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

- "IATA/ATB Ticket" means a paper travel ticket with magnetic strip, which features certain information.

- "Home-printed ticket" means a ticket ordered on a website listed in article 2.2. of these Thalys Terms and Conditions of Carriage, printed on A4 paper in portrait format using a laser or ink jet printer and presented exclusively in this format, together with the Passenger’s identity document, at the time of inspection. The printed ticket is nominative, personal and non-transferable.

- "Irregularity report" means the document established by the Train Manager, a copy of which is delivered to the Passenger if the latter is in an irregular situation on board (pricing irregularity, fraud, inappropriate behaviour, etc.).

- "Eurostar Service" means the high speed passenger rail services to destinations including London, Paris, Lille, Brussels, Amsterdam, and Rotterdam, operated by Eurostar International Limited;

- "Thalys Service" means the high speed passenger rail services operated by THI Factory SA subject to these Thalys Terms and Conditions of Carriage;

- "Through Ticket" means a journey purchased in a single commercial transaction combining one or more connections as defined in article 12 of the PRR. Only journeys combining a Eurostar Service and a Thalys Service purchased as part of a single commercial transaction are considered to be Through Tickets within the meaning of article 12 of the PRR.

- "e-Voucher" means the electronic compensation voucher delivered by Thalys Customer Service or the discount voucher delivered in the framework of the My Thalys World programme that can be used on thalys.com or the discount voucher issued by Thalys during a promotional action.

- "Administrative Fees” means, depending on the case:
  - The amount owed to the distributor for drawing up a transport contract in a point of sale (call centres, agencies);
  - 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 regularisation).

- "Mobile Ticket" means the e-Ticket format on mobile phone.

- “Person with disabilities” refers equally to the concepts of "person with disabilities” and/or “person with reduced mobility” or “Person with reduced mobility”. “Person with disabilities” or “Person with reduced mobility” means any person whose mobility is reduced, when using a means of transport, due to any physical disability (sensory or motor, permanent or temporary), or any intellectual disability or deficiency, or any other cause of disability, or age, and whose situation requires that the service made available to all passengers be carefully considered and adapted to meet their specific needs.
- “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 related to this service.

- “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 railway undertaking licence, 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.

- “e-Ticket” means a paperless Thalys travel ticket confirmed by the electronically recorded travel information. The e-ticket is nominative, personal and non-transferable.

- “Train Manager” means the head of the train, responsible in particular for inspections 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 journey 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).

- “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:


2. the Uniform Rules concerning the Contract of International Carriage of Passengers by Rail developed within the International Rail Transport Committee (CIT) ("RU CIV"): https://www.cit-rail.org/en/rail-transport-law/cotif/;

3. these Thalys Terms and Conditions of Carriage;
   the General Conditions of Carriage for Rail Passengers developed within the International Rail Transport Committee (CIT) ("GCC-CIV/PRR"): https://www.cit-rail.org/en/passenger-traffic/products/.

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 on 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 Terms and Conditions of Carriage.
PART 2
TICKETS
The transport contract is confirmed by one or more tickets issued on paper or electronic media.

Unless otherwise indicated, a travel ticket materialises the transport contract.

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 the 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. Booking and conditions of use of travel tickets

To travel by Thalys, Passengers must be in possession of a ticket with a reservation issued in any one of the following formats: IATA/ATB ticket, home-printed ticket, e-Ticket (on this topic see 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 that the price, dates, times, itinerary and origin-destination featured on the travel ticket match their order.

2.3. e-Ticket bookings and conditions of use

The e-Ticket allows customers who wish 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 an e-Ticket 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.
2.3.1 Conditions of use

e-Ticket reservations are nominative, personal and non-transferable. The name on the ticket may not be modified. For grouped bookings and group travel, the e-Ticket is only possible if all members of the group travel with this ticket format. The use of an e-Ticket is optional, except for trips paid totally or partially in Thalys e-Vouchers for which only the e-Ticket issue mode is eligible.

2.3.2 Limits and scope

e-Ticket travel is available for most international connections on the Thalys network, depending on the fare.

2.3.3 Booking confirmation

An instant travel confirmation is sent by email for all e-Ticket purchases and exchanges, containing all the main information about the trip, Thalys sales information and a link to the e-Ticket in PDF. This confirmation provides the Passenger with a record of all the information about the trip (Passenger 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 email for tickets purchased on the Internet or from a travel agent. When an e-Ticket is cancelled, the Passenger will always receive an email confirming the cancellation.

If required, the Passenger will also receive an email 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 with a smartphone will also receive (iii) a MobileTicket containing their on-board identification barcode.

2.3.4 Disputes related to Ticketless use

In the event of a dispute about the consumption of an e-Ticket, 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.

2.3.5 Responsibilities

THI Factory cannot be held liable for any absence, delay, loss or wrong distribution of the email/SMS or for their 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 for which they are responsible as part of the e-Ticket service. Although THI Factory endeavours to check that all information communicated to Passengers is correct, THI Factory cannot be held liable for errors contained in the information or for any consequences thereof. THI Factory furthermore disclaims all liability for fraudulent use of an e-Ticket.

2.4. Purchase

Unless otherwise provided for in the special conditions, Thalys travel tickets can be purchased by the Passenger on the websites Thalys.com, the Thalys mobile application and from Carriers (with the exception of THI Factory) and from 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 to the comfort class.

2.4.1 Purchase in Germany:
- DB Stations (DB Reisezentrum)
- From DB approved travel agencies
- Telephone:
  - Thalys Customer Service 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 a.m. to 10 p.m.
  - DB Call Center: +49 (0) 180 6 996633 (€0.20/min from a landline in Germany; €0.60/min maximum from a German mobile), 24/7
- Internet: DB approved travel agencies and on www.bahn.de.

2.4.2 Purchase In France:
- SNCF stations and shops
- From SNCF approved travel agencies
- Telephone:
  - Thalys Customer Service Center: +33 (0) 8 25 84 25 97 (max €0.30/min), 7 days a week from 7 a.m. to 10 p.m. Fees applicable for purchases by phone: €7 per file.
  - My Thalys World Customer Service Center: +33 (0) 892 23 50 50 (€0.30/min), 7 days a week from 7 a.m. to 10 p.m.
  - For disabled persons and persons with reduced mobility: Access Plus 0890 640 650 or via 3635 – Direct Access Plus or enter 41
- Internet: SNCF approved travel agencies and on www.oui.sncf
For Groups, with the SNCF Commercial Agencies:
  - Phone: 0810 879 479 from Monday to Friday from 8.30 a.m. to 6 p.m. (price of a local call from a landline)
  - By email: acvgroupes@sncf.fr

2.4.3 Purchase in Belgium:
- SNCB stations open for the sale of international tickets
- From SNCB-Europe and SNCF approved travel agencies
- Telephone:
  - Thalys Customer Service Center: +32 70 66 77 88 (max. 0.30€/minute), 7 days a week from 7 a.m. to 10 p.m.
  - My Thalys World Customer Service Center: +32 (0) 70 35 50 50 (€0.30/minute), 7 days a week from 7 a.m. to 10 p.m.
  - Fees applicable for purchases at a train station: €7 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 Purchase in the Netherlands:
2.4.5 Use of Thalys e-Vouchers

There are 3 types of e-Vouchers which Travellers can use:

- Compensation e-Vouchers that can be granted in the framework of a request for compensation or as a gesture of goodwill. They are valid for 12 months starting from the date of issue.
- Loyalty e-Vouchers or loyalty reduction vouchers that can be purchased using Miles by any Passenger who is a member of the My Thalys World Programme and has a sufficient number of Miles. They are valid for 4 months starting from the date of issue.
- "Promo" e-vouchers or "Promo" discount vouchers which may be offered as part of a particular promotional action. Their amount, validity date and the conditions applicable to benefit from them are specified in the promotional offers. The amount of the "Promo" e-vouchers is not refundable under any circumstances in the event of a request for exchange or reimbursement of the transport ticket.

The e-Vouchers can be used on the website Thalys.com or through the My Thalys World account. The buyer can use the e-Vouchers at the moment of payment.

Should a Passenger purchase a travel ticket 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 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 another payment method that is available on the website.

A maximum of five (5) Thalys e-Vouchers can be used per order including a maximum of one (1) "Promo" e-Voucher.

For an order including several tickets and paid for in part by compensation or loyalty e-Vouchers, the compensation or loyalty e-Vouchers used will be automatically assigned to the tickets with the dates of circulation closest to the date of purchase.

For an order comprising several tickets and paid for in part by "Promo" e-Vouchers, the "Promo" e-Vouchers used will be assigned to all tickets eligible for the current promotional offer in equal parts.

2.5. Ticket inspection and management of irregular situations

1) Passengers must be able to present their ticket at the gate before boarding the train and/or at any time during the journey, and, where applicable, the supporting documents related to the travel conditions (e.g. document testifying to a right to special fares, identity card, My Thalys World Digital Card, 2D code featured in the email confirming membership of Thalys Pass, the outbound and return tickets when the fare only applies to a return journey, etc.) as
Passengers are encouraged to travel with digital booking confirmation if they have made an e-Ticket reservation. They must be able to present a valid booking confirmation in their own name during inspection:
- a legible e-Ticket (accessible via the PDF link sent in the e-mail or via the My Thalys World account) with the 2D barcode or
- a My Thalys World card, or
- a MobileTicket if the customer has requested one and has sent his or her mobile telephone number at the time of booking.

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) and/or of all documentation or information that Thalys could have to verify to adhere to the local legislation is checked on the platform and/or on board by Thalys personnel. If necessary, the identity of the Passenger may also be checked.

Anyone, even in possession of a valid ticket, who contravenes the conditions governing reservations and/or these Thalys Terms and Conditions of Carriage, and/or who does not comply with any instruction, health measure, safety or security requirement imposed by local authorities and/or by Thalys on its rights of way and/or on board its trains, 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, Passengers who are not in possession of a valid ticket (or who are not in possession of the supporting documents related to the journey) must report on their own initiative to the Train Manager, who will rectify the situation based on the reference fare for the comfort class in question, plus on-board charges of €25 (in cash or by bank card – cheques are not accepted). Failing immediate payment, the Passenger may be refused access on-board or be excluded from the train, without prejudice to the establishment of an Irregularity report as set forth below, with no compensation for the Passenger being admissible. In this instance, a fixed amount of €40 for administrative fees will be added to the surcharged boarding tariff 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, and/or in case the health measures or safety requirements that were imposed by the local authorities or by Thalys are not respected, 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 may lead to regularisation indemnities (up to 95 euros for irregularities other than failure to possess a valid train ticket) and/or later court proceedings, without prejudice to any eventual damages 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 trip, any unused e-Tickets will not be refunded. If the Passenger has not paid the sum required to regularise his or her situation on board, and does not make payment within 15 calendar days, either by bank transfer or by paying online at thalys.com (via the following link: https://www.thalys.com/be/en/payment-of-your-fine-ticket-payment-form, a supplementary charge of €150 will be claimed 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 reasons of security and to ensure an on-time departure, Thalys Passengers must be on the platform and ready to board the train at the latest two minutes before the departure time of the train. If not, they may be refused access to the train.

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 fare conditions, to increase the probability of travelling at a preferential price.

2) Trains that are said to be full at the time of booking will, however, sometimes have a few available seats, insofar as Passengers may not show up at departure time. A few seats may therefore be offered in overbooking, but without a guaranteed seat (fold-down seats are available), or in-carriage catering in "Premium". During the booking process and before paying for the travel ticket, the Passenger is duly informed that he or she 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 e-Tickets 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 – Thalys Pricing). Tickets are only refunded in the country of issue:

- in France: at all station ticket desks and in all SNCF shops;
- in Belgium: in SNCB stations open to international traffic;
- in Germany: in BD stations;
- in the Netherlands: in NS stations open to international traffic.

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
3. Customers can manage their own bookings to change an e-Ticket that has been booked online on www.thalys.com (to change travel purchased wholly or partially using Thalys e-Vouchers, see 2.7.3.5):

4. For a purchase made in Germany:
   - On our website in the section My Account
   - By contacting the Thalys Customer Service Center on +49 (0)1 807 07 07 07 (€0.14€/min from a land line in Germany; €0.42/min maximum from a German mobile), daily from 7 a.m. to 10 p.m.

5. For a purchase made in France:
   - On our website in the section My account
   - By contacting the Thalys Customer Service Center on +33 (0)8 25 84 25 97 (€0.30/minute from France) daily from 7 a.m. to 10 p.m.

6. For a purchase made in Belgium:
   - On our website in the section My account
   - By contacting the Thalys Customer Service Center on +32 (0)70 66 77 88 (€0.30€/minute), daily from 7 a.m. to 10 p.m.

7. For purchases made in the Netherlands:
   - Thalys Customer Service Center 'sales': 0900 66 77 888 (€0.30/minute), 7 days a week from 7 a.m. to 10 p.m.
   - My Thalys World Customer Service Center: 085 00 24 202 (prices: see here), 7 days a week from 7 a.m. to 10 p.m.
   - Thalys Customer Service Center for after-sales (only for exchanges and cancellations): 0800 370 00 00 (free)

8. For a purchase paid for partially or totally with Thalys e-Vouchers:

   Passengers who want to exchange an e-Ticket purchased in full or in part with Thalys e-Vouchers may manage their reservation:
   - On the Thalys website in the section My account

   Passengers who wish to cancel an e-Ticket purchased in full or in part using Thalys e-Vouchers should visit the Thalys.com website using the following link:

   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; e-Vouchers that have expired when contacting after-sales will not be refunded and their amount cannot be recovered.
ii. if the travel ticket was paid in Thalys e-Vouchers by another payment method, the refund will be made in e-Voucher(s) for the maximum possible amount (with the same validity date as the original e-Voucher(s)), with any balance being refunded by bank transfer for the maximum amount paid initially to the payment method used, 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.

9. To change an e-Ticket journey booked online on www.thalys.com from the My Thalys World account

Customers may manage an e-Ticket booked online from their My Thalys World account (to change a journey purchased in full or in part with Thalys e-Vouchers, the same rules as in paragraph 2.7.3.5 apply) to change a booking:

- On our website in the section My account
- My Thalys World Customer Service Center (numbers by country as mentioned above).

For all purchases not made on www.thalys.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 timetables: policy in the event of delays, missed connections and cancellations

2.8.3.1 If the Passenger did not travel due to the departure of their Thalys train being delayed by more than 60 minutes or due to their Thalys train being cancelled

If the Passenger did not travel due to the departure of their Thalys train being delayed by more than 60 minutes or being cancelled, a free exchange or full refund are possible according
to the terms and conditions below.

2.8.3.1.1. Exchange

**If the initial booking was made via SNCB, SNCF, NS, Trainline or a travel agent**
The Passenger must contact the point of sale with which the ticket was booked.

**If the initial booking was made on Thalys.com or with the Thalys Customer Service Center**
- For fares that are in principle exchangeable without fees, even after the train’s departure time, the exchange can be made at the initial point of sale, namely on Thalys.com or via the Thalys Customer Service Center.
- For fares that are not exchangeable without fees after the initial departure time, the Passenger is exceptionally entitled to a free exchange. The exchange can be requested by telephone via the Thalys Customer Service Center (contact details provided in Article 2.7) or on social media, via Twitter or Messenger.

2.8.3.1.2. Refund

**If the initial booking was made via SNCB, SNCF, NS, Trainline or a travel agent**
The Passenger must contact the point of sale with which the ticket was booked.

**If the initial booking was made on Thalys.com or by telephone with the Thalys Customer Service Center**
- For fares that are in principle fully refundable, even after the train’s departure time, the refund can be requested at the initial point of sale, namely on Thalys.com or via the Thalys Customer Service Center.
- For fares that are not in principle fully refundable after the train’s departure time, the Passenger is exceptionally entitled to a refund without fees. The refund can be requested by telephone via the Thalys Customer Service Center (contact details provided in Article 2.7) or on social media, via Twitter or Messenger.

2.8.3.2 Compensation in the event of a delay on arrival during a journey in a Thalys train

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

Compensation is in the form of an e-Voucher as a priority, or paper vouchers for use in a travel agency, or upon your simple request, in Miles credited to your My Thalys World account or a refund by bank transfer.

For any compensation in the form of an e-Voucher, paper voucher, or in Miles credited to your My Thalys World account, we offer you a more generous compensation than is provided for under the European regulation on rail passengers’ rights and regulations:

- 30% of the ticket price for a delay equal to or greater than 60 minutes,
- 60% of the ticket price for a delay equal to or greater than 120 minutes*, and
- 75% of the ticket price for a delay equal to or greater than 180 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 regulation on rail passengers’ rights and regulations will apply, namely:
  -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.

We will inform you of the alternative travel possibilities available within 100 minutes of your scheduled Thalys train departure time or your delayed or cancelled through ticket. If we do not do so, and you travel to your final destination by train, coach or bus using the services of another transport company, we will reimburse the necessary, appropriate and reasonable costs incurred for the train, coach or bus. Your request must include supporting documents.

2.8.3.2.3. To submit a request for compensation (whatever means of compensation chosen), you can choose to: (i) complete the online compensation form on our website or (ii) complete and send us the form established by the European Commission or (iii) send your request by post to the Thalys Customer Service Center. Requests submitted more than one year after the initial date of travel cannot be accepted.

2.8.3.3 Limits to the right of compensation

Passengers will not be entitled to any compensation if they were informed of the delay prior to ticket purchase or if, when continuing their journey, the delay is less than 60 minutes on arrival at the destination station.

No compensation will be paid under €4.

Thalys will not be obliged to pay compensation to you if the delay, missed connection or cancellation was caused directly by, or was inherently linked to:

a) extraordinary circumstances not connected with the operation of the railway, such as extreme weather conditions, major natural disasters or major public health crises which Thalys, despite taking the necessary care in the particular circumstances, was unable to avoid, and the consequences of which Thalys was unable to prevent;

b) fault on the part of the passenger;

c) the behaviour of a third party which Thalys, despite taking the necessary care in the particular circumstances, was unable to avoid, and the consequences of which Thalys was unable to prevent, such as persons on the track, cable theft, on-board emergencies, law enforcement activities, sabotage or terrorism.

2.8.3.4 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 railway undertaking which the Carrier, despite due diligence 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 due diligence in the particular circumstances of the case, could not avoid and the consequences of which it was unable to
2.9. Minors

For safety reasons, children aged under 12 are not allowed to travel unaccompanied on board of Thalys trains. 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 under the age of 12 are allowed to travel when accompanied by an adult or by a child aged between the ages of 12 and 18.

All minors (aged under 18) shall in all cases travel under the responsibility of their parents or legal guardians. It is the responsibility of the parents or legal guardians to obtain information from the competent national authorities and ensure that their 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 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 disabilities

1. A request for assistance at the station can be made in order to facilitate boarding and getting off the train for persons with disabilities. This request must be made 24 hours before travel at the latest by calling:

- In Belgium: +32 (0)2 528 28 28 every day from 7:00 am to 9:30 pm (cost of a local call according to the telephone provider’s rate) or through SNCB Europe’s online request 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 daily from 7:00 am to 10:00 pm (cost of a local call depending on your telephone provider’s rate) or using the online request 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 the Netherlands: +31 (0)3 02 35 78 22 (cost of a local call according to the telephone provider’s rate). Assistance can be requested as soon as you have reserved your journey and 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 land line in Germany or a maximum of €0.60/min from a mobile). Assistance can be requested as soon as you have reserved your journey and at the latest 24 hours before departure;

- In Great Britain: It is not possible to book the assistance service in advance. You should
therefore report to check-in no later than 60 minutes before the train departs and request assistance from the Eurostar help desk (see the Eurostar website for more information www.eurostar.com).

Assistance cannot be guaranteed if it has not been requested within the time frames given above.

2. A special fare is available for Passengers travelling in wheelchairs. On board of Thalys trains, these persons have a special area for wheelchairs fitted out in “Premium” in cars 1, 11 and 21, at a special set price. A chair with a moving seat allows you to take your seat with ease and meals are served to your seat. The toilets have been adapted to offer improved access.

Travel in a wheelchair is possible only if the wheelchair does not exceed the following dimensions:
- 70cm wide / 120cm 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 persons with disabilities benefit from a special fare:

- Persons accompanying wheelchair passengers are eligible for a special “Companion” fare. In “Premium”, a special area for wheelchairs in cars 1, 11 and 21, is available for these persons at a special set price.
- Persons accompanying passengers with other forms of disability that do not require a wheelchair have a “Guide” fare. This fare is valid for all service classes at a special set price.

2.11. Travelling with pets

Small pets travel for free on Thalys trains if carried in a container that is no larger than 45 x 30 x 25 cm and if they weigh no more than 6 kg.

A Passenger may travel with a maximum of 2 pets. All pets must be up to date with their vaccinations. Supporting documents to prove this must be presented.

Exceptionally, pets weighing over 6 kg 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.

21 – THALYS TERMS AND CONDITIONS OF CARRIAGE | Version of 07-June-2023
Guide dogs assisting blind people and service dogs travel for free.

With the exception of guide dogs assisting blind people and service dogs, animals are not accepted on board Thalys Snow and Sun trains.

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, the size of which does not exceed 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 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 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 all the parts of the 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 the luggage (including the bicycle) without assistance.

Folding bikes are considered 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 departure time of the train.

A Passenger who does not comply with the aforementioned conditions of bicycle carriage will not be allowed to board the train with said bicycle.

On board Thalys Snow trains, luggage can be stored in additional storage space provided for this purpose in carriages 6/16, 7/17 and 8/18. In the Thalys Snow trains, Passengers departing from Amsterdam or Brussels heading to Bourg-Saint-Maurice can store their luggage in a secure area at the front of the train (the area is not accessible during the journey).

On Thalys Sun trains, ice boxes are exceptionally considered to be luggage and are 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 prohibited on board Thalys trains is available on the website thalys.com.

2.13. Miscellaneous prohibitions

- Tobacco products

It is forbidden to consume tobacco products in Thalys trains. The following are considered to be tobacco products: products designed to be smoked or vaporisers once they are, even partially, composed of tobacco or nicotine, with the only exclusion relating to products designed for medical use.

In case of a violation of this prohibition, a set fine of €200 will be payable by the Passenger, and the Train Manager will establish 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 the outside of the train. In the case of a violation, a minimum set fine of € 60 will be payable by the Passenger, without prejudice to the right to claim damages against the Passenger for a higher amount based on the actual costs incurred.

- **Train delay caused by a Passenger**

It is forbidden to make use of the alarm signal in the train without good reason, and more generally to engage in any unjustified act that leads to the train being delayed. In the case of a violation, the Passenger will be liable for the 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 the Passenger based on the actual costs 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 is subject to the [Terms and Conditions of the Provision of Internet Services On Board Thalys Trains](#).

### 2.15. Services for Business Passengers or Frequent Passengers

Thalys offers various services to business and frequent Passengers who want to take advantage of many benefits such as the My Thalys World Programme, the Thalys Pass subscriptions 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)
2. My Thalys World Customer Service Center: Daily 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: 085 00 24 202 (pricing: See here) Or in your My Thalys World account.

2.16. Claims

2.16.1. Claims due to a 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 three 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 transfer, the IBAN and BIC codes must be attached to the claim for compensation, whether made online or by letter.

SNCF Mobilités Mediation Service:
In the event of an unsatisfactory response received from Thalys Customer Service following the procedure set out above or in the case of no response within a period of three months, the Mediation Service of SNCF Mobilités may be contacted, in French or in English, by Internet using the link https://mediation-sncf.force.com/mediation/s/?language=en_US or by post at the following address: Médiateur SNCF Mobilités, TSA 37701- F 59973 Tourcoing, France.


Ombudsrail (Belgium):
In the event of an unsatisfactory response received from Thalys Customer Service following the procedure set out above or in the event of no response being received within a period of three months, the Ombudsrail, the mediation service of the Belgian railway company, may be contacted at the following address: Ombudsrail - Boulevard Roi Albert II 8 box 5, 1000 Brussels - Tel.: 0800.25.095 - Email: plaintes@ombudsrail.be.

2.16.2. Claims in case of physical injury to persons
Claims for physical injury must be sent in writing to the Carrier which was providing the transport service at the time of the accident, either THI Factory if the accident occurred in France, in Belgium or in Germany, or NS if the accident occurred in the Netherlands, within a
period of 12 months from the moment the claimant became aware of the injury. To be accepted, the claim must contain at least one medical certificate attesting to the injury suffered.

2.16.3. Miscellaneous provisions
Depending on the nature of the claim, additional documentation may be requested. Filing a claim does not systematically give rise to compensation.

2.17. Entirety and severability of the clauses

If it transpires that a part of these Conditions is invalid or cannot be executed, 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 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-König HBF-Düsseldorf Hbf-Düsseldorf Airport-Duisburg HBF-Essen HBF-Dortmund
  - Marne-la-Vallée – Charles de Gaulle Airport Terminal 2 TGV-Brussels
  - Amsterdam-Schiphol-Rotterdam-Antwerp-Brussels-Valence-Avignon-Aix en Provence-Marseille

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-Düsseldor 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**

**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 departing from or arriving into 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 Quarter Léopold, Brussels-Schuman, Brussels-Ouest, Delta, Vivier d’oie, Etterbeek, Evere, Haren, Haren-Sud, Jette, Meiser, Mérude, 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 departing from or arriving into Antwerp: these tickets are also valid on departure from and arrival at Antwerpen-Berchem, Antwerp-Central, Antwerpen-Dam, Antwerpen-Luchtbal, Antwerpen-Noorderdokken, Antwerpen-Oost and Antwerpen-Zuid.

Tickets departing from or arriving into Liège-Guillemins: these tickets are also valid from and to the following stations: Liège-Jonfosse, Liège-Palais, Angleur, Bressoux, Chênée and Sclessin.

Passengers must be equipped with their ticket to in case of a journey on board domestic Belgian trains.

### 3.3. Options

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

<table>
<thead>
<tr>
<th>Option</th>
<th>Conditions</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>STANDARD</strong></td>
<td>Fare available on all Thalys trains subject to availability of seats allocated at this fare.</td>
</tr>
<tr>
<td><strong>COMFORT</strong></td>
<td>Fare available on all Thalys trains subject to availability of seats allocated at this fare. With this fare, the Passenger benefits from more spacious seats compared with seats allocated in STANDARD.</td>
</tr>
<tr>
<td><strong>PREMIUM</strong></td>
<td>Fare available in PREMIUM on all Thalys trains subject to availability of seats allocated at this fare. With this fare, the Passenger enjoys the benefit of:</td>
</tr>
<tr>
<td><strong>PREMIUM DEAL</strong></td>
<td>- More spacious seats compared with seats allocated in STANDARD,</td>
</tr>
<tr>
<td></td>
<td>- Food served at your seat (only for international journeys of more than 50 minutes and subject to availability),</td>
</tr>
<tr>
<td></td>
<td>- A selection of newspapers,</td>
</tr>
<tr>
<td></td>
<td>- Access to Thalys lounges,</td>
</tr>
<tr>
<td></td>
<td>- 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).</td>
</tr>
<tr>
<td><strong>WEEKEND OFFER</strong></td>
<td>Fare available in COMFORT for Thalys journeys on Saturdays and Sundays on certain trains and not available on seasonal connections and national journeys. Formula to be booked up to 30 days before departure.</td>
</tr>
</tbody>
</table>
| **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 presented (1) at the 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.

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). Documentary proof of age must be provided (see footnote 1) on request from 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). Documentary proof of age must be provided (see footnote 1) on request from the TM.

YOUTH STANDARD  Reduced fare in relation to the STANDARD fare (with the exception for national journeys) available for passengers under the age of 26 (on the day of travel). Documentary proof of age must be provided (see footnote 1) on request from the TM.

YOUTH STANDARD MINI  Reduced fare in relation to the STANDARD fare (with the exception for national journeys) available for passengers under the age of 26 (on the day of travel). Documentary proof of age must be provided (see footnote 1) on request from the TM.

YOUTH COMFORT  Reduced fare in relation to the COMFORT fare (with the exception of national journeys) available for passengers under the age of 26 (on the day of travel). Documentary proof of age must be provided (see footnote 1) on request from the TM.

YOUTH PREMIUM  Reduced fare in relation to the PREMIUM fare (with the exception of national journeys) available for passengers under the age of 26 (on the day of travel). Documentary proof of age must be provided (see footnote 1) on request from the TM.

PASS  Fare available in PREMIUM, COMFORT and STANDARD class (with the exception of seasonal connections and national journeys) for persons holding one of the following passes: Interrail Global Pass, Eurail Global Pass, Interrail Benelux Pass and Eurail Benelux Pass. The country of

1 The proof of age of the passenger must be an official administrative document bearing a photo and the date of birth of the Passenger, for example a national identity card, driving licence or passport.
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 Adult Group rate is only available for people travelling on the same train, on the same date, with the same point of departure and destination and in the same comfort class. (they will travel in the same area).

**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.

**WHEELCHAIR**

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

**COMPANION**

Fare available in PREMIUM for persons accompanying wheelchair passengers. 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").

**GUIDE**

Fare available in STANDARD, COMFORT and PREMIUM for persons accompanying passengers with disabilities that do not require a wheelchair.

**THALYS CORPORATE FARE (TCF)**

Two levels for companies with a Thalys turnover between €10,000 and €74,999.99 (Level 2) and over €75,000 (Level 3) per year. 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).

**DOGS**

Set fare of €30 for dogs travelling in STANDARD. The transport of small dogs and other household pets in a container whose size does not exceed 55 x 30 x 30 cm is free of charge. Guide dogs accompanying blind passengers travel free of charge. Tariff available for on-board sales only.

**THALYS FREQUENTPASS**

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). 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 the 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 PREMIUMPASS**

Set fare 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.

### 3.4  Children

Children aged under 4 can travel free, at the rate of one child per adult, as long as a seat is not requested for them, and that each child travels on the adult’s knee.

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 an exchange is possible, in the event of a difference in fare between the initial fare and the fare in force on the day of the exchange, the difference shall be paid by the Passenger. Exchange fees may also be applied depending on the ticket initially purchased.

<table>
<thead>
<tr>
<th>Tariff</th>
<th>Exchange</th>
<th>Refund</th>
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<tbody>
<tr>
<td>PREMIUM</td>
<td>Unlimited up to one hour after the departure time indicated on the ticket.</td>
<td>100% up to hour after the departure time indicated on the ticket.</td>
</tr>
<tr>
<td>PREMIUM DEAL</td>
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</tr>
<tr>
<td>COMFORT</td>
<td>Unlimited up to the departure. Up to 7 days before the departure, exchanged free of cost. After that, exchangeable up to the departure time indicated on the ticket with a payment of €15 for exchange fees.</td>
<td>Without fees up to 7 days before departure.</td>
</tr>
<tr>
<td>STANDARD</td>
<td>Unlimited up to the departure. Up to 7 days before the departure, exchanged free of cost. After that, exchangeable up to the departure time indicated on</td>
<td>Without fees up to 7 days before departure.</td>
</tr>
<tr>
<td>Category</td>
<td>Details</td>
<td>Exchange Conditions</td>
</tr>
<tr>
<td>------------------------</td>
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<td>------------------------------------------</td>
</tr>
<tr>
<td><strong>KID (Children)</strong></td>
<td>Same conditions as for the accompanying adult fare.</td>
<td>Same conditions as for the accompanying adult fare.</td>
</tr>
<tr>
<td><strong>SENIOR PREMIUM</strong></td>
<td>Unlimited up to one hour after the departure time indicated on the ticket.</td>
<td>100% up to hour after the departure time indicated on the ticket.</td>
</tr>
<tr>
<td><strong>SENIOR COMFORT</strong></td>
<td>Unlimited up to the departure time indicated on the ticket.</td>
<td>Without fees up to 7 days before departure.</td>
</tr>
<tr>
<td><strong>SENIOR STANDARD</strong></td>
<td>Unlimited up to the departure time indicated on the ticket.</td>
<td>Without fees up to 7 days before departure.</td>
</tr>
<tr>
<td><strong>YOUTH PREMIUM</strong></td>
<td>Unlimited up to one hour after the departure time indicated on the ticket.</td>
<td>100% up to hour after the departure time indicated on the ticket.</td>
</tr>
<tr>
<td><strong>YOUTH COMFORT</strong></td>
<td>Unlimited up to the departure time indicated on the ticket.</td>
<td>Without fees up to 7 days before departure.</td>
</tr>
<tr>
<td><strong>YOUTH STANDARD</strong></td>
<td>Unlimited up to the departure time indicated on the ticket.</td>
<td>Without fees up to 7 days before departure.</td>
</tr>
<tr>
<td><strong>PASS EuRail / InteRail</strong></td>
<td>Once without fees, one exchange possible up to the train departure indicated on the ticket.</td>
<td>75% up to the departure time indicated on the ticket.</td>
</tr>
<tr>
<td><strong>GROUP Adult/Youth/Kid</strong></td>
<td>Up to 21 days before the departure upon payment of 20% of the ticket price. Between 20 and 8 days before the departure upon payment of 50% of the ticket price.</td>
<td>80% up to 21 days before departure. 50% between 20 and 8 days before departure.</td>
</tr>
<tr>
<td>Category</td>
<td>Unlimited up to one hour after the departure time indicated on the ticket.</td>
<td>100% up to 24 hours after the departure time indicated on the ticket.</td>
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<tr>
<td>--------------------------------</td>
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<tr>
<td>WHEELCHAIR</td>
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<tr>
<td>ACCOMPANYING PERSON</td>
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<tr>
<td>THALYS CORPORATE FARE (TCF)</td>
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<tr>
<td>THALYS FREQUENT PASS</td>
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<tr>
<td>THALYS PREMIUM PASS</td>
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