

# LA GARANTIE<sup>®</sup> VOYAGE

BEFORE, DURING  
AND AFTER  
YOUR JOURNEY



# LA GARANTIE VOYAGE (THE JOURNEY GUARANTEE)

WE ARE HERE TO HELP AND ADVISE YOU, TO ANSWER YOUR QUESTIONS AND TAKE CARE OF YOU, TO THANK YOU FOR TRAVELLING WITH US.

BEFORE, DURING AND AFTER YOUR JOURNEY, WE ARE HERE: THAT'S OUR GARANTIE VOYAGE.



## 1. GARANTIE INFORMATION (INFORMATION GUARANTEE)

**We are here:**

- to give you real time information in stations and on trains, on-line, via SNCF Direct and TGV Pro apps and by phone on 3635\*.
- **NEW** If you provide your contact details when you book or if you are member of the Voyageur Programme, you can receive information by text or email about any changes to train times up to 10pm on the day before your departure, if any events known to SNCF may affect your journey (engineering works, strikes, etc.). Your contact details (email address and/or mobile number) will not be used for commercial purposes.

**We are also** here on-line and on your mobile to provide our punctuality figures for your train over the last 60 days.

\*€ 0.34 / minute inc. VAT/ additional operator charges may apply.

## 2. GARANTIE REPORT OU REMBOURSEMENT (DELAY OR REFUND GUARANTEE)

**We are here** if your train is delayed for more than 1 hour or cancelled. You can choose between an alternative travel solution or a refund.

## 3. GARANTIE PLACE ASSISE (SEAT GUARANTEE)

**We are here** if you do not have a reserved seat for a journey of more than 1h30, on a train where reservation is required. We will help you to find a seat on the train or give you a voucher if there are no seats available.

### ■ THE FOLLOWING ARE COVERED:

Passengers travelling in France with a train ticket subject to SNCF Tarifs Voyageurs:

- On TGV and INTERCITÉS trains,
- On international trains operated by SNCF or its european partners [i.e.: TGV Lyria, DB/SNCF (Paris-Frankfurt, Paris-Stuttgart-Munich and Frankfurt-Marseille), TGV to Italy and Spain].

### ■ THE FOLLOWING ARE NOT COVERED:

Passengers using the following trains:

- iDTGV and OUIGO, which have their own terms and conditions,
- Transilien,
- TER,
- Trains operated by other rail companies.

Under exceptional circumstances, SNCF may change LA GARANTIE VOYAGE application conditions. In this case, information will be displayed as soon as possible in stations, on [www.sncf.com](http://www.sncf.com) and [www.infolignes.com](http://www.infolignes.com) and via SNCF Direct and TGV Pro apps.

## 4. GARANTIE ASSISTANCE (ASSISTANCE GUARANTEE)

If a major problem occurs during your journey, **we are here** to help. We will find a way for you to continue your journey and provide you with accommodation, if necessary.

**We are also here** to provide you with a drink, snack or meal, depending on the time of day.

## 5. GARANTIE PONCTUALITÉ (PUNCTUALITY GUARANTEE)

If the arrival of your train is delayed by more than 30 minutes, **we are here** to tell you about your rights according to the Garantie Ponctualité and to give you the Garantie Ponctualité envelope when appropriate.

The day after your journey, **we are here** on-line and via SNCF Direct and TGV Pro apps to confirm the reason for the delay and your rights to compensation according to the Garantie Ponctualité.

## 6. GARANTIE RÉCLAMATION (CLAIM GUARANTEE)

**We are here** to process any on-line claim via our customer service department (within a maximum of 5 days and excluding Garantie Ponctualité issues if you have an IATA ticket).

If you have any claims about LA GARANTIE VOYAGE, please send a letter within two months of the end of your journey to the following address: Service Relation Client SNCF - 62973 ARRAS Cedex 9 or visit [sncf.com](http://sncf.com) and go to Services / LA GARANTIE VOYAGE / Garantie Réclamation.

# 1. GARANTIE INFORMATION (INFORMATION GUARANTEE)



## We are here:

- To give you real time information in stations and on trains, on-line, via SNCF Direct and TGV Pro apps and by phone on 3635 (€ 0.34 / minute inc. VAT/ additional operator charges may apply);
- **NEW** If you provide your contact details when you book or if you are member of the Voyageur Programme, you can receive information by text or email about any changes to train times up to 10pm on the day before your departure, if any events known to SNCF may affect your journey (engineering works, strikes, etc.). Your contact details (email address and/or mobile number) will not be used for commercial purposes.

**We are also here** on-line and on your mobile to provide our punctuality figures for your train over the last 60 days.

## ■ APPLICATION CONDITIONS

- Before or during your trip, you will receive information about the time and traffic conditions for your train:
  - **You will receive real-time information:**
    - in stations from our staff and on our information boards,
    - by calling 3635 (€ 0.34 / minute inc. VAT/ additional operator charges may apply),
    - on-line: [www.sncf.com](http://www.sncf.com) and [www.infolignes.com](http://www.infolignes.com),
    - on your mobile via SNCF Direct and TGV Pro apps.
  - If you provide **your contact details when you book** or if you are **a member of the Programme Voyageur**, **you can receive information by text message or email about any changes to train times** up to 10pm the day before your departure, if any events known to SNCF may affect your journey (engineering work, strikes, etc.).
    - The train times shown on your ticket are considered changed if, up to the day before your departure, your departure time is moved forward by more than a minute or pushed back by more than 5 minutes; or if the arrival time is moved forward or pushed back by 5 minutes.
    - Your contact details (your email address and/or your mobile phone number) will not be used for commercial purposes.
    - SNCF cannot be held responsible for any technical failure associated with mobile phones or mobile phone network access.
    - Passengers travelling on a group tariff or a tourism tariff are not concerned by the information sent by email or text message.
- Please take a look at the **Punctuality Information** over the last 60 days for trains available on [voyages-sncf.com](http://voyages-sncf.com), by running a train time search.
- You can also check the **Punctuality Information** for your train on [infolignes.com](http://infolignes.com), in the "Après votre arrivée" section and on your mobile with SNCF Direct and TGV Pro apps, in the "Garantie Ponctualité" section.

## ■ WHO SHOULD I SPEAK TO?

- our SNCF staff in stations, SNCF shops and on trains,
- SNCF-accredited travel agency where you booked your ticket,
- our SNCF advisors by calling 3635 (€ 0.34 / minute inc. VAT/ additional operator charges may apply). They are available to answer your questions everyday, from 7am to 10pm.

## ■ WHERE SHOULD I LOOK?

- Departure and arrival boards and screens. They display the platform numbers 20 minutes before the departure/arrival of your train,
- SNCF Direct and TGV Pro apps can be downloaded for free to your mobile phone. They are already available on Android phones®, Blackberrys®, iPhones® and on the iPad® for SNCF Direct,
- Websites: [sncf.com](http://sncf.com), [infolignes.com](http://infolignes.com) and [programme-voyageur.sncf.com](http://programme-voyageur.sncf.com),
- Your mobile (text message) or email.

## 2. GARANTIE REPORT OU REMBOURSEMENT (DELAY OR REFUND GUARANTEE)



**We are here** if your train is delayed for more than 1 hour or cancelled. You can choose between an alternative travel solution or a refund.

### ■ CONDITIONS

Your train is delayed for 1 hour or cancelled. You may choose between two options:

- First option: you continue your journey on your initial train or another train leaving within 48 hours for free; for example by exchanging your train ticket. You can follow the same itinerary or choose another one, but similar conditions to the original ticket apply: class, comfort. Your new ticket will be subject to availability;
- Second option: you may cancel your journey and receive a full refund including the return ticket if you are no longer going to use it.

The Garantie Report ou Remboursement applies regardless of the Garantie Ponctualité.

### ■ THE FOLLOWING ARE COVERED:

All tickets for a specific date and train, including non-exchangeable/non-refundable tickets.

### ■ THE FOLLOWING ARE NOT COVERED:

iDTGV, OUIGO, Transilien, TER trains and trains operated by other rail companies delayed for 1 hour at departure or cancelled.

### ■ WHERE CAN I EXCHANGE MY TICKET? WHERE CAN I GET A REFUND?

- In train stations, SNCF shops and SNCF-accredited travel agencies, up to 24 hours after the scheduled departure time of your train,
- After the 24 hour period, please send your refund claim by post to the following address: Service Relation Client SNCF - 62973 ARRAS Cedex 9, FRANCE.

# 3. GARANTIE PLACE ASSISE (SEAT GUARANTEE)



**We are here** if you do not have a reserved seat for a journey of more than 1h30 on a train where reservation is required. We will help you find a seat on the train or give you a voucher if there are no seats available.

## ■ CONDITIONS

Your train ticket is marked "sans place attribuée" (no reserved seat). Once onboard the train, you end up either standing, sitting in the buffet car or on a folding seat.

If the total journey time indicated on your ticket is more than 1h30, our train manager will help you find a proper seat.

If there are no seats available, the train manager will offer you a discount voucher valid for 6 months, to use on a future journey.

The discount will be €10, €20 or €30, depending on the comfort level of your journey, journey time and the price paid per person.

The train manager will give you this voucher personally. If the train manager cannot give you a voucher, ask him or her to write a note on your ticket. You can then send it to our customer service department to receive your voucher.

## ■ THE FOLLOWING ARE COVERED:

Journeys on TGV and INTERCITÉS trains with required reservation, with a journey time of at least 1h30 on the same train and if you have a ticket marked "sans place attribuée" (no reserved seat).

## ■ THE FOLLOWING ARE NOT COVERED:

Échange Pro, Train Complet, Accès Train Suivant customers, Forfait and military personnel prices.

## ■ WHO SHOULD I SPEAK TO?

- To the train manager to find a seat on the train, for a discount voucher or, if necessary, to write down a note on your train ticket,
- Otherwise, send your marked train ticket by post within two months of the end of your journey to the following address: Service Relation Client SNCF - 62973 ARRAS Cedex 9 - FRANCE.

# 4. GARANTIE ASSISTANCE (ASSISTANCE GUARANTEE)



If a major problem occurs during your journey, **we are here** to help. We will find a way for you to continue your journey and provide you with accommodation, if necessary.

**We are also here** to provide you with a drink, snack or meal, depending on the time of day.

## ■ CONDITIONS

During your journey, if your train is stopped in a train station or on the track between stations for an hour or more because of an accident, poor weather or for another reason, SNCF will look after you.

For delays of between 1 and 2 hours, we will do our best to offer you assistance.

For delays of over 2 hours or if it becomes impossible for you to continue your journey on the same day, we can provide an appropriate solution:

- Our top priority is to get you to the destination station indicated on your ticket (excluding the suburban Transilien network) on another train or a replacement vehicle (bus or in some cases taxi). We will do this whenever possible and according to the terms defined by SNCF,
- If necessary, we can provide accommodation in a 2-star hotel (subject to availability). Failing that, we can find you a room in a lesser class hotel or in a stationary train at a station platform,
- In all cases, we will provide a drink and, at lunch or dinner, a snack or meal box (subject to availability).

## ■ THE FOLLOWING ARE COVERED:

All tickets, including non exchangeable/non-refundable tickets.

## ■ NOT COVERED:

Travel to stations on the suburban network (Transilien).

# 5. GARANTIE PONCTUALITÉ (PUNCTUALITY GUARANTEE)



If the arrival of your train is delayed by more than 30 minutes, **we are here** to inform you of your rights according to the Garantie Ponctualité and to give you the Garantie Ponctualité envelope when appropriate.

The day after your journey, **we are here** on-line and via SNCF Direct and TGV Pro apps, to confirm the reason for the delay and your rights to compensation according to the Garantie Ponctualité.

## ■ CONDITIONS

If the arrival of your train is delayed by 30 minutes or more.

We will inform you of your rights to compensation.

If the delay is due to SNCF, we shall pay you compensation of between 25% and 75% of the fare, depending on the extent of the delay. You will find details of the compensation conditions in the TGV and INTERCITÉS guides.

When you arrive at the station, the train manager or station staff will give you the Garantie Ponctualité envelope (formerly called SNCF Régularité) which you can use to claim compensation.

By the following day, we will confirm the reason for the delay on our website: [www.infolignes.com](http://www.infolignes.com) in the "Après votre arrivée" section and via SNCF Direct and TGV Pro apps, in the "Garantie Ponctualité" section. This will help you work out whether you are entitled to compensation or not.

For 100% ECO INTERCITES trains, the Garantie Ponctualité only applies to delays of an hour or more due to SNCF.

## ■ HOW DO I CLAIM COMPENSATION?

Simply follow the instructions on the back of the Garantie Ponctualité envelope.

You can also send your request and your ticket:

- Using the on-line form on [sncf.com](http://sncf.com). Simply print the form and send it to us,
- By post. Send your ticket to the following address: Service Garantie Ponctualité SNCF - BP 12013 - 14089 Caen Cedex 6, FRANCE.

If you have an e-ticket, you can file a claim with our customer service department on [www.sncf.com](http://www.sncf.com). Go to Services / Tous services / Après le voyage / Service après-vente / Réclamation and choose TGV or INTERCITÉS.

If you are a Grand Voyageur, Grand Voyageur Plus or Grand Voyageur Le Club card holder, go to your dedicated website [www.programme-voyageur.sncf.com](http://www.programme-voyageur.sncf.com). After signing in, go to "Accédez à l'aide en ligne" and then "Contactez-nous".

If you are a Grand Voyageur, Grand Voyageur Plus or Grand Voyageur Le Club card holder, you are subject to special application conditions. Visit the [programme-voyageur.sncf.com](http://programme-voyageur.sncf.com) website to find out how to register and all the conditions involved.

# 6. GARANTIE RÉCLAMATION (CLAIM GUARANTEE)



**We are here** to process any on-line claim through our Customer Service department within a maximum of 5 days (excluding Garantie Ponctualité issues if you have an IATA ticket).

## ■ CONDITIONS

File a claim with our Customer Service department on the French version of [www.sncf.com](http://www.sncf.com). Go to Services/ Tous les Services / Après le voyage / Service après vente / Réclamation and choose TGV and INTERCITÉS. You will find the form to fill out your claim on-line.

We shall reply to the address indicated within five days (including weekends and bank holidays). We may request extra information if needed to process your file.

If you do not have an IATA ticket, the processing time of 5 days does not apply to Garantie Ponctualité issues.

## ■ WHO SHOULD I SPEAK TO?

- Our Customer Service department on [www.sncf.com](http://www.sncf.com). Go to Services / Tous les Services / Après le voyage/ Service après vente / Réclamation and choose TGV and INTERCITES;
- And, of course, our staff are here to answer any questions (not Internet related): Service Relation Client SNCF - 62973 ARRAS Cedex 9, FRANCE,
- Customers who purchased their ticket from an SNCF-accredited travel agency must contact the agency directly. The five-day processing time does not apply to travel agencies.