

**INSTRUCTION FOR USE:** Online booking services are available for physical persons to purchase electronic ticket for local destination trains through the web-site of Georgian Railway JSC., by means of **Visa/MasterCard** plastic cards.

In order to avoid conflict situations, while purchasing electronic tickets via the internet, get acquainted with the rules of online-booking and confirm acquaintance with them.

You can purchase full-price, child and student electronic tickets through the on-line mode for local destination trains in certain directions and routes. The specified service is chargeable and established by Georgian Railway JSC. The service fee per ticket is 1 GEL.

Online payment for purchasing E-Ticket can be carried out only by means of Visa/MasterCard plastic cards. While returning the unused tickets, sum owing will be returned within 3 banking days on a card that was used for the transaction.

**Attention!!! When purchasing ticket through the on-line mode:**

- The reduced tariff for involuntary displaced persons is not available. They are required to apply to the ticket offices of Georgian Railway JSC.
- The reduced tariff for persons with disability (using invalid carriages) is not available. They are required to apply to the ticket offices of Georgian Railway JSC.
- The suburban and international train tickets are not available.

With the purpose of purchasing E-Tickets through the on-line mode, sign-up, enter your name, surname, password, e-mail address, phone number and the data of identification card. Pay attention to the correctness of a name, surname and the personal information which is the necessary condition for passenger to be allowed to board the train.

E-Tickets can be purchased 40 days prior to date of train departure.

A maximum of eight (8) E-Tickets can be purchased via one transaction.

The process of Internet booking consists of several steps. User purchases the E-Ticket upon successful completion of these steps.

The code of purchase and the document proving the identity of the passenger must be shown to a conductor, when traveling with an **electronic ticket**.

**E-tickets** cannot be purchased less than 2 hours before the departure time.

**Seat selection**

To find the empty seats, enter the information indicated in the columns in the correct sequence.

1. Select the departure date. Departure date is the day when train departs from the initial station.
2. Enter the departure and end stations.
3. Indicate the number of tickets at full price. Children over the age of ten must have full-price tickets.
4. Indicate the number of child tickets. The child ticket is purchased for children from 5 to 10 years of age. Please indicate the data of birth certificate or ID card when ordering the child ticket.

Children under the age of five not occupying a seat can travel for free with one fare-paying passenger.

Child E-Ticket should be purchased for children under five if he/she occupies a separate seat.

Passenger should purchase child E-Ticket for each seat when accompanies a child aged five to ten or more than one child under five.

Children over the age of ten must have full-price tickets.

After inputting all the required information press the button “Search”. System presents the full information on empty seats according the selected rout, number, wagon category, departure date and time and the total price of the place calculated on the basis of the indicated parameters.

Select the desired train and activate appropriate window. 1 minute is at your disposal to select the train. After the expiration time indicated, the train seats must be re-selected.

10 minutes are at your disposal to enter personal information of passengers and carry out transaction.

The additional service (bed linen) is available for the second-class cars (4 seat compartments) and the first-class cars (2 seat compartment) of the night passenger trains. The price of the mentioned service on the second-class cars is 3 GEL. As for the first-class cars, the cost of bed linen is included in the ticket price.

#### **Passenger's personal information input**

The user takes full responsibility for correctness of requisites. Pay attention to the correctness of a name, surname and the personal information which is the necessary condition for passenger to be allowed to board the train.

All E-Tickets except child ticket may be ordered by one passenger according to the ID card. Passengers are allowed to board the train being accompanied by the person who has booked the railway tickets in his name.

The child E-Ticket is purchased for children from 5 to 10 years of age. Please indicate the data of birth certificate or ID card when ordering the child ticket.

## Payment

Online ticket payment can be carried out only with plastic cards Visa/MasterCard.

To execute the transactions please follow all procedures established by the bank.

When the transaction is successfully executed, the passenger will receive the information on the purchased tickets, train number, departure/arrival station, departure/arrival date and time, the information on passengers and code of ticket.

You can print out or save the given information. The corresponding messages will be sent to you by e-mail.

## Trip

Passenger, traveling on an electronic ticket, boards the train upon presentation the code of ticket and ID card to the conductor.

**Necessary condition:** Passengers are allowed to board the train being accompanied by the person who has booked the E-Tickets in his name.

Every passenger (full and child e-ticket) is entitled to bring aboard luggage not exceeding 36 kg in total weight.

## Return of travel document (tickets)

**ATTENTION!!!** Electronic ticket should be returned at least 2 hours prior to train departure in on-line mode via website of Georgian Railway. The electronic ticket cannot be returned after the specified period.

Prior to train departure:

- At least 15 hours prior to train departure – 0 % of fare is charged
- Less than 15 hours – 15 % of fare is charged
- Less than 4 hours – 30 % of fare is charged
- The corresponding sum for unused ticket will be returned to the passenger without compensation of cost of service.

To return the E-Ticket through the on-line mode, select “purchased tickets”, click the button +. Here you can find the history of the purchased tickets. Please, click the button  to confirm

return of the ticket. In accordance with the existing rules, sum owing will be returned to your account and reflected in the column of total indicators of tickets history.

**ATTENTION!!!** Electronic ticket should be returned at least 2 hours prior to train departure. The electronic ticket cannot be returned after the specified period.

While returning the unused tickets, sum owing will be refund within 3 banking days on a card that was used for the transaction.

The bank will be responsible for refunding the appropriate sum in due time.