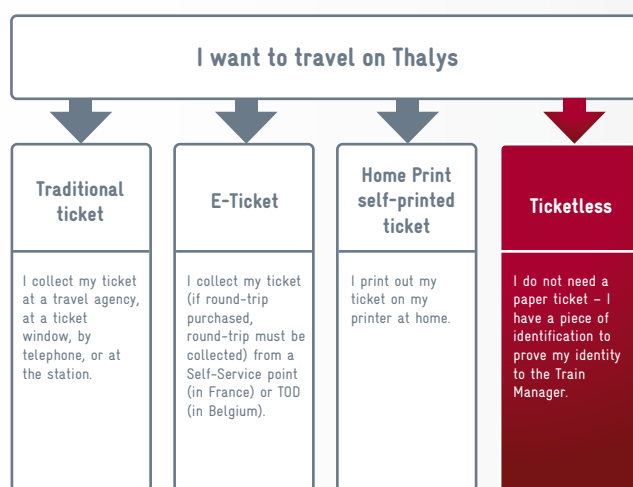


Everything You Need to Know About Thalys Ticketless

Ticketless for Everyone!

A - How Ticketless Works

Ticketless was originally offered to customers enrolled in the Thalys loyalty program, but it is now available to **all Thalys travelers**.



The main idea of Ticketless is that travelers no longer need a paper ticket of any kind to be able to travel. From now on, a piece of identification suffices to prove one has a reservation.

The Advantages of Ticketless:

- **Simpler ticket distribution:** no more printing, no more sending tickets, no more having to go to the station or a Self-Service point to pick-up and/or exchange a ticket. And when your customers are abroad, ensuring they receive their tickets in time is no longer a problem.
- **A narrower reservation window:** Ticketless travel can be purchased and exchanged up to 10 minutes prior to departure, both by telephone (purchase and exchange) and by Internet (purchase only).
- **Availability for all international Thalys destinations** for individual fares (except for seasonal destinations and the "Any Belgian Station" fare).
- **A personal "My Ticketless" online space** for your customer, which can be accessed on the www.thalysticketless.com website, where customers can view their travel history and print out receipts for travel expenses.
- Card or coupons are no longer needed for the TCP fare.
- Seating reminders and train service updates by SMS (option)

B - How does it work?

1 - Signing up for Ticketless service

To travel by Ticketless, the customer must first individually register via:

- the travel agency
- www.thalysticketless.com
- www.thalys.com

Registering for the Ticketless card has no minimum travel frequency requirement. Even if the customer travels only once, he or she can sign up for Ticketless.

As a travel agency, **you can even register your customer yourself** using the dedicated travel agency interface on the www.thalysticketless.com website.

Online registration is fast and a minimum of personal information is requested (last name, first name, email, language...). The instant the registration is submitted, a **17-digit Thalys identification number is issued** to the traveler (30 84 06...) and can immediately be used to purchase a ticket through any Ticketless purchase outlet. A "Ticketless Registration Confirmation" email is then sent to the customer.

Travelers who are members of the Thalys TheCard program already have been assigned a Thalys identification number to use, and therefore do not need to register prior to their first Ticketless trip.

2 - Ticketless reservation procedure

The reservation procedure remains the same as for a traditional ticket. To establish a Ticketless travel record, you need only enter your customer's Thalys identification number and confirm the record in **Ticketless mode**.

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The customer will then receive confirmation by email of his or her Thalys travel reservation as follows:




Travel confirmation			
By email 		By SMS 	
Purchase before Day of Travel	Purchase on DoT	Purchase up to DoT-1Hr	Purchase between Thalys train departure and Hr-1
Confirmation no later than 5 a.m. the next day	Confirmation by email no later than 15 min after purchase	Receipt of an SMS 1h prior to departure	Receipt of an SMS no later than 15 min after purchase

3 - How Ticketless travel is verified

The Train Manager (TM) downloads all the day's Ticketless reservations onto his boarding terminal prior to departure. The customer must present a Ticketless identification document to the TM such that the latter can verify and "virtually validate" the ticket.

Once the tickets have been validated, all the used Ticketless "tickets" (that have been verified and validated by the TM) are sent to the reservation center by the TM to block the after-sale.

Travelers may use one of several forms of identification:

Accepted identification for Ticketless verification	
Ticketless Card 	Confirmation email 
Thalys TheCard Card 	

Gradually, other supports will be added: the Navigo pass (in experimental phase), The MOBIB card of the STIB (Belgium) or the Belgian identity card.

The Ticketless card and the card Thalys TheCard will be sent as soon as the first Ticketless trip is validated. Until such time as the card is received, the traveler can use a print-out of the confirmation email he or she received after the ticket purchase as identification for the journey.

In exceptional cases, the traveler may present his or her national ID card/passport as Ticketless identification onboard the train. This is only under EXCEPTIONAL circumstances if the traveler does not have any other form of identification allowing for rapid identity verification (Ticketless card, Thalys TheCard card, confirmation email, etc.).

4 - Ticketless Purchases, Exchanges, and Refunds

When making his or her purchase, the traveler must specify wanting to travel Ticketless and provide his or her Thalys identification number. This number will then be displayed in the traveler's profile.

In your role as travel agent, you can also inform your customers about Ticketless travel and guide them to choosing Ticketless as a way to save time and gain greater travel flexibility.

Purchases	Exchanges	Refunds
Travel agency or SBT*	Through the agency or SBT*	At the agency
www.thalys.com	Via the International Call Center (SNCB) at +32 (0)70 79 79 79 (0.30€/min., Monday through Friday 8 a.m. to 8 p.m., weekends and legal holidays from 9 a.m. to 4:30 p.m.)	
Direct Dial (France)	Direct Dial in France at +33 (0)8 92 35 35 36 (daily from 7 a.m. to 10 p.m. - 0.34€/min including tax, from a land line)	
International Call Center (SNCB)	Via the International Call Center (SNCB) at +32 (0)70 79 79 79 (0.30€/min., Monday through Friday 8 a.m. to 8 p.m., weekends and legal holidays from 9 a.m. to 4:30 p.m.)	

* SBT= Self Booking Tools

The Ticketless after-sales conditions are identical to the after-sales conditions of a traditional ticket and depend only on the conditions of the selected fare.

A confirmation email is sent each time a traveler reserves, exchanges, or cancels Ticketless travel, no matter what the method used.

Ticketless at a glance:

- Tremendous flexibility in making travel reservations or exchanging purchased tickets;
- Save time, right away! Travelers no longer need to collect tickets at the window or at a self-service point;
- A single form of identification is all that is needed to travel.

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