

V. Ticket Returns and Refunds

38. Unused or partially used tickets may be returned in accordance with the Cabinet Regulation of 28 August 2012 No. 599 "Procedures for Provision and Use of Public Transport Services" and Regulation (EU) 2021/782 of the European Parliament and of the Council.
39. If the passenger does not use the purchased one-way ticket or baggage ticket, the passenger has the right to return it to the ticket sales office and receive a refund of **75%** if the ticket is returned not later than 2 (two) hours before the start of the ticket's validity period. **Less than 2 (two) hours before the start of the ticket's validity period, the ticket will not be accepted and refunded.**
40. If the passenger does not use the purchased timed ticket, he/she has the right to return it and receive a refund in the following amount:
 - 40.1. **90%** of the timed ticket price if the ticket is returned to the ticket office before the start of the ticket's validity period
 - 40.2. **75%** of the timed ticket price for the remaining unused time if the ticket is returned to the ticket office during the ticket's validity period
41. The passenger has the right not to go on a train trip until the end of the ticket's validity period by returning the purchased ticket and baggage ticket, as well as to receive a full refund of the train fare and hand baggage fare if:
 - 41.1. Departure of the train is delayed by more than 15 minutes compared to the scheduled time of departure on the train timetable
 - 41.2. The trip is cancelled due to the fault of the carrier
 - 41.3. The passenger is not provided with a possibility to occupy the seat indicated on the ticket or an equivalent seat indicated by the ticket inspector
 - 41.4. A train with a higher quality of service for a larger fare is replaced with a train with a lower quality of service
42. A passenger who has missed a passenger train due to illness or force majeure (e.g., natural disaster, accident) has the right to return the unused ticket within 3 (three) days after the expiry date of the purchased ticket and receive an equivalent ticket on the same route for the same price. If the passenger does not wish to receive another ticket, the unused ticket may be returned and refunded in the amount of 75% of the fare and baggage fare. Illness or force majeure shall be verified by a statement issued by a medical treatment institution or a document certifying the relevant event issued by another authority.
43. If, at the time of departure, or because a connection has been missed, or because the train (trip) has been cancelled, it is reasonably expected that the train's arrival at the final destination indicated on the ticket will be delayed by 30 minutes or more, AS "Pasažieru vilciens" offers the passenger the choice of one of the following options:
 - 43.1. To return to the starting point of the journey (if the passenger has a through-ticket, to the starting point of the first leg of the journey) using another mode of transport offered by AS "Pasažieru vilciens", or continue the journey to the intended final destination using other transport offered by AS "Pasažieru vilciens".
 - 43.2. However, if AS "Pasažieru vilciens" does not provide the services referred to in Paragraph 43.1, the passenger has the right to use alternative transportation that allows him/her to reach his/her final destination or return to the starting point of the journey under comparable conditions, and to receive from AS "Pasažieru vilciens" reimbursement of necessary, appropriate, and reasonable expenses.
44. AS "Pasažieru vilciens" compensates for direct losses (excluding lost profits) incurred if a train's arrival or departure does not conform to the timetable or if a trip for which the passenger has purchased a ticket is cancelled. The obligation to compensate for losses referred to in this Paragraph does not apply if the train's arrival or departure deviated from the timetable or if the trip was cancelled for reasons beyond the carrier's control. To find out the reasons for a cancellation or delay, passengers may contact the Customer Service Center of AS "Pasažieru vilciens".

- 44.1. To receive compensation for losses, the passenger shall submit to AS "Pasažieru vilciens" evidence substantiating the losses incurred and specifying their exact amount. To prevent loss, the passenger shall take measures that are reasonable under the circumstances.
45. Lost or damaged (e.g. torn, burnt, corrected) tickets and baggage tickets are not renewed and refunded.
46. If a passenger is asked to get off the train due to being under the influence of alcohol, narcotic or toxic substances and violating public order, or if prohibited items have been found in the passenger's baggage, the passenger is not entitled to compensation for the unused (partially used) ticket and baggage ticket.
47. One-way tickets, baggage tickets and timed tickets purchased at a ticket office shall be returned to any ticket office or, by filling in a refund application form, at the Vivi Customer Service Centre in Riga, Stacijas laukums 2, or electronically on the website www.vivi.lv.
48. If the passenger does not use a ticket purchased electronically on the official website of AS "Pasažieru vilciens" www.vivi.lv or via the "Vivi Latvija" mobile app, he/she is entitled to a refund of the fare and/or baggage fee by submitting a request at any ticket office or at the Vivi Customer Service Centre. If it is not possible to submit a request at a ticket office or Customer Service Centre, it can be filled out electronically and sent by email to vilciens@info.vivi.lv. The terms and conditions for purchasing, using and returning electronic tickets are available on the Vivi website <https://www.vivi.lv/lv/biletes/e-bilete/>.
49. An application regarding any area of responsibility of AS "Pasažieru vilciens", including a claim for compensation or reimbursement (the claim for compensation or reimbursement shall be signed by hand or with a secure electronic signature), may be submitted through any of the following communication channels:
- 49.1. In person at the Vivi Customer Service Centre or to the ticket office cashier
- 49.2. On the official website under section "Contacts" - "Contact us" by filling in the contact form <https://www.vivi.lv/lv/kontakti/>
- 49.3. Via direct messages on the officially registered accounts on social media websites
- 49.4. By post to the registered office of AS "Pasažieru vilciens": Pērses iela 8, Rīga, LV-1011, Latvia
50. If a passenger does not use a ticket purchased electronically from a ticket sales service provider, he/she shall submit a request for a refund to the relevant ticket sales service provider.