e-Vouchers must go to the Thalys.com website via the following link: <https://www.thalys.com/be/en/services/before/your-train-ticket#cancel>

- (i) if the travel ticket was paid only in Thalys e-Vouchers, the refund will also be made by sending new Thalys e-Vouchers having the same validity date as the initial Thalys e-Vouchers;
- (ii) if the travel ticket was paid in Thalys e-Vouchers and by debit card, the refund will be made by bank transfer for the maximum amount paid initially by debit card, any balance being refunded in Thalys e-Vouchers having the same validity date as the initial e-Vouchers. The validity date of the Thalys e-Vouchers cannot be extended under any circumstances.

2.7.3.6. To change a Ticketless journey booked online at www.thalysthecard.com:

Customers may manage their reservation to change a Ticketless journey **booked online** at www.thalysthecard.com (to change a journey purchased in full or in part with Thalys e-Vouchers on thalysthecard.com, the same rules as in paragraph 2.7.3.4 are applicable):

- On our website in the section [My Thalys account](#)
- Thalys TheCard Call Centre at +32 (0) 70 35 50 50 (€0.30/min), 7 days a week from 7 am to 10 pm.

For all purchases not made on www.thalys.com or <http://www.thalysthecard.com>, exchanges and refunds must be handled through the initial purchase channel.

2.8. Carriers' liability

2.8.1. Liability in case of physical injury to persons

In the event of the Passenger's death or injury while providing the transport:

- THI Factory is liable to Passengers for operating the service provided on the Belgian and French rail networks;
- THI Factory and SNCF Voyages Deutschland GmbH are jointly and severally liable to

Passengers for operating the service provided on the German rail network in accordance with article 26 § 5 RU CIV;

- NS is liable to Passengers for operating the service provided on the Dutch rail network. Carriers' liability (specifically including causes for exemption), and the compensation payable by them under this article, are governed by the provisions of part 11 of the GCC-CIV/PRR.

2.8.2. Liability in the event of damage to personal property

In the event of the death or injury of Passengers, the Carrier is also liable for damage resulting from the total or partial loss of or damage to the personal effects which the Passenger had on him or with him as hand luggage under the provisions of part 12 of the GCC-CIV/PRR.

2.8.3. Liability in the event of failure to observe the timetables: policy in the event of delays, missed connections and cancellations

2.8.3.1. Compensation in case of delays

Thalys offers several alternative forms of compensation according to the nature and duration of the delay.

2.8.3.1.1. In accordance with the PRR, for any delay equal to or greater than 60 minutes, we will offer compensation worth:

- 25% of the ticket price for a delay equal to or greater than 60 minutes,
- 50% of the ticket price for a delay equal to or greater than 120 minutes.

Compensation may be claimed in Thalys paper vouchers or Thalys e-Vouchers or, at your request, as a refund via bank transfer or credit card.

2.8.3.1.2 For any delay equal to or greater than 30 minutes, which is due to Thalys' fault, we will offer more generous compensation in the form of Thalys e-Vouchers or paper Thalys vouchers worth:

- 20% of the ticket price for a delay equal to or greater than 30 minutes,
- 50% of the ticket price for a delay equal to or greater than 60 minutes*,
- 100% of the ticket price for a delay equal to or greater than 120 minutes*.

* Monetary compensation by bank transfer or by credit card may be requested at all times but in this case the percentages laid down in the European regulations will be applicable (25% of the ticket price for a delay equal to or greater than 60 minutes and 50% of the ticket price for a delay equal to or greater than 120 minutes).

2.8.3.1.3 Passengers will not be entitled to any compensation if they were informed of the delay prior to ticket purchase or if, after continuation of the trip, the delay is less than 30 minutes (60 minutes in the case of force majeure) on arrival at the destination station.

2.8.3.1.4. To submit a request for compensation (whatever the means of compensation chosen), fill in the [online compensation form](#) within two months following the date of transport. Requests presented more than two months after the date of transport cannot be accepted.

No compensation will be paid under €4.

2.8.3.2. Rerouting and assistance

Pursuant to article 32 RU CIV (specific legal regime of rail transport law on exonerating causes), also appended to the PRR, Carriers are not legally bound to reroute or assist Passengers, as defined by articles 16 and 18 PRR, when the delay, missed connection or cancellation is due to one of the following causes:

1. Circumstances beyond the control of the rail operation which the Railways, despite having taken the care required in the particular circumstances of the case, could not avoid and the consequences of which it was unable to prevent, or
2. An error by the Passenger, or
3. The behaviour of a third party which the Carrier, despite having taken the care required in the particular circumstances of the case, could not avoid and the consequences of which it was unable to prevent. Other companies using the same rail infrastructure are not considered to be third parties. The right of recourse is not affected.

2.9. Minors

For safety reasons, children aged under 12 are not allowed to travel unaccompanied on board of Thalys trains, unless with the Kids Connection service. Permission to board Thalys trains for children aged under 12 and travelling unaccompanied will therefore be refused categorically. If parents or legal guardians still leave the child unaccompanied on the platform, Thalys will be forced to contact the Police, who alone is authorised to take care of the child.

Children aged under 12 are allowed to travel when accompanied by an adult or by a child aged between 12 and 18.

Any minor (aged under 18) shall in any case travel under the responsibility of its parents or legal guardians. It is the parents' or legal guardians' responsibility to obtain information from the competent national authorities and ensure that the child is in possession of the documents required to cross borders. The Train Manager can refuse access to any minor who does not have the required documents, and contact the proper authorities.

- Concerning the Thalys connections with departure from or arrival in London, children aged between 12 and 16 must have parental permission.
- Concerning the Thalys connections with departure from France, minors residing in France not accompanied by at least one of their parents or one of their legal guardians must be in possession of an Official Authorisation to leave the Country (AST) required by the French authorities.

2.10. Persons with reduced mobility

1. On presentation of supporting documents, assistance when boarding the train is available for disabled persons and persons with a reduced mobility who indicate this when buying their travel ticket, or who inform the station of this before departure by calling:
 - In Belgium: +32 (0)2 528 28 28 every day from 7 am to 9:30 pm (cost of a local call according to the telephone provider's rate) or through SNCB Europe's [online request form for assistance](#) (free service). Assistance can be requested as soon as your Thalys journey is

reserved and at the latest 24 hours before departure;

- In France: +33 (0)8 90 64 06 50 every day from 7 am to 9:30 pm (cost of a local call depending on the telephone provider's rate) or through the [online request form for assistance](#) (free service). Assistance can be requested as soon as your Thalys journey is reserved and at the latest 48 hours before departure;

- In the Netherlands: +31 (0)3 02 35 78 22 (cost of a local call according to the telephone provider's rate). Assistance must be requested at the latest 24 hours before departure;

- In Germany: +49 (0)1 806 512 512 from Monday to Friday, 6 am to 10 pm and Saturdays, 8 am to 2 pm (first 30 seconds free of charge, then €0.20/min from a fixed line in Germany or a maximum of €0.60/min from a mobile). Assistance must be requested at the latest by 8pm the day before departure;

- In Great Britain: The assistance service cannot be pre-booked. You should therefore report to the check-in no later than 60 minutes before the train departs and ask for assistance at the Eurostar help desk (see www.eurostar.com for more information).

Assistance cannot be guaranteed if it isn't requested within the time-frames above.

2. A special fare is available for Passengers in wheelchairs. On board of Thalys trains, these persons have a special area for wheel chairs fitted out in "Premium" in cars 1, 11 and 21, at the "Standard" price. A chair with a moving seat allows you to take your seat with ease and meals are served at your seat. e. Toilets have been modified to improve access.

Travel in a wheelchair is possible only if the wheelchair does not exceed the following dimensions:

- 75cm wide / 125cm long
- Turning circle: 150cm
- Maximum weight: 300kg including occupant and luggage

If these conditions are not met, the wheelchair cannot be loaded into the car provided and reserved for this purpose.

Only manual or electric wheelchairs are allowed on board. Wheelchairs with combustion engines may not board Thalys trains.

3. Companions of disabled persons or persons with reduced mobility are eligible for a special "Companion" rate provided they present evidence showing the need for a companion. Such evidence can be requested at purchase of the ticket and/or on board.

2.11. Travelling with pets

Small pets travel for free on Thalys trains if carried in a container no larger than 45x30x25 cm. and if they weigh no more than 6kg.

The Passenger may travel with a maximum of 2 pets. All pets must be up to date with their vaccinations, and their vaccination paperwork must travel with them.

Exceptionally, pets weighing over 6kg may travel outside a container as long as they are muzzled so as not to bother the other Passengers. Animals not transported in a container are allowed on board only on purchasing a ticket at the "Dog" rate and if they travel on the

Passenger's lap or are kept on a lead on the floor of the car and muzzled so as not to bother those around them. At the request of another Passenger, the Train Manager may move an animal and its owner to another part of the train.

Guide dogs assisting blind people and service dogs travel for free.

Except for guide dogs assisting blind people and service dogs, animals are not allowed on board the Thalys Snow and Sun trains or on train connections departing from or arriving in London.

Dangerous dogs, wild animals, birds (parakeets, canaries...) are not allowed on board.

2.12. Luggage

Passengers are solely responsible throughout the journey for the luggage they bring on board (including luggage placed in the racks between compartments). All luggage must be labelled with the Passengers' first and last names.

Luggage may not obstruct doorways, emergency exits or corridors. Passengers may not attach their luggage to the train (with rope or locks) subject to the application of Article 2.5.

With the exception of the Thalys Snow and Sun trains, each Passenger may bring a maximum of 3 pieces of luggage on board of the train:

- two pieces of luggage measuring at most 75cm x 53cm x 30cm
- one piece of hand luggage.

There are no weight restrictions for luggage. However, Passengers must be able to carry all of their luggage by themselves.

As an exception to the preceding paragraph, Passengers may bring on board "special" luggage that is larger than the standard size, if it is carried in a slipcover not exceeding 2 meters and it is not on the list of unauthorised luggage, available on the thalys.com website. The Passenger must check the "Prohibited items" section of the thalys.com website to ensure that the luggage will be allowed on board. In case of doubt, the Passenger is invited to contact Thalys' Customer Service before departure.

Passengers travelling with special luggage in a slipcover no larger than 2 meters may also bring at most one piece of luggage measuring no more than 75cm x 53cm x 30cm and one piece of hand luggage. There are no weight restrictions for luggage. However, Passengers must be able to carry all of their luggage by themselves.

In the event of excess baggage or failure to comply with these conditions, the Train Manager may charge an additional fee of €30 per item or refuse the Passenger permission to continue his journey or board the train, with no entitlement to a refund of the transport price.

A Passenger travelling with a child may bring one pushchair on board in addition to the three authorised pieces of luggage above, as long as the pushchair is folded before boarding and

properly placed in one of the storage areas located in the car in which the Passenger has booked his seat.

The Passenger may bring a bicycle on board of the Thalys train if both wheels are removed. The bike must be in a flexible bag measuring at most 135cm x 85cm x 30 cm, which must entirely cover the whole bicycle when disassembled.

In addition to the bicycle as described above, the Passenger may bring one standard piece of luggage and one piece of hand luggage (as defined in Article 2.12. above). However, the Passenger must be able to carry all of its luggage (including the bicycle) by himself.

Folding bikes are considered as standard luggage if they measure no more than 75cm x 53cm x 30cm when folded.

Passengers travelling with bicycles must be on the platform at least 30 minutes before the train's departure time.

A Passenger who does not comply with the abovementioned conditions of carriage of a bike will not be allowed to board the train..

On Thalys Snow trains, luggage can be stored in the additional space provided for this purpose in cars 6/16, 7/17 and 8/18. Passengers on Thalys Snow trains departing Amsterdam or Brussels and bound for Bourg-Saint-Maurice can also put their luggage in a secured space at the front of the train (this space is not accessible during the journey).

On Thalys Sun trains, ice chests are exceptionally considered as luggage and allowed on board if they meet the specifications of the luggage policy in Article 2.12. above.

Luggage that is a risk to safety and the smooth running of operations, and luggage that is a danger for the train or for any person on board is forbidden on the train. In addition, all objects or substances banned by national laws in the country of origin and/or of destination and/or the countries crossed by the Passenger during the journey are also prohibited.

A non-exhaustive list of luggage that is prohibited on board of Thalys trains is available [on the thalys.com website](http://thalys.com/website).

2.13. Various restrictions

- Tobacco products

It is forbidden to consume tobacco products in Thalys trains. Products intended to be smoked or vaporised, even partially, composed of tobacco or nicotine, with the sole exclusion of products intended for medical use, are considered as tobacco goods.

In case of violation of this provision, a fixed penalty of €200 will be payable by the Passenger, and the Train Manager will prepare an Irregularity report in accordance with article 2.5.2. §2.

- Purchase of alcohol at the Thalys Welcome Bar

Passengers under 18 years old are not allowed to purchase alcohol at the Thalys Welcome

Bar on the day of travel.

- Damage to equipment

It is forbidden to damage or soil the inside or outside of the train. In case of a breach, a minimum fixed penalty of €60 will be payable by the Passenger, without prejudice to the right to claim a greater sum from him, based on the costs actually incurred.

- Train delay caused by a Passenger

It is forbidden to use the alarm signal in the train without good reason, or more generally to commit any unjustified act leading to the train being delayed. In the event of a breach, the Passenger will be liable for a sum of €10 per minute of delay to the train, with a minimum of €60, without prejudice to the entitlement to claim a higher sum from him, based on the costs actually incurred.

2.14. Onboard WiFi connectivity for all Passengers

Passengers have free access to a secure WiFi Internet connection (https) provided on board of the Thalys trains.

In order to connect to onboard WiFi, Passengers should go to the ThalysNet portal www.thalysnet.com and click on "Connect to the WiFi". It is not necessary to log in or to create a user account.

Onboard WiFi connectivity is subject to technical availability of the service.

Onboard WiFi connectivity is not available on the Thalys connections with departure from or arrival in London on the Brussels-London section.

Onboard WiFi connectivity is subject to the [General Terms and Conditions for the Provision of Internet Services](#) on board of the Thalys Trains.

2.15. Services for professional or frequent Passengers

Thalys offers various special services for business and frequent Passengers who want to take advantage of many benefits including the Thalys TheCard programme, the Thalys Pass/, and Thalys Corporate Fare ("TCF") offers.

For further information and to find out about the conditions applicable to these services, contact:

1. TCF:

- In Belgium: +32 70 66 77 88 (€0.30/min);
- In France: +33 (0)8 25 84 25 97 (€0.30/min);
- In Germany: +4918 07 07 07 07 (first 30 seconds free, then €0.14/min from a land line in Germany or maximum €0.42/min from a mobile);
- In the Netherlands: 030 23 00 023 (€0.35/min)

- Or www.thalys.com/b2b.

2. Thalys TheCard Contact Center (every day from 7:00 a.m. to 8:30 p.m.):

- France: 0892 23 50 50 €0.30/min.
- Belgium: 070 35 50 50 €0.30/min.
- Germany: 01 807 77 07 57 LANDLINE €0.42/min. MOBILE €0.14/min.
- The Netherlands: 0900 100 50 50 €1.00/call Or www.thalysthecard.com.

2.16. Complaints

2.16.1. Claims for delay, missed connection or cancellation

Thalys Customer Service:

Any claim for compensation in case of delay, missed connection or cancellation as stipulated in article 2.8. must be filed within two months following the date of the trip:

- Either on Thalys.com, using the online form intended for this purpose, on which the six letter booking reference should be mentioned;
- Or by letter stamped at the postage rate sent to the following address: Thalys Customer Service – Complaints and suggestions – PO Box 14 – B-1050 Brussels. It is advisable to attach the original travel ticket to the letter.

For compensation payments by bank credit transfer, the IBAN and BIC codes must be added to the claim for compensation, whether made online or by letter.

The Mediation Service of SNCF Mobilités:

In the event of an unsatisfactory response from the Thalys Customer Service according to the procedure set out above or should no response be received within three months, the Ombudsman of SNCF Mobilités, the ombudsman of the French railway company, may be contacted in French or in English on the Internet via

<http://www.evenement.sncf.com/sncf.com/mediateur/formulairedesaisine/> or by post to the following address: Médiateur SNCF Mobilités, TSA 49980, 75839 PARIS CEDEX 17, France.

The mediation protocol 'Protocole de médiation relatif aux modalités de fonctionnement de l'instance de médiation' agreed between the national associations of consumers, on the one hand, and SNCF Mobilités, EUROSTAR International Limited and THI Factory, on the other hand, is available online on <http://www.sncf.com/fr/service-client/mediateur-sncf> and in the Ombudsman SNCF Mobilités' annual report that can be found on <http://www.evenement.sncf.com/sncf.com/mediateur/Saisine.php>.

2.16.2 Claim in case of personal physical injury

Claims for physical injury must be sent in writing to the Carrier who provided the transport service at the time of the accident, either THI Factory if the accident occurred in France, in Belgium or in Germany, or to NS if the accident occurred in the Netherlands, within a period of 12 months from the moment the claimant was aware of the injury. In order to be admissible, the claim must contain at least one medical certificate attesting the the injuries listed.

2.16.3. Various stipulations

Depending on the nature of the claim, additional documents may be required.

Filing a claim does not imply systematically entitlement to a compensation.

2.17. Entirety and severability of the clauses

If it transpires that a part of these Conditions is invalid or impossible of performance, this will not under any circumstances affect the validity or requirements of the remaining conditions, which will remain in force as far as possible.

For all actions initiated against Thalys International and/or THI Factory, not based on the transport agreement, Belgian law is exclusively applicable. All disputes will be subject to the exclusive jurisdiction of the courts of Brussels.

PART 3

THALYS PRICING

3.1. Scope of application

- Tickets for cross-border travel are issued only for the following connections:
 - Paris-Brussels-Antwerp-Rotterdam-Schiphol-Amsterdam
 - Paris-Brussels-Liège-Aachen-Köln HbF-Düsseldorf HbF-Düsseldorf Airport-Duisburg HbF-Essen HbF-Dortmund
 - Amsterdam-Schiphol-Rotterdam-Antwerp-Brussels-Valence-Avignon-Aix en Provence-Marseille
 - Amsterdam-Schiphol-Rotterdam-Antwerp-Brussels-Chambery-Albertville-Moutiers-Aime la Plagne-Landry-Bourg St-Maurice
 - Lille-Brussels-Antwerp-Rotterdam-Schiphol-Amsterdam
 - Thalys connections departing from/arriving in London.

Thalys tickets are not valid on any other international trains.

- For domestic travel organized by THI Factory, tickets are issued only for the following connections:
 - In Germany: Aachen-Cologne HbF-Düsseldorf HbF -Düsseldorf Airport-Duisburg HbF-Essen Hbf-Dortmund
 - In the Netherlands: Amsterdam/Schipol-Rotterdam
 - In Belgium: Brussels-Anvers-Liège

The number of tickets issued for domestic travel is limited and depends on the availability at the time of purchase.

3.2. Special conditions for Thalys tickets for travel departing from or arriving in Belgium

1. Special conditions for Thalys tickets for travel departing from or arriving at Bruxelles-Midi, Anvers-Central or Liège-Guillemins

All Thalys tickets allow free travel on an SNCB national network train in the Brussels, Antwerp and Liège areas (except for Brussels-airport) as from the eve of departure until the day after the return trip. The stations included in the Brussels, Antwerp and Liège areas to which the Thalys ticket gives access are:

- Tickets from and to Brussels-Midi: these tickets are also valid from and to the stations of Bockstael, Boondael, Bordet, Boitsfort, Brussels-Central, Brussels-Congres, Brussels-Chapelle, Brussels-Luxembourg, Brussels-Nord, Brussels Quartier Léopold, Brussels-Schuman, Brussels-Ouest, Delta, Vivier d'oise, Etterbeek, Evere, Haren, Haren-Sud, Jette, Meiser, Mérode, Moensberg, Schaerbeek, Simonis, Berchem-Sainte-Agathe, St-Job, Uccle-Calevoet, Uccle-Stalle, Forest-Est, Forest-Midi and Watermael. The Diabolo fee must be paid for Brussels-Airport and is not included in

the price of the Thalys ticket.

- Tickets on departure from or arrival at Antwerp: these tickets are also valid on departure from and arrival at Antwerp-Berchem, Antwerp-Central, Antwerp-Dam, Antwerp-Luchtbal, Antwerp-Noorderdokken, Antwerp-East and Antwerp-South.
- Tickets from and to Liège-Guillemins: these tickets are also valid from and to the following stations: Liège-Jonfosse, Liège-Palais, Angleur, Bressoux, Chênée and Sclessin.

For Ticketless tickets, Passengers must be equipped with their printed confirmation email to be able to present their ticket on board domestic Belgian trains.

2. Special conditions for Thalys tickets for travel departing from or arriving at any Belgian station other than Brussels, Antwerp or Liège stations

Passengers can also purchase a subscription to the "All Belgian Stations" (ABS) fare. With this fare, a Thalys journey can be extended with a trip between the Thalys train's departure or arrival station and any other Belgian station, on any national SNCB network train.

For travel departing from Belgium, the ABS ticket is valid as from the eve of the outward journey for travel to the station from which the Thalys train will depart.

For travel to Belgium, the ABS ticket is valid until the following day to continue travel beyond the Thalys station.

Exceptions: Weekend, Adult/Young/Kid group, Passengers in wheelchairs, Companion and Pass fares cannot be combined with the ABS fare.

Thalys TheCard member customers must carry a printout of their confirmation e-mail or their smartphone in order to present the ABS ticket barcode on Belgian national trains.

3.3 Options

There are two comfort classes ("Comfort 1" = 1st class, "Comfort 2" = 2nd class) for Thalys tickets based on the following options:

Option	Conditions
STANDARD	Fare available in Comfort 2 on all Thalys trains subject to availability of seats allocated at this fare and on sale from 12 th September 2017 for travel from 10 th December 2017.
STANDARD MINI	Non exchangeable and non-refundable fare available in Comfort 2 (except for national journeys) on all Thalys trains subject to availability of seats allocated at this fare and on sale from 12 th September 2017 for travel from 10 th December 2017.
COMFORT	Fare available in Comfort 1 on all Thalys trains subject to availability of seats allocated at this fare and on sale from 12 th September 2017 for travel from 10 th December 2017. With this fare, the Passenger enjoys more spacious seats compared with seats allocated in STANDARD and STANDARD MINI.
PREMIUM	Fare available in "Comfort 1" on all Thalys trains subject to availability of seats allocated at this fare and on sale from 12 th September 2017 for travel from 10 th December 2017. With this fare, the Passenger enjoys: <ul style="list-style-type: none">- More spacious seats compared with seats allocated in STANDARD and STANDARD MINI,- Food served at your seat (only for international journeys of

more than 50 minutes and subject to availability),

- A selection of newspapers,
- Access to Thalys lounges,
- The chance to reserve on board a taxi from the stations of Paris-Nord and Brussels-Midi, (the fares and conditions of this service feature on the order form and the service is offered subject to availability).

WEEKEND OFFER

Fare available in Comfort 1 only for journeys in Thalys on Saturdays and Sundays on certain trains and not available on seasonal connections, national journeys and trains departing from or arriving in London. Formula to be booked up to 30 days before departure.

**KID
(Children)**

Set fare available in STANDARD, COMFORT and PREMIUM (with the exception for national journeys) for children between the ages of 4 and 11 (on the day of travel) and for children under four when a seat is required;. Children under 12 travelling under the KID option must be accompanied by at least one person (at least 12 years of age) authorised to travel alone. Proof of age must be shown on request of the TM.

This ticket allows for travel on a Thalys train other than that the Passenger has a reservation for, on the same day and on the same line and with no changes to the reservation (and with no guarantee of a seat or of meal service in "PREMIUM"). Depending on availability and the option selected by the accompanying adult.

KIDS CONNECTION

Fare available in STANDARD only for the Paris-Brussels route; for children aged between 4 and 14 (on the day of the journey) for whom the service was booked beforehand according to the following conditions: https://www.thalys.com/img/pdf/kidsconnection/info_fr.pdf

MINIGROUP

Fare available on certain routes in STANDARD (with the exception for seasonal connections, national journeys and trains departing from or arriving in London) for groups of at least 3 and at most 5 passengers (over 12 years of age); the price decreases according to the number of passengers.

SENIOR PREMIUM

Reduced fare with respect to the PREMIUM fare (with the exception for national journeys) available for passengers over 60 (on the day of the journey). Age must be proven with written proof on request of the TM.

SENIOR COMFORT

Reduced fare with respect to the COMFORT fare (with the exception for national journeys) available for passengers over 60 (on the day of the journey). Age must be proven with written proof on request of the TM.

SENIOR STANDARD

Reduced fare with respect to the STANDARD fare (with the exception

for national journeys) available for passengers over 60 (on the day of the journey). Age must be proven with written proof on request of the TM.

**YOUNG PERSON
STANDARD**

Reduced fare with respect to the STANDARD fare (with the exception for national journeys) available for young persons aged under 26 on the day of the journey; age must be proven with written proof on request of the TM.

**YOUNG STANDARD
MINI**

Reduced fare with respect to the STANDARD fare (with the exception for national journeys and trains departing from or arriving in London) available for young persons aged under 26 on the day of the journey; age must be proven with written proof on request of the TM. Subject to availability and available on certain trains only.

YOUNG COMFORT

Reduced fare with respect to the COMFORT fare (with the exception for national journeys) available for young persons aged under 26 on the day of the journey; age must be proven with written proof on request of the TM.

YOUNG PREMIUM

Reduced fare with respect to the PREMIUM fare (with the exception for national journeys) available for young persons aged under 26 on the day of the journey; age must be proven with written proof on request of the TM.

TICKUP

Offer available in STANDARD fare for travels reserved between 7 days and the day before departure and set-up of a group of exactly 4 people within a maximum of 48 hours. In case this deadline is not met, each Passenger is automatically reimbursed and the trip is canceled. Only on certain trains and subject to availability. To be booked only on Thalys.com. Only available on Paris-Brussels.

PASS

Fare available in COMFORT and STANDARD fare (with the exception for seasonal connections, national journeys and trains departing from and arriving in London) for persons holding one of the following PASS: Interrail Global Pass, Eurail Global Pass, Interrail Benelux Pass, Interrail France Pass, Interrail Great Britain Pass, Eurail Benelux Pass, Eurail France Pass, Benelux-Germany, France-Italy, France-Spain, Benelux-France, France-Germany, France-Switzerland, Eurail 3-and 4- Country Select Pass. The country of departure or of destination must be covered by the PASS held.

GROUP Adult

Fare available in STANDARD, PREMIUM and COMFORT, mandatory for groups, starting from 10 people.. The Group Adult rate is available for people travelling on the same train, on the same date, for the same departure and destination and in the same comfort class (they will be in the same travel space).

GROUP Kids

Fare available in STANDARD mandatory for groups of children aged

between 4 and 11, starting from 10 people. The Group Kids rate is available for people travelling on the same train, on the same date, for the same destination and in the same Comfort class.

GROUP Youth

Fare available in STANDARD mandatory for groups of young people aged under 26, starting from 10 people. Accompanying persons aged over 26 can use the Youth Group fare for one accompanying person per group of 10 young people. The Group Youth rate is only available for people travelling on the same train, on the same date, for the same destination and in the same space.

WHEELCHAIRS

Fare available in PREMIUM at a STANDARD fare for passengers travelling in wheelchairs. This fare allows for reservations of a seat adapted to travelling in a wheelchair.

ACCOMPANYING PERSON

Fare available in STANDARD, PREMIUM and COMFORT for a person accompanying a passenger who needs to be accompanied and who has written proof establishing the need for this accompaniment (one accompanying person per person requiring accompaniment). Flexible access to the train departing before and after the train reserved, on the same day, with a €25 fee payable on board (same direction and no guarantee of a seat or meal service in "PREMIUM").

THALYS CORPORATE FARE (TCF)

Three levels for companies with turnover from 0 and €9,999.99 (Level 1), between €10,000 and €74,999.99 (Level 2) and above €75,000 (Level 3) per year. Flexibility, with free access to all daily trains in the same direction, with no guarantee of a seat or of the catering service in PREMIUM.

DOG

Set fare of €30 for dogs travelling in STANDARD. Small dogs and pets may travel free on Thalys trains if carried in a cage no larger than 55x30x30 cm. Guide dogs assisting blind people and assistance dogs travel free of charge.

THALYS FREQUENT PASS

Reduced price ticket for STANDARD, COMFORT or PREMIUM for all holders of the Thalys "Thalys Frequent Pass" card (= Frequent Passengers). Can be reserved on all Thalys lines (except seasonal connections and for domestic Belgian travel). Flexible access to the train departing before and after the train reserved (the same day in the same direction with no guarantee of a seat or meal service in "PREMIUM). 50% off the listed price guaranteed up to seven days prior to departure, followed by a 30% guaranteed reduction up to departure time.

THALYS PREMIUM PASS

Set fare of €30 in PREMIUM for the holders of the Thalys "Thalys Premium Pass" card (= Ultra-frequent Passengers). Flexible free access to all of the day's trains (in the same direction with no guarantee of a seat or meal service in PREMIUM). Only valid on the

Paris-Belgium line.

THEPASS Weekend

Reduced price ticket for STANDARD and PREMIUM (highest price level) for the holders of the Thalys “ThePass-Weekend” card (= Frequent Leisure Passengers). Valid for all Thalys trains (except seasonal connections and national journeys and trains departing from and arriving in London) on Saturdays and Sundays, as well as Fridays from 7 pm onwards (as well as in the 9473 train to Essen and in the 9484 train to Paris, subject to later changes. Flexibility of free access to the train immediately before and after that booked (on the same day and in the same direction, with no guarantee of a seat or of the catering service in “PREMIUM). Guaranteed 50% reduction on the ticket price up to departure time.

DAS THALYS ABO

Reduced price ticket for STANDARD and PREMIUM for all holders of the “Das Thalys Abo” card (= Frequent Passengers). Can be reserved for Thalys lines between Germany and Belgium or Paris (except for seasonal connections, national journeys and trains departing from and arriving in London). Flexible access to the train departing before and after the train reserved (the same day in the same direction with no guarantee of a seat or meal service in PREMIUM Guaranteed preferential prices in “STANDARD and PREMIUM.

A fare allowing the Passenger to extend a Thalys journey by a trip between a Thalys departure or arrival station and another Belgian station of the national SNCB network. This fare cannot be combined with the following fares: Comfort 1 Weekend, Adult/Young/Kid group, Passengers in wheelchairs, Companion and Pass.

ALL BELGIAN STATIONS (ABS)

For travel departing from a station of the national SNCB network, the ABS fare is valid from the eve of the journey for travel to a Thalys station. For travel to a Belgian station of the national SNCB network, the ABS fare is valid until the following day to continue travel beyond the Thalys station.

Travel on a national SNCB train with an ABS ticket is not included in the transport contract as defined in Part 1 of these Terms and Conditions.

Thalys TheCard member customers must carry a printout of their confirmation e-mail or their smartphone in order to present the ABS ticket barcode on Belgian national trains.

FLEX (Adult)

Option on sale and for travel until 9th December 2017 included and valid for travel in “Comfort 1” only. This ticket allows for travel on a Thalys train departing before or after the train the Passenger has a reservation for, on the same date and on the same line without any changes to the reservation (and with no guarantee of a seat or of meal service). When a Passenger boards a Thalys train with a ticket without

a reservation for that train, they must immediately find the Train Manager to adjust the situation.

SEMI-FLEX

Package on sale and for travel until 9th December 2017 included, including up to 4 price levels in “Comfort 1” and up to 4 price levels in “Comfort 2” (dependent on the line). Limited option: seat allocation is based on availability. Reservations close one day prior to departure in “Comfort 1” and on the departure day in “Comfort 2”.

NO-FLEX

Option on sale and for travel until 9th December 2017 included, including up to three fare levels in “Comfort 2” (depending on the line). Limited option: seat allocation is based on availability. Reservations close prior to departure depending on the fare level: fare level 1: five days; fare level 2: ten days; fare level 3: thirty days.

SENIOR

Fare on sale and for travel until 9th December 2017 included, available in “Comfort 1” and “Comfort 2” for passengers (with the exception for national journeys) over 60 (on the day of the journey). Age must be proven with written proof on request of the TM.

YOUNG PERSON

Fare on sale and for travel until 9th December 2017 included (with the exception for national journeys), available in “Comfort 1” and “Comfort 2” for young persons aged under 26 on the day of the journey; age must be proven with written proof on request of the TM.

3.4 Children

Children aged under 4 can travel free as long as a seat is not requested for them.

Children aged between 4 and 11 and younger children for which a seat is reserved must pay the Thalys ticket fare based on the special children's price (see articles 2.9. and 3.3.).

3.5 Prices and Conditions

Ticket prices and other conditions are those provided by the points-of-sale listed in Article 2.4. of these Conditions at the time a price is requested.

3.6 Exchanges and refunds

When the exchange is possible, failing availability, the costs to pay correspond to the difference between the price of the reference fare and the price of the fare concerned by the exchange.

The after-sale conditions of the TGB formulas are the same as those of the fare associated with them.

Option	Exchange	Allowed change	Refund	
			Prior to departure	After departure

STANDARD	Unlimited by paying the sum of €15	Up to the hour of departure indicated on the ticket	50%	Not allowed
STANDARD MINI	Not allowed		Not allowed	Not allowed
COMFORT	Unlimited by paying the sum of €15	Up to the departure time indicated on the ticket	50%	Not allowed
PREMIUM	Unlimited	Up to the departure time indicated on the ticket	100%	50%
WEEKEND OFFER	Not allowed		Not allowed	Not allowed
KID (Children)	Unlimited	Up to the departure time indicated on the ticket	100%	50%
MINIGROUP	Not allowed		Not allowed	Not allowed
KIDS CONNECTION	Not allowed		50% up to 14 days before departure	Not allowed
TICKUP	Not allowed		Not allowed	Not allowed
SENIOR PREMIUM	Unlimited	Up to the departure time indicated on the ticket	100%	50%
SENIOR COMFORT	Unlimited by paying the sum of €15	Up to the departure time indicated on the ticket	50%	Not allowed
SENIOR STANDARD	Unlimited by paying the sum of €15	Up to the departure time indicated on the ticket	50%	Not allowed
YOUNG STANDARD	Unlimited by paying	Up to the departure	100%	Not allowed

	the sum of €15	time indicated on the ticket		
YOUNG COMFORT	Unlimited by paying the sum of €15	Up to the departure time indicated on the ticket	50%	Not allowed
YOUNG PREMIUM	Unlimited	Up to the departure time indicated on the ticket	100%	50%
YOUNG STANDARD MINI	Not allowed		Not allowed	Not allowed
PASS	1 x at no charge Only one exchange possible*	Up to the departure time on the ticket	75%	75%
GROUP Adult/Youth/Kid	1 x at no charge Only one exchange possible*	21 days prior to departure, thereafter not allowed	80% until 21 days prior to departure; 50% between 20 and 8 days prior to departure; 0% as of 7 days prior to departure	Not allowed
WHEELCHAIR	1 x at no charge Only one exchange possible*	Up to the departure time indicated on the ticket	100%	50%
ACCOMPANYING PERSON	1 x at no charge Only one exchange possible*	Up to the departure time indicated on the ticket	100%	50%
THALYS CORPORATE FARE (TCF)	Unlimited	Up to the departure time indicated on the ticket	100%	100%
DOGS	Unlimited	Up to the	50%	50%

		departure time indicated on the ticket		
THALYS FREQUENT PASS (TGB)	Unlimited for the - 30% fare; unlimited until 7 days before departure for the - 50% fare**	Up to the departure time indicated on the ticket	100%	50%
THALYS PREMIUM PASS (ABS)	Unlimited	Up to the departure time indicated on the ticket	100%	100%
DAS THALYS ABO	1 x at no charge Only one exchange possible	Up to the departure time indicated on the ticket	Not allowed	Not allowed
THEPASS Weekend (TGB)	1 x at no charge Only one exchange possible	Up to the departure time indicated on the ticket	Not allowed	Not allowed
FLEX (Adult)	Unlimited	One hour after departure***	100 %	100 % until one hour after departure and thereafter 50 %
SEMI-FLEX	1 x at no charge Only one exchange possible	One day before departure	50 %	50 % until one hour after departure and thereafter 0 %
NO-FLEX	Not allowed		Not allowed	Not allowed
SENIOR	1 x at no charge Only one exchange possible*	One hour after departure***	100 %	100 % until one hour after departure and thereafter 0 %
YOUNG PERSON TGB	1 x at no charge Only one exchange	One hour after departure***	100 %	100 % until one hour after departure and thereafter 0 %

	possible			
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***After departure exchanges are only permitted at the Thalys departure station (except for German stations).