

8. Procedures for controlling passengers and baggage

- 8.1. For the inspection of tickets, baggage tickets, as well as documents confirming the passenger's right to reduced fare, the carrier shall assign employees responsible for the control of transportation documents – train conductor controllers, controller auditors or other persons authorised by JSC “Pasažieru vilciens” (hereinafter – controllers).
- 8.2. Conductor controllers have the right to conduct reinspection of tickets on trains.
- 8.3. A train controller has the right to check:
 - 8.3.1. tickets (including electronic tickets) and baggage tickets, and documents confirming the passenger's right to reduced fare;
 - 8.3.2. compliance with the procedures for the carriage of passengers and baggage;
 - 8.3.3. compliance with the procedures for animal transportation;
 - 8.3.4. compliance of rules of conduct described in the Information for Passengers.
- 8.4. The passenger is obliged to present (by hand) a ticket, baggage ticket or a document confirming the passenger's right to reduced fare to the train controller so that he/she can verify the validity of these documents and make the necessary marks on the ticket or baggage ticket. Electronically purchased tickets shall be presented to the conductor controller in a mobile device (smartphone, tablet, etc.) in full size without zooming it, or in printed form with a clearly visible two-dimensional aztec code and authorisation code – a six-digit number combination.
- 8.5. A passenger who is unable to present a valid travel ticket, including an electronically purchased one, is considered a passenger without a ticket.
- 8.6. If a passenger presents a document confirming the passenger's right to reduced fare of another person, he/she is considered a passenger without a ticket. The controller has the right to withhold such document and hand it over to the issuing authority.
- 8.7. As of 1 March 2019 the **penalty** for travelling without paying or a valid travel ticket is **25.00 EUR**, whereas the penalty for unpaid baggage or transportation of animals is **5.00 EUR**.
- 8.8. A passenger shall pay the penalty:
 - 8.8.1. to the controller at the time the breach of the contract of regular carriage of passengers is determined;
 - 8.8.2. at the place and within the period indicated in the invoice issued by the controller.

- 8.9. Applying the penalty payment procedure referred to in Clause 8.8.1, the controller shall issue a slip as a proof of payment of the penalty to the passenger.
- 8.10. Penalty payment procedure referred to in Clause 8.8.2 may be applied if the passenger is able to present an identity document to the controller. The passenger shall settle the invoice for the penalty within one month from the date of issue.
- 8.11. After the penalty has been imposed, if the passenger wishes to continue the journey, he/she is obliged to purchase a travel ticket.
- 8.12. If the passenger refuses to pay a penalty and is unable to present an identity document to the controller, the controller has the right to engage the police to determine the identity of the passenger or utilise the rights referred to in Clauses 8.12, 8.13 and 8.14.
- 8.13. The train controller has the right to make the passenger, who uses the train without payment or valid travel ticket and refuses to pay a penalty, get off the train by inviting him/her to voluntarily leave the train at the next stop.
- 8.14. If the passenger does not obey the train controller's invitation to voluntarily leave the train, the train controller has the right to call the police to force the passenger out of the train.
- 8.15. The train controller may make a child under the age of 15 get off the train in accordance with Clause 8.13 only if the child is taken to the nearest police station.
- 8.16. If a ticket is ambiguous or incorrectly executed, the controller shall withhold the ticket and draw up a deed in three counterparts. One counterpart of the deed shall be handed to the passenger. If the controller has withheld a one-way ticket, after the deed has been drawn up the passenger has the right to continue his/her journey until the departure stop indicated on the ticket. If the controller withholds a subscription or day ticket, the passenger has the right to hand the deed over to a ticket office within 3 (three) days and receive a new subscription or day ticket free of charge. Its validity period shall be determined in accordance with the validity period of the withheld ticket.