

EXTRACT OF THE GENERAL TERMS & CONDITIONS OF MÁV-HÉV AND THE TERMS & CONDITIONS OF HÉV TICKETS AND PASSES PURCHASED FROM MÁV APPLICATION

TICKET PURCHASE

The passenger must have a valid ticket or pass (together hereinafter referred to as fare product). Some of the fare products can be purchased online (using MÁV application) and must be presented as a printed copy, or on the display of an electronic device upon inspection.

The fare products are valid for travelling only within the indicated validity period.

The passenger must keep the purchased fare product until the end of the journey – until leaving the station – and must present it to the inspector.

DEFINITION OF E-HÉV-TICKETS

E-HÉV-tickets (tickets for Budapest suburban railway lines, purchased online, using the MÁV application) are non-transferable and are valid within a specific time period, for a specific route.

The e-HÉV-ticket entitles to travel only the person, whose identification data has been provided at the time of purchase in the online ticket purchase system, the passenger must show or provide the document (e.g. certificate, voucher) proving the eligibility for the discount by request of the railway personnel; proof of identity may also be required. E-HÉV-tickets are not restricted to a specific train, passengers may travel on any available HÉV suburban train within the validity period. During purchasing the ticket in the MÁV application, the passenger has to choose a certain train, this choice determines the start of the validity of the ticket.

It is not possible to buy an e-HÉV-ticket without applying for an electronic invoice as well.

DEFINITION OF E-HÉV-PASSES

E-HÉV-passes (passes for Budapest suburban railway lines, purchased online, using the MÁV application) are non-transferable and are valid within a specific time period.

The e-HÉV-pass entitles to travel only the person, whose identification data has been provided at the time of purchase in the online ticket purchase system, the passenger must show or provide the document (e.g. certificate, voucher) proving the eligibility for the discount by request of the railway personnel; proof of identity may also be required.

It is not possible to buy an e-HÉV-ticket without applying for an electronic invoice as well.

VALIDITY

E-HÉV-tickets purchased in the MÁV application entitle the holder to travel once on any HÉV suburban railway train on the route specified by the ticket, from the start of validity (the scheduled departure time of the selected train) until 03:00 AM on the following calendar day.

E-HÉV-passes are available with any starting date. They are valid from 00:00 midnight on the indicated day (but from the time of purchase at the earliest) until 02:00 AM of the same day of the following month.

INSPECTION OF E-HÉV-TICKETS

E-HÉV-tickets purchased via the MÁV application can be downloaded to the application and are also sent to the e-mail address given by the passenger, in pdf format. The pdf ticket can be printed without limitations (however, the number of copies does not have an impact to the number of travel entitlements). (For the readability, it is recommended to print the ticket in A4 size, to a white or natural colour paper sheet, in good quality.) During inspection, tickets downloaded to the MÁV application have to be presented on the screen of the device running the application, while pdf tickets can be presented as printed copies, or on the screen of an electronic device. It is the passenger's responsibility to ensure that the ticket is ready to be shown at least one of the above-mentioned ways and the barcode is readable.

INSPECTION OF E-HÉV-PASSES

E-HÉV-passes purchased via the MÁV application can be downloaded to the application. During inspection, the e-HÉV-pass has to be presented on the screen of the device running the application. It is the passenger's responsibility to ensure that the ticket is ready to be shown and the barcode is readable.

REFUND

Online purchased e-HÉV-tickets or e-HÉV-passes are not to be exchanged, they can only be refunded. Refund of e-HÉV-tickets can only be claimed online, by no later than 30 minutes before the start of the validity of the ticket. Refund of e-HÉV-passes can only be claimed before the start of validity. The request for refund is recorded. The actual refund is processed 7 days after the validity of the ticket/pass to be refunded has expired, and the ticket has not been used for travelling. The refund is credited back to the bank account/payment method used for booking. Administration fee of the tickets is 10%, administrative fee of the passes is 250 HUF. The tickets and passes marked for refund request are not valid.

PET CARRIAGE

Small (no bigger than hand-luggage-size) pets can be carried free-of-charge in proper (closed) transport box. Pet ticket must be bought for dogs travelling together with the passenger – with the exception of assistance and police dogs. The transportation fee of a dog equals to the full-price HÉV train ticket of the given route, but at maximum it is the price of one BKK single ticket.

Pet tickets are not available in MÁV application, they can only be purchased at BKK sales points. Passengers need to be in possession of their dog's valid vaccination certificate, which must be presented to the staff on duty, if requested.

TRANSPORTING BIKES

At least up to 4 bikes are allowed in the designated area in the middle car of each train (check the on-board display to see the exact number), only one bike per passenger is allowed. For bicycle transportation an additional, validated BKK single ticket or a bicycle pass is needed. Tickets for bicycle transportation are not available in MÁV application, they can only be purchased at BKK sales points.

PENALTIES

A passenger travelling without a ticket, a pass with an invalid or insufficient ticket or pass, or violating the rules of behaviour, must pay penalty specified in the Article VI. 2. of General Terms & Conditions of MÁV-HÉV Co. Ltd.

DISCOUNTS

Descriptions and regulations of the discounts available for the passengers can be found in the Tariffs and in the Terms & Conditions of the special discounts of MÁV-HÉV Co. Ltd., The BKK Centre for Budapest Transport is obliged to verify the eligibility for the discount, therefore the passenger must show or provide the document (e.g. certificate, voucher) proving the eligibility for the discount by request of the ticket inspector; proof of identity may also be required. Invoice of discounted ticket can only be issued with the name of the person eligible for the discount, unless otherwise stated in the regulation of the discount.

COMPLAINT MANAGEMENT

Any questions, comments or complaints regarding the services of MÁV-HÉV or BKK Centre for Budapest Transport (hereinafter BKK) should be forwarded to BKK. Any questions, comments or complaints regarding the MÁV application, the on-line ticket-purchase system or IT problems should be forwarded to MÁV-START Co. or to MÁV-HÉV Co. Ltd. in the following ways:

Contact to MÁV-HÉV Co. Ltd.:

- e-mail: mav-hev@mav-hev.hu

Contact to MÁV-START Co.:

- mailing address: MÁV-START Co., Client Service, P.O Box 56, Budapest, H-1426 Hungary;
- telephone: +36 (1) 3 49 49 49;
- telefax: +36 (1) 511 20 93;
- e-mail: eszrevetel@mav-start.hu;
- by filling the online form on www.mavcsport.hu website;
- personally at the Client service points at selected railway stations.

Contact to BKK:

- BKK Call Centre +36 1 3 255 255
- BKK postal address: Postal address: 1241 Budapest, Pf. 200

More contact information: <https://bkk.hu/en/about-bkk/contacts/>

Scheduled departure and arrival times indicated in the timetables in MÁV application may be subject to change at times of certain traffic disruptions. In these cases BKK and MÁV-HÉV are not liable for any loss and damage caused by the diversions of the schedule or the cancellation of the train services.

This description is for information purposes only, and applies only to the services of MÁV-HÉV Co. Ltd. In case of dispute the full Hungarian text of the General Terms & Conditions and the Tariff Regulations takes precedence. The full Hungarian text of the General Terms & Conditions and the Tariff Regulations can be viewed on the website of MÁV-HÉV Co. Ltd. (www.mav-hev.hu).

The Book of Complaints and the full Hungarian text of the General Terms & Conditions are available at BKK Customer Service Centers for those interested.

Based on Article (1) §79 / A of the Act CLXXXIII. of 2005, compliance with the legal provisions concerning the rights of passengers is controlled by the Ministry of Innovation and Technology, Deputy Under-Secretariat of Transport Regulatory Affairs, Market Supervision and Passenger Rights Department, Railway Administration (mailing address P.O. Box: 1, Budapest, H-1440 Hungary; e-mail: igazgatasiszerv.vasut@itm.gov.hu), which is competent to act in cases of infringements of passenger rights established in the 1371/2007/EC Regulation of Passenger Rights.