

IX Procedures for Controlling Passengers and Baggage

68. For the inspection of tickets, baggage tickets, as well as documents confirming the passenger's eligibility to reduced fare, the carrier shall assign employees responsible for the control of transportation documents - ticket inspectors.
69. A ticket inspector has the right to conduct reinspection of tickets on trains.
70. Ticket inspectors and ticket controllers have the right to check:
- 70.1. Tickets (including electronic tickets) and baggage tickets, and documents confirming the passenger's eligibility to reduced fare
 - 70.2. Compliance with the procedures for the carriage of passengers and baggage
 - 70.3. Compliance with the procedures for animal transportation
 - 70.4. Compliance with the procedures described in the information "To the attention of passengers"
71. The passenger is obliged to present (by handing over) a ticket, baggage ticket or a document confirming the passenger's right to reduced fare to the ticket inspector or the ticket controller so that these persons could verify the validity of these documents and make the necessary marks on the ticket or baggage ticket. Electronically purchased tickets shall be presented to the ticket inspector in a mobile device (smartphone, tablet, etc.) in full size without zooming it, or in printed form with a clearly visible two-dimensional QR code and authorisation code.
72. A passenger who is unable to present a valid travel ticket is considered a passenger without a ticket.
73. If a passenger presents a document of another person confirming the passenger's eligibility to reduced fare, the passenger is considered a passenger without a ticket. The ticket inspector has the right to withhold such document and hand it over to the issuing authority.
74. Amount of the contractual penalty:

Violation	Amount of the contractual penalty:	
	if the contractual penalty is paid to the ticket inspector at the time and place where the violation is detected, in accordance with the receipt for payment of the contractual penalty	if an invoice is issued for the payment of the contractual penalty (post-payment)
Using public transportation services without paying or without a valid ticket	EUR 25.00	EUR 50.00
Using public transportation services without paying or without a valid ticket if the offender is a passenger eligible for fare discounts	EUR 7.00	EUR 15.00
Carrying baggage or animals on a train without a ticket	EUR 5.00	EUR 10.00

75. A passenger shall pay the penalty:
- 75.1. To the ticket inspector at the time the violation of the contract of regular carriage of passengers is detected
 - 75.2. At the place and within the period indicated in the invoice issued by the ticket inspector
76. Applying the penalty payment procedure referred to in Paragraph 75.1, the ticket inspector shall issue a receipt for payment of the contractual penalty to the passenger.

- 76.1. The penalty payment procedure referred to in Paragraph 75.2 may be applied if the passenger is able to present an identity document to the ticket inspector. The passenger shall settle the invoice for the penalty within one month from the date of issue of the invoice. If the passenger fails to pay the contractual penalty within the specified time and in the specified amount, AS "Pasažieru vilciens" may transfer the passenger's personal data necessary for debt collection to an authorised debt collection service provider and to a credit reporting agency.
77. If the passenger considers that the penalty is unjustified, he or she may contest it within one month by submitting an application, signed by hand or by secure electronic signature, through one of the communication channels referred to in Paragraph 49. The application shall include the passenger's details, the number of the receipt or invoice, identifying information (date, time, place, train route and journey number) of the case where the penalty was imposed, the grounds for reducing or cancelling the penalty (including copies of documents).
78. After the penalty has been imposed, if the passenger wishes to continue the trip, he/she shall purchase a travel ticket.
79. If the passenger refuses to pay a penalty and is unable to present an identity document to the ticket inspector, the ticket inspector may involve the police to determine the identity of the passenger or exercise the rights referred to in Paragraphs 81, 82 and 83.
80. The ticket inspector or ticket controller has the right to make the passenger, who travels without paying for the trip or a valid travel ticket and refuses to pay a penalty or does not observe the statutory requirements, to get off the train by asking the passenger to leave the train voluntarily at the next stop.
81. If the passenger does not obey the request of the ticket inspector or ticket controller to leave the train voluntarily, the ticket inspector or ticket controller has the right to call the police to force the passenger out of the train.
82. The ticket inspector or ticket controller may make a child under 15 years of age to get off the train in accordance with Paragraph 81 only if the child is taken to the nearest police station.
83. If a ticket is ambiguously or incorrectly executed when presented to the ticket inspector, the ticket inspector shall withhold the ticket and draw up a deed in three counterparts. One counterpart of the deed shall be handed over to the passenger. If the ticket inspector has withheld a one-way ticket, after receipt of the deed the passenger has the right to continue his/her trip to the stop indicated on the ticket. If the ticket inspector has withheld a timed ticket, the passenger has the right to hand the deed over to a ticket office within 3 (three) days and receive a new timed ticket free of charge. Its validity period shall be determined in accordance with the validity period of the withheld ticket.

Basis:

1. Law on Public Transport Services
2. Carriage by Rail Law
3. Railway Law
4. Disability Law
5. Regulation (EU) 2021/782 of the European Parliament and of the Council on rail passengers' rights and obligations
6. Cabinet Regulation of 28 August 2012 No. 599 "Procedure for the Provision and Use of Public Transport Services"
7. Cabinet Regulation of 22 June 2021 No. 414 "Regulations on Reduced Fares"
8. Cabinet Regulation of 10 September 2024 No. 598 "Procedure for the Implementation of the Latvian Honorary Family Cards Programme"
9. Internal regulations of the joint-stock company AS "Pasažieru vilciens"

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