

Release N°16 – March 2020

RENFE-SNCF EN COOPÉRATION: EXCEPTIONAL COVID-19 MEASURES

CONTEXT

➤ IMPACT ON CIRCULATIONS

IMPACT ON OUR TRAINS – FROM MARCH 17th UNTIL MARCH 31st

DAY	TRAIN	IMPACTS
17/03 (1)	9702 Barcelona-Paris 9704 Barcelona- Paris 9715 Paris -Barcelona	Run normally with an exceptional stop at Lyon St. Exupéry
	Resto de trenes	Suprimidos
18/03 (1)	9704 Barcelona- Paris	Runs normally with an exceptional stop at Lyon St. Exupéry
	Resto de trenes	Suprimidos
From 19/03 to 30/03	Todos los trenes	Suprimidos
31/03	Todos los trenes	Closed for sale

ALTERNATIVE MEASURES OF TRANSPORT:

Alternative transportation measures are not scheduled. The passengers of the canceled trains will be able to choose the refund of the amount of the ticket without cost or change of travel date in the same class and route depending on availability and trains that run.

In order to do so, it will be necessary for the client to go to the customer service points or the original point of sale.

SPECIAL AFTER SALES MEASURES FOR TRIPS UNTIL THE 30TH OF APRIL:

CANCELATIONS AND FULL REFUND

All travelers with tickets for circulation until April 30 will be able to give up traveling and request a full refund of the amount of their tickets, whatever the rate, according to the following procedures:

- Cancellation directly by the original point of sale
- The customers may choose a reimbursement after the travel date of their ticket (up to 3 months):
 - If they bought their ticket through the SNCF, they have to ask for it on the SNCF website: <https://www.sncf.com/en/service-client/reclamations/tgv-intercites>.
 - If they bought their ticket through the Renfe, they have to send an email to posventaviajeros@renfe.es.

EXCHANGE:

- The exchange of the ticket for a new date of travel up to the 30th of April:
 - Without fee if the exchange is made before departure
 - If the exchange is made after the scheduled departure of the train, the exchange is made without fees (cancellation process), but the price difference will be charged to the customer, in case of that the available rate for the new date is higher.
- The exchange of the ticket for a new date of travel after the 30th of April:
 - the exchange is made without fees (cancellation process), but the price difference will be charged to the customer, in case of that the available rate for the new date is higher.