

I HAVE MY FREE GUARANTEE FROM 30 MINS DELAY.

Whatever the reason for the delay, you are entitled to a voucher for at least 25% of the price of your TGV INOUI or INTERCITÉS ticket⁽¹⁾.

SNCF WILL PAY YOU COMPENSATION ACCORDING TO THE FOLLOWING RULES

LENGTH OF DELAY ⁽²⁾	% OF THE TICKET PRICE REIMBURSED ⁽³⁾	METHOD OF COMPENSATION
From 30 to 59mn	25 %	Voucher
From 1h to 1h59	25 %	Voucher or transfer in euros
From 2h to 2h59	50 %	Voucher or transfer in euros
3h or more	75 %	Voucher or transfer in euros

(1) The G30 applies to TGV INOUI and INTERCITÉS itineraries. If travelling with another carrier (EUROSTAR, THALYS, OUIGO, TER, TRANSILIEN...), please make your claim to the relevant customer service. (2) Special conditions for TGV Europe. (3) The compensation is calculated by the price of your ticket. It is awarded if the amount calculated is equal to or above €4 and according to special conditions for some tariffs.

YOUR CLAIM IN 3 STEPS

- 1 Complete the form below in capital letters.
- 2 Attach **your original train ticket** or a copy (original ticket cannot be returned) accompanied, if travelling without reservation, by the **original delays report** specifying the train taken, to be requested at the arrival station. For compensation by bank or post office transfer (for any delay of 1h or longer), attach bank details (BIC IBAN).
- 3 Send in a stamped envelope, within 60 days from the end date of travel, to:
Service G30 SNCF - CS 69150 - 14949 CAEN Cedex 9.

Please note: for holders of 'Forfait' passes without reservation, please group your claims and send them at the end of the month, together with a copy of your pass for the period.

YOUR ITINERARY

6-letter itinerary reference number (e.g. SDNEVP)

Date of travel Train no.

Departure station

Destination station

Number of passengers to be considered for the compensation

If you have a Voyageur railcard, please enter the number:

YOUR CONTACT INFORMATION

Mr. Ms.

Surname

First name

Email @

Number Street

Additional address information

Post code Town

Country

The information requested above is collected by SNCF Voyageurs, in its role as data controller, in order to receive, record and process claims relating to your 'G30' guarantee and conduct satisfaction surveys regarding their processing. It is for use by the different services of SNCF Voyageurs responsible for processing your claim as well as its subsidiary 'E-Voyageurs Technologies'. If it relates fully or partly to another European rail company, the information collected will be transferred to them.

For more information about the processing of personal data as part of the G30 guarantee please see appendix 9 of the travel guarantee of our 'passenger rates' to find out more about this subject. At all times you have the right of access, rectification, limitation, portability, removal and objection to your personal data (as well as the right to define applicable directives for its storage, erasure and communication after your death) by contacting our Data Protection Officer via this link <https://sncf-portal.my.onetrust.com/webform/8cf4ca11-20b3-4a48-94e4-24d6e75f8397/bef182f4-c9d6-4d2a-8a59-54d209ea73df?Source=G30> or by post at the following address: SNCF Voyageurs – Equipe Protection des Données – 2 place de La Défense (CNIT 1) - BP 440 - 92 053 LA DEFENSE CEDEX - France.

In the event of a claim you can contact the Personal Data Protection Officer using the contact details above. You also have the right to make a complaint to a supervisory authority (CNIL)

