

What is an e-Ticket?

e-Tickets are an electronic version of the paper ticket. You can print the ticket in colour or black and white from any office, café or home that has a printer. Please note that tickets are strictly personal, nominative and non-transferable.

What are the benefits of e-Tickets?

Save time: you don't need to wait for the train ticket to arrive via courier or post. You also avoid queues at the station as you don't need to collect or exchange or have the ticket validated.

No lost tickets: e-Ticket is your valid ticket for travel; you can reprint it in case of loss.

Are e-Tickets available for all destinations?

No. Our website will only offer e-Tickets when a route or train carrier allows it. Currently e-Tickets is on offer for Eurostar, Thalys, French Domestic, French International TGV, Spanish, NTV Italo, and Trenitalia trains. Some fares on these routes/carriers do not offer e-Tickets.

How to print my e-Ticket.

Once your booking is paid our documentation team will ticket the booking. You will receive an email within 1 hour (except Thalys, up to 48 hours) containing your e-Ticket(s) which you must print out and keep with you when boarding the train.

It is important to provide your correct email address to Rail Europe. Some emails can enclose an attachment. Open the PDF file which will require a printer and Adobe Reader to access and print your train ticket.

How to board a train with an e-Ticket.

Make sure that you have printed all your e-Tickets before traveling. Head to the station and find your departing platform number on the departure board, then simply check your ticket for your car and seat number and board the train. The train conductor will ask to see your ticket and ID (passport) at some point during your journey. If you are traveling on the Eurostar, you can directly scan your printed train ticket at the automatic doors when checking in. This is faster than seeing a check-in desk employee.

Can I download my e-Ticket onto my laptop, smart phones, or tablets instead of printing the ticket?

No, you must print the physical ticket on A4 paper as proof of purchase and valid travel document.

I lost my printed e-Ticket, what do I do?

You can print the document again before the train's departure time by using the email that Rail Europe sent to you.

Is e-Ticket the only document I need when traveling by train?

No, you must provide a passport at check in and/or on board the train. With the exception of Trenitalia e-Tickets, the document must match the name on the e-Ticket.







What happens if there was a mistake made with the name when booking an e-Ticket?

You don't have to book another e-Ticket if there is a typo mistake on the name entered. You can travel with the ticket as long as the name is not completely different.

Sample Tickets

Below you can see a sample of various trains that available

Eurostar Trains

		Ticket and seat reservation for							
CIV 1187		SUNNY TEST							
		Train	Departure	Arrival			Travel Class	Coach	Seat
30/05	07:52	9008	LONDON ST-PANCRAS	→ PARIS NORD	11:17	30/05	2ND	3	023
Additional information					Booking reference				
Minimum check-in time 30 minutes before departure					PNR / STDQWC				
<small>Ticket exchangeable before departure with a fee of 40 € per trip and per person, as well as the price difference between the original and the new ticket price. Non-refundable ticket.</small>									
You are seated in: duo									
Carrier 0019					EUR 140,00				
BV PT01AD 154479871319 BVPEXASB			IV447987131 BV			Issued 190515			
EUROSTAR STANDARD / 01 ADULT						12:33			

HOW TO MANAGE MY BOOKING?

Should the condition of your ticket permits: an exchange can take place up to departure via the agency who made your booking, locally at a Eurostar ticket office or at your original point of sale. Cancellation of your ticket can be processed through www.refundmyticket.com or with your agency. For refund request, please contact your original point of sale.

HOW TO TRAVEL WITH AN E-TICKET?

You must have valid photographic proof of identity (identity card passport, driving licence or residency permit), which may be requested from you during ticket inspections.

Luggage need to be labeled with your surname and first name.

Standard and Standard Premier travelers are requested to be present at Eurostar Station at least 30 minutes in advance. Business Premier travelers are requested to be present at Eurostar Station 10 minutes.

HOLD THIS BAR CODE FIRMLY
AGAINST THE READER



French Trains

TGV (French Domestic) / SNCF

YOUR E-TICKET



PARIS EST > LUXEMBOURG 148,00 EUR

Surname: **TEST**
First Name: **SUNNY**

REFERENCE NUMBER: **STDYQW**
Customer reference number: 0029090167100006755
No. e-ticket: 447987562



Departure / Arrival	Date / Time	TGV	TARIF PRO - Billet échangeable et remboursable sans frais jusqu'au départ. Billet non échangeable et non remboursable après départ.
PARIS EST	30/05 at 07:40	TRAIN NUMBER 2803 COACH 11 - SEAT 061 1. CLASS SOLO WINDOW ALONE OFF PEAK	TRANSPORTEURS 1187 0082
LUXEMBOURG	30/05 at 09:49		

GALVAFITP - CIV 1187

Please arrive at the indicated departure platform at least 2 minutes prior to departure.

Want to know your CO₂ footprint and view our calculation in detail? Visit sncf.com!

You have purchased your e-ticket on **RAILEUROPE**

SNCF wishes you a pleasant journey!

EUROPE IS JUST NEXT DOOR.
ENJOY HIGH-SPEED TRAVEL THROUGH ITALY, SPAIN, GERMANY, SWITZERLAND, BELGIUM...

Find all other European destinations on sncf.com

TGV renfe SNCF TGV Lyria DB SNCF THALYS



THIS E-TICKET CONFIRMATION IS NOT REQUIRED TO BE STAMPED

HOW TO MANAGE MY BOOKING?

Should the condition of your ticket permits, an exchange can take place up to departure via the original point of sale or locally at a SNCF ticket office. Cancellation of your ticket can be processed through www.refundmyticket.com or with your travel agency. For refund request, please contact your original point of sale.

E-TICKET CONDITIONS OF USE⁽¹⁾

NOMINATIVE, INDIVIDUAL AND CAN NOT BE TRANSFERRED TO THIRD PARTIES
Only valid for the train, date, class and designated route.

To be valid, the electronic ticket confirmation should be:

- accompanied by a valid identity card with photo⁽²⁾,
- presented when boarding the train and during ticket control.
- printed on white A4 paper, without changing the print size. A good quality printing is required.
- the ticket can be re-printed at the train station.


To ensure timely departure of TGV and Intercités we ask you to be present on the platform of departure at least 2 minutes before the departure time.
After, access to the train can no longer be guaranteed.

We remind you that it is obligatory to label your luggage.



(1) The electronic ticket is not valid if conditions are not met. In that case, SNCF reserves the right to charge you a fine corresponding to a full fare ticket for the train taken (see traveler's fare).
(2) ID card, passport or residency permit.

Thalys Trains



TICKETLESS

WELCOME TO OUR WORLD


Dear JOHN SMITH,

RAILEUROPE

We are pleased to confirm your Ticketless reservation with Thalys on 12/01/2014.


Please print this email as it is your Thalys ticket, valid for the traveller and the journey indicated. You must ensure that you print all tickets relating to each passenger and each leg of your journey before you travel.

Travel Date: 12/01/2014
 Departure: 13:18 from AMSTERDAM CENTRAA
 Arrival: 14:30 at ANTWERPEN CENTRAA
 Thalys train n°: 9352
 Seating: coach 11 seat 73
 Fare category: FLEX
 Class: Comfort 1
 Price: 93.00 euros
Booking File Reference: XPHFST*
 TCN : 671319084
 CIN: 30840601186768830



Travel light! Maximum allowance:
 1 carry-on
 2 suitcases (32 kg max – 158 cm (L+W+H))

JOHN SMITH



Travel Information

This ticket is strictly personal

Barcode scanned onboard the train by the train conductor

The Booking Reference is also your Passenger Name Record, commonly referred to as a PNR. This Booking Reference consists of 6 alphanumeric characters.

* Please communicate this reference in case of exchange or refund.

For safety reasons, your presence on the Thalys platform is mandatory **at least 2 minutes** before the train's departure. When you board the train, please present a printed copy of this email to the Train Manager for inspection and validation of your Thalys Ticket.



Should the conditions of your ticket permit: an exchange can take place up to departure via the agency who made your booking or cancellation on www.refundmyticket.com. For refund request please contact your original point of sale.

Purchasing a Thalys Ticketless automatically implies acceptance on the general term and conditions relating to Ticketless. You may consult these general terms and conditions on the www.raileurope.fr/ticketlesstermsandconditions.pdf.

Please note: do not reply to this e-mail address. Your request will not be processed.




WiFi - Internet access for all!

Take advantage of WiFi in all our trains. This service is offered free of charge when travelling Comfort 1.

Subject to the technical availability of the service. Service delivered by 21Net and powered by Nokia Siemens Networks and Teleten.

French Regional (TER) Trains



TER AUVERGNE-RHÔNE-ALPES

Tarif Normal
Utilisable le 29/08/2018

SMITH / JOHN
Né(e) le : 01.05.1990
1 Adulte(s)

LYON PART DIEU
AVIGNON CENTRE

Sens : Aller Simple
Valable sur TER uniquement pour la date de voyage choisie.

Classe 2

Prix € 36.20**
41

000093647 PT00 KM0225 08.08.2018 04:13 C01 077000D1 1 TER_PAD_DUO_REINC AGY9WY

SPECIMEN

Conditions d'utilisation du billet :
Prenez place directement à bord du train, sans compostage.
Ce titre est nominatif, personnel et incessible. Il n'est ni échangeable, ni remboursable.
Votre billet doit impérativement :
- Être accompagné d'une pièce justificative d'identité officielle portant photographie;
- Être présenté lors du contrôle ou à l'accès au train;
- Être imprimé de bonne qualité sur du papier A4 blanc, sans modification de la taille d'impression.
La réimpression du billet n'est pas possible au guichet ou en gare. En cas de non-respect de ces règles, le billet est considéré comme non valable et doit donner lieu à régularisation.

Mon itinéraire ALLER

Départ le 29.08.2018 à 12:20 de LYON PART DIEU
Arrivée le 29.08.2018 à 14:58 à AVIGNON CENTRE
TER 886185

TARIFS TER AUVERGNE-RHÔNE-ALPES

illico PROMO

SPECIMEN



PROFITEZ DES TARIFS TER ILLICO PROMO SAMEDI ET PROMO VACANCES

À PARTIR DE 2 PERSONNES, LES SAMEDIS ET TOUS LES JOURS PENDANT LES VACANCES SCOLAIRES :

- BILLET À -40 % POUR TOUS**
- GRATUIT POUR LES -12 ANS**

PLUS D'INFOS SUR LE SITE **SNCF TER AUVERGNE-RHÔNE-ALPES**



Cet horaire vous est donné à titre indicatif.

▶▶ ▶▶



Spanish Trains

Renfe

For Renfe Print At Home tickets do not need to be printed off anymore and can be simply shown on an electronic device (mobile phone, tablet, laptop).

The tickets can be checked using the QR code at the security checks and departure lounges, upon boarding the train and on board. This also applies to the Renfe Spain Pass.

The “Localizador” number is also your Passenger Name Record, commonly referred to as a PNR.
This booking record consists of 6 alpha/numeric characters

Travel Info

Num. Billete: 767280000784 Tarifa ADULTO
Localizador: **K7LY8W**

Salida	BCN.FRANCA	30/03/2011	21:05
Llegada	PARIS AUST	31/03/2011	09:02
TRENHOTEL	00475	Cama Turista	
Coche	77	Plaza: 031	
		CABALLERO	

152,00€ IVA(8%) 11.25€
Transp.: 1071.1187

Agencia Virtual: RENFE PRUEBAS 200 DELICIAS (123456789) 28007-MADRID (MADRID)

Cierre del acceso al tren 2 minutos antes de la salida
11:04:13 22/03/2011

SPECIMEN

Mantenga la integridad de toda la hoja, sin cortar ninguna de las zonas impresas.

EXTRACTO DE LAS CONDICIONES DE VIAJE

- Este billete constituye su contrato de transporte, consérvelo hasta el fin del viaje.
- Renfe tiene establecidos diferentes compromisos de puntualidad y calidad en todos sus trenes, en caso de incumplimiento de estos, tendrá derecho a la indemnización correspondiente.
- Equipaje máximo: 3 bultos; sin superar en su conjunto 20 Kg, ni 250 cm (largo+ancho+alto).
- Servicio cubierto por S.O.V. y S.R.C.
- Condiciones Generales de los Contratos de Transporte www.renfe.es

Si desea presentar este billete como factura, complétela los siguientes datos

renfe C.I.F.: Q-2801650J Avda de Pio XII, 110 - 28030 Madrid

DATOS DEL CLIENTE

NOMBRE/RAZÓN SOCIAL:
NIF:
DOMICILIO:
CÓDIGO POSTAL:
POBLACION:

00475 79400-87011 30/03/2011 Cama Turista 77-031 010
767280000784 id. Compra K7LY8W

Barcode scanned onboard the train

Italian Trains

Trenitalia (domestic / regionals), Swiss-Italy

		<small>Page 1 of 1 CARRIER CIV 0083 - VAT: 05403151003 Issuer 0083 Issue Date 23/02/2017 hours 20:43 Channel: Rail Europe 4A (32734 - 1) Receipt n. 350350754 of 23/02/2017</small>	
TRAVEL from Firenze S. M. Novella To Pisa Centrale Valid for 4 hours from 13:28 of 19/04/2017		Ticket Code: 567891234	
Departure station Firenze S. M. Novella Hours 13:28 - 01/04/2016	Arrival station Pisa Centrale Hours 14:28 - 01/04/2016	Train: Regionale Veloce 3127 Service: 2° Classe	
		* Total Amount Paid: 8.40 € <small>* The amount paid is related to transactions subject to VAT Not valid for fiscal use</small>	
PASSENGERS DETAILS			
Offer - Service ORDINARIA - 2° CLASSE	CartaFreccia	Points ..	
Passenger Name (ADULTO) John Smith	Other information:		
Buyer: John Smith Payment: Cash			
INFORMATION 1. Terms and conditions of transport of the carrier carrying out the service apply. For Trenitalia the General terms and conditions of transport which can be viewed on www.trenitalia.com and in ticket offices apply in addition to CIV standard regulations. 2. Regional tickets purchased on-line are only valid for the individual in whose name they are registered and are non-transferable. Name changes are not allowed. 3. Regional tickets purchased on-line have already been stamped with the date and time of departure of the train chosen at the moment of purchase and shown on the ticket. Ticket holders can travel on the train shown or in the next 4 hours. 4. Regional tickets purchased on-line must be shown together with a valid form of photo ID on an IT support (PC, tablet, smartphone) capable of viewing PDF files or AZTEC code/QRCode or by displaying their season ticket in the "My Journeys" reserved area available on the Trenitalia App, www.trenitalia.com and Mobile or in paper form together with a valid form of photo ID at every request by supervisory staff. In the absence even of only one of these two requirements travellers will be considered to be travelling without a valid ticket in accordance with current legislation. 5. A single change to ticket date and time is permitted before 23:59 on the day prior to travel at Trenitalia ticket offices and self-service booths, on-line on www.trenitalia.com and issuing travel agencies. Refunds cannot be issued at self-service booths. 6. For all information not specified here, refer to General terms and conditions of transport.			
<div style="text-align: center;"> <h2>TRENI NO-STOP</h2> <h3>FIUMICINO AEROPORTO - ROMA TERMINI</h3> <div style="display: flex; justify-content: space-around; align-items: center;"> <div style="border: 2px solid green; border-radius: 50%; padding: 10px; text-align: center; color: green;"> UN TRENO OGNI 15 MINUTI </div> <div style="border: 2px solid red; border-radius: 50%; padding: 10px; text-align: center; color: red;"> IN SOLI 32 MINUTI </div> <div style="border: 2px solid red; border-radius: 50%; padding: 10px; text-align: center; color: red;"> BAGAGLI GRATIS ILLIMITATI </div> <div style="border: 2px solid green; border-radius: 50%; padding: 10px; text-align: center; color: green;"> GRATIS BIMBI UNDER 12 </div>  </div> <div style="text-align: center; margin-top: 10px;">  EASY TO USE </div> </div>			
<small>For information, purchases and changes to the ticket: go to www.trenitalia.com, download our App Trenitalia or call the Call Center at 892021 (toll number)</small>			
<div style="display: flex; align-items: center;"> <div style="background-color: red; color: white; padding: 2px 5px; font-weight: bold; font-size: 0.8em;">Emergency</div> <div style="margin-left: 10px; font-size: 0.8em;">  You can call 112 free of charge to contact emergency services throughout the European Union, from landline or mobile </div> </div>			

Thello Trains



VAT number: 74520287004
 Issued on: 08/08/2018
 Issued at: 32734
 Issued by: Trenitalia
 Carrier: 3216
 Entitlement Number: 931562437; 931562438
 This document is not a tax receipt.

YOUR BOOKING

Reference (PNR): **XSWVR5**
 CP Code: 462453, 462244
POTTER Harry

Check your luggage!
 Each passenger can carry up to two standard* size suitcases and a hand luggage. Please make sure not to exceed such limit.
 Each item of luggage must have a visible label with the passenger's name on it.
 *(160 cm height + length + width including pouches, wheels and grips)

EuroCity	Departure	Arrival
139	Saturday 22 September 2016 08:15 Nice-Ville	Saturday 22 September 2016 11:08 Genova Piazza Principe

POTTER Harry
 02/09/2000

1° Classe	Coach	Seat	Price
	12	12C (Central)	50.00

ADULT/STANDARD - Promo code: RAILEURO
 Full fare

GRANGER Hermione
 01/04/200

1° Classe	Coach	Seat	Price
	12	13C (Central)	50.00

ADULT/STANDARD - Promo code: RAILEURO
 Full fare

2 Adults	Amount paid for this itinerary: All tax included	Total Price 100.00
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For information on the carbon footprint of your trip, visit thello.com. "112" is the European emergency number people in distress can call 24h/24 and 7/7 in all the member states of the European Union to get immediate assistance from the fire brigade, a medical issue or the police. You can call the number 112 with a fixed or mobile phone. The European emergency number is free everywhere.



hg 1407 AV85



NTV - Italo

**NTV - ITALO tickets**

Dear John Smith,

Please print this document prior to travel and please ensure that you have valid photographic proof of identity with you throughout your journey as this may be requested upon ticket inspection.

PNR
TBTXXX

TRAIN NUMBER #9981	CLASS 1	DEPARTS 07 Nov 2016 / 09:12	
FROM VENEZIA MESTRE	FARE TYPE <i>(2 x Adult: Prima Low Cost 3 Adult)</i>	Confirmed	Include Reservation
TO FIRENZE S M N	SEATING Coach: 4 Seat: 2 3	✔	✔

JOHN SMITH, 28
JAMES SMITH, 28

The Rail Plus Team
www.railplus.com.au