

Release N° 06 – March 2019

RENFE-SNCF EN COOPÉRATION: STRIKE ON MARCH 8

CONTEXT

➤ DUE TO A STRIKE IN SPAIN CALLED ON MARCH 8, THE RENFE-SNCF EN COOPÉRATION TRAINS ARE AFFECTED.

IMPACT ON OUR TRAINS ON MARCH 8

DAY	ROUTE	ALTERNATIVE MEASURES
March 8	9736 Barcelona - Lyon 9743 Lyon - Barcelona	<p>Cancelled due to strike.</p> <ul style="list-style-type: none"> - The travellers from the 9736 train may travel in the 9702 train. Those that want to go to Lyon will have to take the 6882 TGV in Montpellier to their final destination. - The travellers from the 9743 train may travel in the 9715 train. Those leaving Lyon will have to take the 9827 train to Valence and then take the 9715 train.
	9715 Paris - Barcelona	<p>Will run as planned.</p> <ul style="list-style-type: none"> - In the interests of the service, just the booking and the sale of the international journey between Perpignan <> Spain are available.
	All the other trains	Will run as planned.

ALTERNATIVE MEASURES FOR TRANSPORT:

In general, there is no alternative measure for transport.

The international travellers from cancelled trains can be transferred (on the same route and in the same class) in any other Renfe-SNCF en Coopération train that will run.

To do so, the travellers will have to go to a station where his or her ticket will be exchanged without any fee for another train. (*According to the availability.*)

AFTER SALES MEASURES:

Travellers may choose:

- The exchange of the ticket for any date according to the availability:
 - If the exchange is made before the scheduled departure of the train, there won't be any fee.
 - If the exchange is made after the scheduled departure of the train, the price difference will be borne by the customer, in case of that the available rate for the new date is higher.

- The cancellation of the trip and therefore the 100% refund of the ticket:
 - For tickets that can be cancelled directly by the sales system: the total price of the ticket will be refunded.
 - 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/fr/service-client/reclamations/tgv-intercites>
 - If they bought their ticket through the Renfe, they have to send an email to posventaviajeros@renfe.es.