

# THE ENFANT+ (CHILD+) RAILCARD

## I. THE MAIN ADVANTAGES OF RAILCARDS

The cards are issued at most train stations, SNCF shops and accredited travel agencies. They can also be ordered via the SNCF "*Ligne Directe*" hotline (call 3635 in France) and on the internet. In the above cases, they are provided on the spot at train station ticket counters or are sent to your home address (provided there is a sufficient number of days between the purchase date and the card's valid from date). However, some points of sale may require a certain amount of time to manufacture the cards.

The cards are produced in the name of the cardholder and must feature a recent identity photo of the cardholder.

Discount cards are personal and non-transferable – an identity document may be requested at the time of checks.

To enable bookings to be made, the cards may be issued up to three months in advance; in this case, the valid from date will be the date of the booking requested.

To get the most out of your discount entitlements, reserve your tickets in advance (ticket sales begin three months before the date of travel) and try to travel in off-peak periods.

### I.1. MY ENFANT+ (CHILD+) RAILCARD

SNCF does its utmost to ensure that its customers have pleasant journeys and reminds its customers that minor children remain the responsibility of their parents.

The Enfant+ (child+) Railcard can be purchased by or on behalf of any child aged up to 11 years, 364 days.

For €75 a year<sup>(1)</sup>, the Enfant+ (child+) Railcard enables the child who is the bearer of the card and up to four people accompanying him or her (adults or children), without any condition that they be relations of him or her applying, to get:



### ■ Discounts on prices:

- Up to 50%<sup>2</sup> discount on "*Plein Tarif Loisir*" (full-price leisure) tickets for TGV (high-speed) and Intercités (intercity) trains for which booking is mandatory.
- A 50%<sup>2</sup> discount on board TER (regional commuter trains) and Intercités trains and TER trains for which booking is not mandatory, for journeys beginning in periods listed as "blue" periods in the SNCF's rail travellers' calendar (*Calendrier Voyages*).
- A 25%<sup>2</sup> discount guaranteed in all other cases, irrespective of the type of train, even at the last moment, up to and including the last seat available.
- Children aged from 4 to 11 years and bearers of an Enfant+ (child+) Railcard pay half price for adult tickets once the discount has been applied. If the bearer of the Railcard is less than four years old, he or she travels free of charge and has a separate seat. Accompanying persons who are aged less than four must pay a "*Bambin*" (toddler) fare. As regards Intercités night trains, to avail of a bunk unaccompanied, a child aged less than four who is the bearer of an Enfant+ (child+) Railcard does not have to pay the "*Bambin de Nuit*" (toddler night) fare, but must pay the applicable fare for a bunk.
- At least one of the persons accompanying the bearer of the card must be more than 12 years old.

### ■ Easier ticket exchanges and refunds: [see below.](#)

### ■ Additional savings on SNCF services: [see below.](#)

### ■ Discounted prices on international journeys: [see below.](#)

**Note 1:** Prices are applicable as of 02/01/2014, and do not take into account any special offers which may apply.

**Note 2:** Discounts are calculated, excluding additional paid-for services, in relation to "*Plein Tarif Loisir*" (full-price leisure) tickets, as regards trains for which booking is mandatory (i.e. TGV and Intercités trains), and do not apply to Ouigo trains (Ouigo: the low-cost train service between Marne-la-Vallée and the south-east) and to iDTGV (internet-booking only TGV tickets), and in relation to standard fares, as regards trains which are subject to the SNCF's rail travellers' calendar (*Calendrier Voyages*). These discounts apply as regards journeys within France (except as regards journeys wholly within the Paris area) and as regards the portion within France of some international routes, subject to availability as regards discounts of above 25%.

## II. RAILCARD DISCOUNTS ON SNCF SERVICES

### II.1. DOOR-TO-DOOR LUGGAGE DELIVERY SERVICE

- **25% off your second and subsequent items of luggage:**

Use the SNCF luggage delivery service and get a 25% discount on your second and subsequent items of luggage. The discount applies to the €20 price (applicable as of 02/01/2014) for a second item of "ordinary" (i.e. length, breadth and width less than 2.5 metres/approx. 8 feet, weight less than 30 kilogrammes/approx. 66 pounds) items of luggage and for subsequent items. This discount cannot be used in conjunction with any other promotions. This offer applies to luggage delivery bookings available to bearers of Enfant+ (child+), Jeune (youth), Weekend and Senior+ railcards who have also bought a TGV or Intercités train ticket.

Your baggage will be delivered to any address of your choosing which is accessible by road, as regards all journeys in mainland France, in respect of up to 30 "ordinary" items of luggage.

Luggage will be delivered the day after it is picked up, provided it is picked up before 5 pm. Excluded: department (county) numbers 05 (Hautes-Alpes), 06 (Alpes-Maritimes), 73 (Savoie) and 74 (Haute-Savoie) – delivery will be made two days after pick-up.

### II.2. DISCOUNTS ON CATERING SERVICES

- **15% off catering services:**

Discounts are available on a journey-by-journey basis to bearers of Enfant+ (child+) Railcards and to one adult accompanying each bearer, of Jeune 12-17 and 18-27 (12-17 and 18-27 youth) Railcards, of Weekend Railcards and to one person accompanying each bearer of the latter railcard, and of Senior+ Railcards.

These discounts apply to purchases of a set menu from a selection of set menus in the Bar TGV offering (available on the national TGV network, with the exception of Lyria TGV, Ouigo and iDTGV trains) and from the Intercités at-seat trolley catering offering (Intercités: available on mandatory-booking trains only, also excludes night trains).

The selection of Bar TGV set menus to which the 15% discount applies (percentage applicable as of 02/01/2014):

Enfant+ (child+) railcard	Jeune (youth) Railcard ages 12-17 and ages 18-27	Weekend Railcard	Senior+ Railcard
Daily Kids Daily Saison (seasonal set menu) Daily Gourmand (hungry traveller set menu)	Daily Malin (smart deal set menu) Daily Saison (seasonal set menu) Daily Gourmand (hungry traveller set menu)	Daily Saison (seasonal set menu) Daily Gourmand (hungry traveller set menu)	Daily Saison (seasonal set menu) Daily Gourmand (hungry traveller set menu)

The selection of Intercité set menus to which the 15% discount applies (percentage applicable as of 01/07/2014):

Enfant+ (child+) railcard	Jeune (youth) Railcard ages 12-17 and ages 18-27	Weekend Railcard	Senior+ Railcard
Menu enfant (child menu) Menu Délices (delicious menu) Menu Gourmet (gourmet menu)	Menu Malin (smart menu) Menu Délices (delicious menu) Menu Gourmet (gourmet menu)	Menu Délices (delicious menu) Menu Gourmet (gourmet menu)	Menu Délices (delicious menu) Menu Gourmet (gourmet menu)

### II.3. THE iDAVIS SERVICE

- **15% guaranteed discount on prepaid offers for car hire for holders of Weekend, Jeune (youth) 18-27, Senior+, Enfant+ (child+) railcards.**

This offer applies in respect of cars rented as part of the iDAVIS joint offer, as regards normal AVIS France rate, in mainland France - excludes Corsica. Terms & Conditions apply. Subject to availability.

- **Best rates guaranteed:**

Avis will reimburse twice the difference if you find a cheaper solution elsewhere.

# III. EASIER TICKET CHANGES AND REFUNDS

## III.1. EASIER EXCHANGES AND REFUNDS AS REGARDS TICKETS AT RAILCARD PRICES

- **Mandatory-booking TGV and Intercités tickets:**

Mandatory-booking TGV and Intercités tickets can be exchanged free-of-charge and full refunds for them can be obtained up to the day before the departure date. As for Weekend Railcards, for which an outbound and an inbound journey must be booked, the "*Plein Tarif Loisir*" (full-price leisure) fare then applies as regards the outbound journey. On the departure date, tickets can still be exchanged or reimbursed, but a €5 fee applies, per person, and for each journey (including journeys featuring connections). Exchanges are subject to the customer paying any price difference between the ticket which is being exchanged and the new ticket which is being issued. After your train has departed, tickets may neither be exchanged nor reimbursed.

These terms also apply to the person accompanying a bearer of a Weekend Railcard and to persons accompanying bearers of *Enfant+* (child+) Railcards.

- **Non-mandatory-booking TER and Intercités tickets:**

Non-mandatory-booking TER and Intercités tickets can be exchanged free of charge prior to the first day for which they are valid (they are valid for 61 days from the issue date or the travel date marked on the ticket), and also during the period for which they are valid, but only if the customer wants to obtain (as regards all or part of the journey initially booked) a ticket with a reservation, a discount as regards a lower amount or a class upgrade. In other scenarios as regards exchanges, and in the event of cancellation, a 10% fee is applied. If you have booked a seat or if you opted for the e-ticket service, your tickets can be exchanged or reimbursed free of charge before your train leaves. After departure, tickets may neither be exchanged nor reimbursed.

These terms also apply to the person accompanying a bearer of a Weekend Railcard and to persons accompanying bearers of *Enfant+* (child+) Railcards.

## III.2. REFUND FOR YOUR RAILCARD, LOSS, THEFT, FORGETTING YOUR RAILCARD AND COMPLAINTS

- **Getting a refund for your Railcard:**

To get a refund for your railcard, all you need to do is to go into a train station or into an SNCF shop before the valid from date of your card. You will get a refund for the card but a 10% fee will be deducted from the amount you paid for it.

Once your card is past its valid from date, refunds can no longer be issued.

- **In the event that you lose your card or that it is stolen:**

You can get your card re-issued at a train station. The re-issue fee is €15 (price correct as of 02/01/2014). Cards can only be re-issued once and can only cover the same validity period as the initial card.

- **Should you forget to bring your card with you when you are travelling:**

If you have forgotten your railcard, then buy a ticket at the normal price for someone who does not have a card, in order to travel lawfully. When on board, produce an identity document and have your ticket annotated by a ticket inspector. If you do not have your ticket annotated, it will not be possible to issue a refund.

Once you have found your discount card again, go to an SNCF ticket counter with your railcard and the ticket or tickets that you bought and/or used. The salesperson will refund you with the difference between the price of the two tickets (i.e. the price of a ticket for people without a railcard and the price for people with one).

- **Complaints:**

Should you have a complaint, please write to our customer care department, at the following address: Service Relations Clients SNCF, 62973 Arras Cedex 9, France.

For any queries regarding the progress of an order placed by you or regarding a complaint made by you, please call 0980 983 635 (a standard rate number).

## IV. RAILCARD DISCOUNTS ON INTERNATIONAL JOURNEYS

- **Discounts on journeys to and from Luxembourg and Germany:**

The Enfant+ (child+), Jeune (youth), Weekend and Senior+ Railcards enable you to get at least 25% (guaranteed) and up to 50% off the prices of the following journeys:

- Paris to Luxembourg by TGV high-speed train;
- France to Germany by TGV and/or by ICE high-speed train.

The pricing scheme is the same as that which applies to journeys in France, except in these two cases:

- The 40% guaranteed discount in 1<sup>st</sup> class as regards Senior+ Railcards does not apply to journeys to and from Germany (except as regards direct TGV services from France to Freiburg im Breisgau and vice-versa).
- The person accompanying a bearer of a Weekend Railcard does not get a discount on journeys to and from Germany (except as regards direct TGV services from France to Freiburg im Breisgau and vice-versa).

These discounts cannot be used in conjunction with the Railplus discounts set out below.

- **Railplus discounts:**

The Jeune (youth) and Senior+ Railcards which carry the "Railplus" logo enable you to get a 25% discount on international routes (in other words on journeys which entail crossing a border) to Railplus member countries.<sup>1</sup> Railcards do not entitle bearers to discounts on trains run by SNCF joint venture entities (e.g. Thalys and Eurostar services, Lyria TGVs, TGVs running from France to Italy and vice-versa, TGVs running from France to Spain and vice-versa, TGVs running from stations outside Paris to Brussels) and full-price night trains (e.g.: Elipsos services, trains running from France to Germany and vice-versa, etc.).

However, holders of Jeune (youth) and Senior+ Railcards can avail of Railplus discounts, in member countries, following a journey operated in conjunction with an SNCF joint venture entity.

Railplus discounts cannot be used in conjunction with the discounts provided on journeys from France to Luxembourg or Germany.

**Note 1:** Austria, Belgium, Bulgaria, Croatia, Czech Republic, Denmark, Finland, Germany, Greece, Hungary, Italy, Latvia, Lithuania, Luxembourg, Macedonia, Montenegro, Netherlands, Norway, Poland, Portugal, Romania, Serbia, Slovakia, Slovenia, Spain, Sweden, Switzerland, Ukraine, United Kingdom. As regards Senior+ Railcards only: Ireland.

## V. PERSONAL DATA

- SNCF Mobilités processes personal data to carry out the services it provides.
- This personal data is processed by the SNCF for the following purposes:
  - To manage its contractual relations;
  - To manage, in terms of sales, bearers of a discount card;
  - To manage complaints;
  - To assess travellers' needs;
  - To draw up statistics;
- Data collected either directly or indirectly by the SNCF is necessary for these purposes and is used by the SNCF divisions concerned, and, where applicable, its subsidiaries, sub-contractors or service providers.
- In application of the French Data Protection Act of 06/01/1978, you are entitled to query, access, rectify or oppose your personal data for legitimate reasons. To do this, write to [Service Relation Client SNCF - 62973 ARRAS Cedex 9], and send a copy of your ID.

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