

Thalys Transport Terms and Conditions

THALYS



BIENVENUE CHEZ NOUS
VAN HARTE WELKOM
WILLKOMMEN BEI UNS
WELCOME TO OUR WORLD

CONTENTS

DEFINITIONS.....	4
PART 1	7
PART 2	9
2.1. Acceptance of Thalys Transport Terms and Conditions.....	10
2.2. Ticket reservations and conditions of use	10
2.3. Ticketless reservations and conditions of use.....	11
2.3.1. Preamble	11
2.3.2. Purpose of the Service.....	11
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	12
2.3.7. Liability	12
2.4. Purchase	12
2.4.1. Purchases in Germany:	12
2.4.2. Purchases in France:.....	12
2.4.3. Purchases in Belgium:	13
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.....	15
2.7. Exchanges and refunds.....	15
2.8. Carriers' liability.....	17
2.8.1. Liability in case of physical injury to persons.....	17
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.....	19
2.11. Travelling with pets.....	20
2.12. Luggage.....	20
2.13. Sundry restrictions	22
2.14. Onboard WiFi connectivity for all Passengers and “Comfort 1” services.....	22
2.15. Services for professional or frequent Passengers.....	23
2.16. Complaints	24
2.16.1. Claims for delay, missed connection or cancellation.....	24

2.16.2 Claim in case of personal physical injury	24
2.16.3. Sundry stipulations.....	24
2.17. Entirety and severability of the clauses.....	24
PART 3	26
3.1. Scope of application	27
3.3 Options.....	28
3.4 Children	32
3.5 Sale of tickets on the train	32
3.6 Prices and Conditions.....	32
3.7 Exchanges and refunds	32

DEFINITIONS

For the purposes of these Terms and Conditions,

- “Thalys” means the high-speed train service that runs in four countries, viz. Belgium, France, Germany and the Netherlands, as well as the different brands and distinctive signs used under the Thalys name.
- “THI Factory” means the Belgian public limited liability company, whose head office is located at Place Stéphanie, 20 in 1050 Brussels (VAT registration BE 0541.696.005, BTR Brussels), which holds a rail operating licence and a safety certificate valid in France and in Belgium, allowing it to operate lines on the Belgian and French rail networks in order to provide passenger transport services between France and Belgium. For the use of other rail networks, THI Factory relies on partner railway companies.
- “Thalys International” means the Belgian limited liability co-operative company whose registered office is located at Place Stéphanie, 20 in 1050 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).
- “Passenger” means any person travelling on a Thalys train.
- “Carrier” 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) CIV;
 - 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 it 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) CIV.
- “IATA ticket” refers to a paper ticket with a 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 Transport Terms and Conditions, 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.
- “Ticketless” means a paperless travel ticket confirmed by the trip information recorded electronically.
- “Mobile Ticket” means a Ticketless media on mobile phone.
- “Mobile HomePrint” means a ticket ordered via a website listed in article 2.2. of these Thalys Transport Terms and Conditions and available on mobile phone, together with

the Passenger's identity document, at the time of control. The Mobile HomePrint is nominative, personal and non-transferable.

- "Voucher" means a compensation voucher issued by Thalys Customer Service and usable in the station.
- "e-Voucher" means an electronic compensation voucher issued by Thalys Customer Service and usable on thalys.com and thalysthecard.com.
- "Train Manager" means the head of the train, responsible in particular for control and safety on board.
- "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.).
- "File 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).

PART 1

THE TRANSPORT CONTRACT

The transport contract agreed between the Carriers and the Passenger is governed by the following, in 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/EN/TXT/HTML/?uri=CELEX:32007R1371&from=FR>
2. the Uniform Rules concerning the Contract of International Carriage of Passengers by Rail ("CIV");
3. the present Thalys Transport Terms and Conditions;
4. by the General Conditions of Carriage for Rail Passengers ("GCC-CIV/PRR"). The GCC-CIV/PRR are developed by the International Rail Transport Committee (CIT). Their content can be viewed in French, English and German on the CIT website at: www.cit-rail.org.

Transfers between two stations, for example between stations in a same agglomeration by a means of transport other than Thalys (other rail operator, aircraft, bus, tram, metro, taxi, car, etc.), or by foot, are not covered by the transport contract with the exception of "All stations in Belgium" and "Through tickets".

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 described in Article 2.5.1.

2.1. Acceptance of Thalys Transport Terms and Conditions

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

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 one of the following formats: IATA ticket, home-printed ticket, Mobile HomePrint, Ticketless (see 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, lest he lose his right to a seat and, if relevant, 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, except for Ticketless (as specified in Article 2.3.4.), let you travel **free** starting the day before the outbound trip until the day after the return trip, with any SNCB train, in the **Brussels**¹, **Antwerp**² and **Liege**³ zones (except Brussels-Airport⁴) (also see Article 3.2. below).

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 given availability, some fares do, however, allow Passengers to travel in a different Thalys train on the same day and for the same origin-destination.

¹ The Brussels zone includes the following stations: Brussels-Midi, Berchem-Sainte-Agathe, Bockstael, Boondael, Bordet, Boitsfort, Brussels-Central, Brussels-Congres, Brussels-Chapelle, Brussels-Luxembourg, Brussels-Midi, Brussels-Nord, Brussels-Ouest, Brussels-Schuman, Delta, Etterbeek, Evere, Forest-Est, Forest-Midi, Haren, Haren-Sud, Jette, Meiser, Mérode, Moensberg, Schaerbeek, Simonis, St-Job, Uccle-Calevoet, Uccle-Stalle, Vivier d'Voie and Watermael.

² The Antwerp zone includes the following stations: Antwerp-Centraal, Antwerp-Berchem, Antwerp-Central, Antwerp-Dam, Antwerp-Luchtbal, Antwerp-Noorderdokken, Antwerp-Est and Antwerp-Sud.

³ The Liege zone includes the following stations: Liege-Guillemins, Angleur, Bressoux, Chênée, Liege-Guillemins, Liege-Jonfosse, Liege-Palais and Sclessin.

⁴ For Brussels-Airport, the Diabolo fee must be paid, but it isn't included in the Thalys ticket price.

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 Transport Terms and Conditions.

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 free travel in SNCB train in the Brussels, Antwerp and Liege zones (as specified in Article 2.2.) and the Thalys service in connection departing or arriving in London.

2.3.5. Booking confirmation

An instant travel confirmation is sent by Thalys International 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 sent by Thalys International, 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) information if Thalys travel is disrupted, as far as possible. 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 Thalys International endeavours to check that all information given to the Passenger is correct, Thalys International cannot be held liable nor for errors contained in the information or for any consequences thereof. Thalys International disclaims all liability for fraudulent use of a Ticketless.

2.4. Purchase

Unless there are special rules, Thalys travel tickets can be bought 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 traveller. Handling fees may be added and are payable by the traveller.

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

For Passengers travelling alone, available fares go on sale three months prior to the departure date while for Passengers travelling with the Group option, available fares go on 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 relevant, the appropriate services and the comfort class.

2.4.1. Purchases in Germany:

- Passengers can purchase Thalys tickets from the Railways 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 mobile), daily 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), daily from 7 am to 10 pm
 - Thalys TheCard International Call Center: +33 (0) 892 23 50 50 (€0.30/min), daily from 7 am to 10 pm

- For handicapped and disabled persons: 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), daily from 7 am to 10 pm
 - Thalys TheCard International Call Center: +32 (0) 70 35 50 50 (€0.30/min), daily 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 carrier). 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, 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 tickets are purchased with one (or more) Thalys e-Vouchers:

- the value of which is more than the price of the travel ticket in question, the difference will be forfeit;
- 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 relevant, 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 ThePass/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 Terms and Conditions, 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 resolve 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 season ticket, 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 resolve 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 no guarantee of a seat (fold-down seats are available), nor of seat catering in "Comfort 1". 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 rate chosen. Exchanges can be made via (i) the issue of a new ticket for IATA travel tickets, (ii) a change to the Traveller'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 in the rate (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 contact the following by telephone 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:

- 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), daily from 7 am to 10 pm.

2.7.3.2. For purchases made in France:

- Thalys TheCard International Call Center on +33 (0) 8 92 23 50 50 (€0.30/min from France) every day from 7 am to 10 pm, if the customer is a member of the Thalys TheCard program;
- Thalys Contact Center on +33 (0) 8 25 84 25 97 (€0.30/min from France) every day from 7 am to 10 pm, if the customer is not a TheCard member;

2.7.3.3. For purchases made in Belgium:

- Thalys TheCard International Call Center on +32 (0) 70 35 50 50 (€0.30/min from Belgium) every day from 7 am to 10 pm, if the customer is a member of the Thalys TheCard program;
- Thalys Contact Center on +32 (0) 70 66 77 88 (€0.30/min), every day from 7 am to 10 pm, if the customer is not a TheCard member.

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 carrier). Open Monday to Friday from 8 am to 9 pm and Saturday and Sunday from 10 am to 6 pm.

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

Travellers who want to **exchange** a Ticketless journey purchased in full or in part with Thalys e-Vouchers must contact the following:

- (i) For purchases made in Germany, France or Belgium: the SNCB Europe Call Centre at +32 (0)70 79 79 79 (€0.30/min), Monday through Friday from 8 am to 8 pm; weekends and holidays from 9 am to 4:30 pm, and
- (ii) For purchases made in the Netherlands: NS International Service Centre in the Netherlands on +31 30 23 000 23 (cost according to your carrier). Open Monday to Friday from 8 am to 9 pm and Saturday and Sunday from 10 am to 6 pm.

Travellers 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#annuler>

- (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 must contact the following by telephone 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):

- Thalys TheCard International Call Centre at +32 (0) 70 35 50 50 (€0.30/min), daily from 7 am to 10 pm.

For all purchases not made on www.thalys.com or 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 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 the personal effects which the Passenger had with him, either on his person, 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

Carriers exceed the minimum compensation requirements laid down in Article 17 of the PRR, for Passengers who opt to be compensated in Thalys Vouchers or e-Vouchers. The maximum value of a Voucher or e-Voucher is €50. Where applicable, Passengers may receive one or more Thalys Vouchers or e-Vouchers up to the compensation amount. Passengers may also request a refund by bank transfer or on their credit card by filling in the online compensation form.

In accordance with the PRR, for any delay equal to or greater than 60 minutes, Carriers 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 paper Thalys Vouchers or Thalys e-Vouchers or, at the Passenger's request, as a refund via bank transfer or credit card.

For any delay equal to or greater than 30 minutes, which is due to Thalys' fault, Carriers 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*.

* Passengers may request monetary compensation at all times by bank transfer or by credit card but in this case the percentages laid down in the PRR 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).

The delay is calculated by taking into account the time difference between the time at which the Passenger should have arrived according to the time shown on his transport agreement and the actual time of his arrival.

No compensation will be paid under €4.

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.

2.8.3.2. Rerouting and help

Pursuant to article 32 CIV (special law scheme for causes exempt from rail law), also appended to the PRR, Carriers are legally bound to reroute or help Passengers only 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 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. 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 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 are authorised to take charge 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) must always travel under the supervision 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 will refuse access to any minor who does not have the required documents, and contact the proper authorities.

Concerning the Thalys offer connected with departure from or arrival in London, children aged between 12 and 16 must have parental permission.

Concerning the Thalys offer leaving France, minors 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 disabilities

1. On presentation of supporting documents, help when boarding the train is available for handicapped and disabled persons who state 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 carrier'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 carrier'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 carrier'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 help 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 help 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 Thalys trains, these persons have a special area for wheel chairs fitted out in "Comfort 1" in cars 1, 11 and 21, at the "Comfort 2" price. A chair with a moving seat allows you to take your seat with ease and meals are served in place. Toilets have been modified to improve access.

Travel in a wheelchair is possible only if the wheelchair is no larger than 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. Chairs with combustion engines may not board Thalys trains.

3. Companions of handicapped or disabled persons 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 or on board.

2.11. Travelling with pets

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. Dogs 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 through service trains departing 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 Passenger’s 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 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 metres 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 metres 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 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 their luggage by themselves (including the bicycle).

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.

No bicycle that does not meet the above transport conditions will be allowed on board.

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 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 travel).

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 source and/or destination country 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 Thalys trains is available [on the thalys.com website](https://www.thalys.com).

2.13. Sundry restrictions

- Tobacco products

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

If this ban is breached, 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.

- Equipment damage

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, sans 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 and “Comfort 1” services

Passengers can travel in “Comfort 1” or “Comfort 2”.

- Free onboard WiFi connectivity

Passengers in “Comfort 1” and in “Comfort 2” have free access to a secure WiFi Internet connection (https) provided on board 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 offer connected 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 Thalys Trains.

- Special services in “Comfort 1”

Passengers in “Comfort 1” also benefit from the following services:

- o Newspapers and magazines,
- o Welcome at the door of the car,
- o Meals at the Passenger’s seat (only for international trips that are longer than 50 minutes; this service is offered to you subject to availability),
- o The option to book a taxi while on board at Paris-Nord, Brussels-Midi, Amsterdam and Cologne (the rates and conditions for this service appear on the order form and the service is offered to you subject to availability).

2.15. Services for professional or frequent Passengers

Thalys offers various special services for business and frequent travellers who want to take advantage of many benefits including the Thalys TheCard programme, the Thalys ThePass/Das Thalys Abo, and B2B offers.

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

1. B2B:

- 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 ThePass/Das Thalys Abo:

- www.thalys.com/thepass;
- Or www.thalys.com/dasthalysabo.

3. 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.
- 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 made 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 appear;
- Or by letter stamped at the letter rate sent to the following address: Thalys Customer Service – Complaints and suggestions – PO Box 14 – B-1050 Brussels, to which should be appended the original travel ticket.

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.

Médiateur SNCF Mobilités:

In the event of dissatisfaction with the response from the Thalys Customer Service according to the procedure set out above or should no response be received within three months, the Médiateur de la 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' entered into by 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 Médiateur 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 12 months of the time that the claimant was aware of the injury. To be admissible, the claim must contain at least one medical certificate testifying to the injuries listed.

2.16.3. Sundry stipulations

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

Filing a claim does not invariably generate 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 for the following connections:

- Paris-Brussels-Antwerp-Rotterdam-Schiphol-Amsterdam
- Paris-Brussels-Liège-Aachen-Köln main station-Düsseldorf main station-Düsseldorf Airport-Duisburg main station-Essen main station
- Amsterdam-Schiphol-Rotterdam-Antwerp-Brussels-Valence-Avignon-Aix en Pce-Marseille
- Amsterdam-Schiphol-Rotterdam-Antwerp-Brussels-Chambery-Albertville-Moutiers-Aime la Plagne-Landry-Bourg St-Maurice
- Lille-Brussels-Antwerp-Rotterdam-Schiphol-Amsterdam
- Thalys offer for through service departing from/arriving in London.

Thalys tickets are not valid on any other international trains.

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 except for Ticketless tickets allow free travel on an SNCB national network train in the Brussels, Antwerp and Liège areas (except for Brussels-aéroport) from the eve of departure to 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-Aéroport 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.

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

Travellers can also purchase a subscription to the "All Belgian Stations" (ABS) fare. With this fare, a Thalys journey can be extended by 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 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.

Note: Comfort 1 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

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

Option	Conditions
FLEX (Adult)	Option 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. There are no other restrictions.
KID (Children)	Set fare (with the exception for the Thalys Snow and Sun trains or through service trains departing or arriving in London for which there are two fare levels available) for children between the ages of 4 and 11 (on the day of travel) and for children under four when a seat is required; in "Comfort 1" and "Comfort 2"; 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. This ticket allows for travel on a Thalys train departing before or after the train 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 "Comfort 1"). Depending on availability and the option selected by the accompanying adult.

FAMILY	Reduced rate for the person accompanying a child under 12, whose age must be proven on demand. This reduction is valid for maximum two accompanying people per child under 12 years old travelling together. This fare is offered for sale up to and including the 12 th of December 2016.
KIDS CONNECTION	Offer of accompaniment for a child including the travel service and supervision; only in "Comfort 2"; on the Paris-Brussels route; for children aged between 4 and 14 on the day of the journey.
ADULT&CO	Set fare for three to five people travelling together. Only in "Comfort 2" and on certain routes. This fare is offered for sale up to and including the 12 th of December 2016. From the 13 th of December, a new fare, "Minigroup", shall be offered for sale.
MINIGROUP	Package available from the 13 th of December 2016 for groups of at least 3 and at most 5 travellers (over 12 years of age); the price decreases according to the number of travellers; only in "Comfort 2" on certain routes.
SENIOR	Passengers over 60. Age must be proven on request.
YOUNG PERSON	Package embracing 3 price levels in "Comfort 2" and one price level in "Comfort 1" for young persons aged under 26 on the day of the journey; age must be proven on request.
SEMI-FLEX	Package embracing 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".
TICKUP	Fare for travels 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 traveler 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.
NO-FLEX	Option 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.
PASS	The Pass rate is valid on presentation on board of one of the following proofs: InterRail Global Pass, InterRail One Country Pass, EurRail Global Pass, EurRail Select Pass, EurRail Regional Pass, EurRail One Country Pass, France Rail Pass. Network coverage can be partial or total, provided that at least the departure or arrival

country is covered by the proof tendered.

GROUP* Adult	Mandatory rate 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 destination and in the same comfort class.
GROUP* Kids	Mandatory rate for groups of children aged between 4 and 11, starting from 10 people; only in "Comfort 2". 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	Mandatory rate for groups of young people aged under 26, starting from 10 people. Accompanying persons over 26 can use the Youth Group fare for one accompanying person for 10 young people or for a group of less than 10. 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 comfort class.
WHEELCHAIR TRAVELLERS	Only in "Comfort 1"; wheelchair reservation: seats 22 and 23 in cars 1, 11 and 21.
ACCOMPANYING PERSON	Person accompanying a passenger who needs to be accompanied. Option only valid for a single accompanying person in each case. 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 "Comfort 1").
PARLIAMENT*	Option for the deputies of the German, Belgian, Dutch and French Parliaments and of the European Parliament; identity must be proven on request by presentation of the special deputy identification card. 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 "Comfort 1").
B2B (Classic and Advantage)	Two packages – Classic or Advantage: the "B2B Classic" package for companies with turnover of up to €30,000 per year, and the "B2B Advantage" package for over €30,000 in turnover. Flexibility, with free access to all daily trains in "Comfort 1" (in the same direction, with no guarantee of a seat or of the catering service) and flexibility of free access to the train before and after that booked in "Comfort 2" (the same day and in the same direction, with no guarantee of a seat).
ALL BELGIAN STATIONS (ABS)	A fare allowing the traveller 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. 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.

DOG

Set fare for dogs travelling in “Comfort 2”. 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.

THEPASS Business*

Reduced price ticket for “Comfort 1” and “Comfort 2” (highest price level) for all holders of the Thalys “ThePass-Business” card (= Frequent Travellers). 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 “Comfort 1”). 50% off the listed price guaranteed up to seven days prior to departure, followed by a 30% guaranteed reduction up to departure time.

THEPASS Premium*

Set fare of €30 in “Comfort 1” for the holders of the Thalys “ThePass-Premium” card (= Ultra-frequent Travellers). Flexible free access to all of the day's trains (in the same direction with no guarantee of a seat or meal service in “Comfort 1”). Only valid on the Paris-Belgium line.

THEPASS Weekend*

Subscription no longer on sale from 17 January 2017 but renewal of a current subscription is possible until 30 April 2017 inclusive for a period of one year.

Reduced price ticket for “Comfort 1” and “Comfort 2” (highest price level) for the holders of the Thalys “ThePass-Weekend” card (= Frequent Leisure Travellers). Valid for all Thalys trains (except seasonal links and national routes) 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 “Comfort 1”). Guaranteed 50% reduction on the ticket price up to departure time.

Das Thalys Abo*

Subscription no longer on sale from 17 January 2017 but renewal of a current subscription is possible until 30 April 2017 inclusive for a period of one year.

Reduced price ticket for "Comfort 1" and "Comfort 2" for all holders of the "Das Thalys Abo" card (= Frequent Travellers). Can be reserved for Thalys lines between Germany and Belgium or Paris (except for seasonal connections and domestic 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 "Comfort 1"). Guaranteed preferential prices in "Comfort 1" and "Comfort 2"

*Not available on Thalys through service departing from or arriving in London.

3.4 Children

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

Children four to eleven 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 Sale of tickets on the train

The Flex option in "Comfort 1", Semi Flex 1 in "Comfort 2", Kid 1, and Group Kid 1 can be purchased on the train. A €25 fee will be requested in addition to the reference price. Not available for Thalys through service departing from or arriving in London.

3.6 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.

3.7 Exchanges and refunds

Exchanges are only allowed if the price is the same.

In the event of a refund, the ticket will be refunded based on the following table (conditions are the same for ABS options):

Option	Exchange	Change allowed until	Refund	
			Prior to departure	After departure
FLEX (Adult)	Unlimited	One hour after departure***	100 %	100 % until one hour after departure and thereafter 50 %
KID (Children)	Unlimited	One hour after	100 %	100 % until one hour after departure and

		departure***		thereafter 50 %
FAMILY FAMILY TGB (Package available up to and including the 12th of December 2016)	Unlimited	One day before departure	100 %	100 % until one hour after departure and thereafter 50 %
ADULT&CO ADULT&CO ABS (Package available up to and including the 12th of December 2016)	Not allowed		Not allowed	Not allowed
MINIGROUP	Not allowed		Not allowed	Not allowed
KIDS CONNECTION	Not allowed	14 days before departure	50 % up to 14 days before departure	0 %
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 %
TICKUP	Not allowed		Not allowed	Not allowed
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 YOUNG PERSON	1 x at no charge Only one exchange possible*	One hour after departure***	100 %	100 % until one hour after departure and thereafter 0 %
PASS	1 x at no charge Only one exchange possible*	One hour after departure***	75 %	75 %
GROUP Adult/Youth/Kid	1 x at no charge Only one	21 days prior to departure, thereafter	80 % until 21 days prior to departure;	Not allowed

	exchange possible*		50 % between 20 and 8 days prior to departure; 0 % as of 7 days prior to departure	
WHEELCHAIR TRAVELLERS	1 x at no charge Only one exchange possible*	One hour after departure***	100 %	100 % until one hour after departure and thereafter 50 %
ACCOMPANYING PERSON	1 x at no charge Only one exchange possible*	One hour after departure***	100 %	100 % until one hour after departure and thereafter 50 %
B2B (Classic and Advantage)	Unlimited	One hour after departure***	100 %	In CF1: 100 % on the day of travel In CF2, 50 % on the day of travel
PARLIAMENT	1 x at no charge Only one exchange possible*	One hour after departure***	100 %	100 % until one hour after departure and thereafter 50 %
DOGS	Unlimited	One hour after departure***	50 %	50 % until one hour after departure and thereafter 50 %
THEPASS Business (ABS)	Unlimited for the - 30% fare; unlimited until 7 days before departure for the - 50% fare**	One hour after departure***	100 %	100 % until one hour after departure and thereafter 50 %
THEPASS Premium (ABS)	Unlimited until one hour after departure	One hour after departure***	100 %	100 %
THEPASS Weekend (ABS)	1 x at no charge Only one exchange	One hour after departure***	Not authorised	Not allowed

	possible			
Das Thalys ABO	1 x at no charge Only one exchange possible	One hour after departure***	50 %	Not allowed

*Only one exchange permitted. However, an exchange is allowed once at no charge if the fare is available. If the fare isn't available, the fee payable will be the difference between the reference fare and the exchange fare.

**If the fare isn't available, the fee payable will be the difference between the reference fare and the exchange fare.

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