

A.3.2. Passengers without a valid ticket or without a valid discount card

A.3.2.1. When is your ticket/discount card invalid?

A.3.2.1.1. Your ticket/discount card is invalid if

- the use does not comply with the fare conditions as per Section B, especially if the validity period of your ticket has already expired,
- the content was changed, e.g. change of date or photo,
- the ticket/the discount card was suspended due to a qualified delay in payment and
- the ticket/the discount card cannot be checked for validity due to its condition.

A.3.2.1.2. Your ticket is also invalid if

- your ticket has not yet reached its validity period,
- a discount card such as a Vorteils card is required, which is not presented or is invalid,
- your ticket is only valid in connection with an ID card, which is not presented or is invalid.

A.3.2.1.3. Your ticket will be retroactively invalidated if you reverse its purchase in the ÖBB app using the “undo” function, despite demonstrably having used it.

A.3.2.2. Penalty fares

A.3.2.2.1. If you travel with us but cannot present a valid ticket, you will be subject to a penalty fare, as specified in Section E.1.2. You will then receive a receipt in the amount of the penalty fare from our staff. With this receipt, you will be allowed to remain on the train and travel in 2nd class to your destination station, however no further than the train's final destination in Austria.

A.3.2.2.2. You can pay the penalty fare either immediately on the train to our employees or at a later point in time. If you pay the penalty fare at a later point in time, it is increased by the processing fee specified in Section E.1.3. In this case, you need to present your photo identification card including proof of age to our employee. They will then record your data and address.

A.3.2.2.3. We will subsequently charge you a penalty fee as per Section E.1.2, as well as a processing fee as per Section E.1.3, if you reverse your ticket purchase in the ÖBB app despite demonstrably having used it, in accordance with Section A.3.2.1.3.

A.3.2.2.4. All information required for the payment of the penalty fare can be found on the receipt. Here, you will also find the contact data for the person you can contact in writing if you want to object to the penalty fare.

A.3.2.2.5. Please contact us within 14 days with a justified objection to the penalty fare or transfer the due amount. If we receive neither an objection nor the payment from you within this period, we will send you a reminder. This effort will result in additional costs for you as specified in Section E.1.6, which you will need to pay, as well. After this, you have another 4 weeks to file a justified objection against the penalty fare or to transfer the due amount. If you do not respond to our reminder within 4 weeks, we will forward our outstanding receivables to a debt collection agency.

A.3.2.2.6. If you do not provide your personal data and address or refuse to accept the receipt, we can expel you from the train.

A.3.2.2.7. Travelling without a valid ticket is an administrative offence. We are entitled to report it to the authorities as provided for by statutory provisions.

A.3.2.3. Children and adults under the age of 18 without a valid ticket

A.3.2.3.1. We do not issue a penalty fare if children and adults under the age of 18 without a valid ticket present a proof of age. In this case, they purchase a ticket with a Servicegebühr on the train, as specified in Section E.1.1.

A.3.2.3.2. If no proof of age can be provided or the ticket cannot be paid immediately, we will issue a claim for a penalty fare. In this case, however, the proof of age can still be submitted within 13 days. After this, we reduce the original penalty fare to the price of a standard single ticket for children or adults under the age of 18, as well as a processing fee as per Section E.1.4.

A.3.2.4. Passengers with disabilities without a valid ticket

A.3.2.4.1. We do not charge a penalty fare if the following passengers are encountered without a companion on the train and do not have a ticket:

Blind passengers and passengers with a strong visual impairment and wheelchair users.

A.3.2.4.2. If you can only buy tickets at an ÖBB ticket machine at a railway station or on the train, we will not charge a penalty fare to the following passengers without an accompanying person:

Passengers who, due to their advanced age, are unable to operate a machine
Passengers who, due to limited manual or mental capacity, are unable to operate a machine

A.3.2.4.3. For the passengers listed under A.3.2.4.1 and A.3.2.4.2, we also do not charge the Servicegebühr as per Section E.1.1 if they purchase tickets aboard the train.

A.3.2.4.4. We also do not charge a penalty fare if passengers in wheelchairs can reach their destination station more easily and without barriers by taking a detour to the booked route.

A.3.2.5. Passengers who have forgotten their Österreichcard

A.3.2.5.1. If you cannot present your Österreichcard during ticket inspections on the train, you have the option of purchasing a standard single ticket without discounts as per Section A.3.1.3.1 from our employees on long-distance and night trains. Our staff will then note your name, the type and number of your photo ID with proof of age and your birthday on this ticket.

A.3.2.5.2. You can submit this ticket together with a copy of your Österreichcard to us to claim a refund up to 6 months after the last day of validity of your ticket. You will then be refunded the ticket price after deduction of the processing fee specified in Section E.1.5.

A.3.2.5.3. If you do not purchase a ticket on the train, we will charge a penalty fare as per Section A.3.2.2. On this, we will note that you have forgotten your Österreichcard. Afterwards, you can send us a copy of your Österreichcard to the address on the receipt within 13 days. We will then reduce the penalty fare to the amount of the processing fee as per Section E.1.5.

A.3.2.6. Passengers who have forgotten personalised tickets

A.3.2.6.1. If you have forgotten a ticket issued in your name and cannot present it during a ticket inspection on the train, you have the option of purchasing a standard single ticket without discounts as per Section A.3.1.3.1 from our employees on long-distance and night trains. Our staff will then note your name, the type and number of your photo ID with proof of age and your birthday on this ticket.

A.3.2.6.2. With a copy of your original forgotten ticket issued in your name, you can submit the ticket purchased on the train for a refund up to 6 months after its last day of validity. If the area and period of validity of both tickets are the same, you will be refunded the ticket price after deduction of the processing fee specified in Section E.1.5.

A.3.2.6.3. If you cannot purchase a ticket on the train, we will charge a penalty fare as per Section A.3.2.2. On the receipt, we will note that you have forgotten a ticket issued in your name. Afterwards, you can send a copy of the forgotten ticket to the address on the receipt within 13 days, and we will reduce the penalty fare to the amount of the processing fee as per Section E.1.5.

A.3.2.7. Passengers without a Vorteils card or proof of entitlement

A.3.2.7.1. There are tickets and reservations issued by ÖBB or transport associations which are only valid in combination with a proof of entitlement. These include:

Vorteils card

Disability pass

Student and apprentice card

A.3.2.7.2. If during a ticket inspection you can present neither your Vorteils card nor your proof of entitlement, you have the option of purchasing a ticket for the difference to the full price without discounts as per Section A.3.1.3.1 from our staff on long-distance and night trains. We will note your name, the type and number of your photo ID with proof of age and your birthday on this ticket.

A.3.2.7.3. You can submit this ticket together with a copy of your Vorteils card or your proof of entitlement to us to claim a refund up to 6 months after the last day of validity of your ticket. You will then be refunded the additional costs after deduction of the processing fee specified in Section E.1.5.

If you are travelling with a discounted reservation as per Section C.5 and cannot present a Vorteils card, we will charge you a service fee as per Section E.1.1.

A.3.2.7.4. If you do not purchase a ticket on the train as per Section A.3.2.7.2 or if you do not pay the service fee as per Section A.3.2.7.4, we will charge a penalty fare as per Section A.3.2.2. On this, we will note that you have forgotten your Vorteils card or proof of entitlement. Afterwards, you can send a copy of your Vorteils card or your proof of entitlement to the address on the receipt within 13 days, and we will reduce the penalty fare to the correct ticket price for your trip, increased by the amount of the processing fee as per Section E.1.5.

A.3.2.8. Passengers who have forgotten their photo identification card

A.3.2.8.1. If you have forgotten your photo identification card including proof of age for your Vorteils card and cannot present it during a ticket inspection on the train, you have the option of purchasing a ticket for the difference to the full price without discounts as per Section A.3.1.3.1 from our staff on long-distance and night trains.

A.3.2.8.2. If you do not purchase a ticket on the train, we will charge a penalty fare as per Section A.3.2.2.

A.3.2.8.3. Since we cannot determine your identity at any time, we will not be able to refund your payments made as per Section A.3.2.8.1 and A.3.2.8.2.

E.1 Fees

E.1.1. Service fee

- E.1.1.1.1. We charge this fee for immediate payment of a fare on the train.
- E.1.1.1.2. We charge this fee if you do not have a valid Vorteils card and purchased a seat reservation with a Vorteils card discount as per Section C.5.
- E.1.1.1.3. The fee is € 3.00.
- E.1.1.1.4. The fee includes 10 % VAT (Austrian VAT) and/or reduced Belgian VAT rate if Belgian VAT is applicable.

E.1.2. Penalty fares

- E.1.2.1.1. We charge a penalty fare to passengers without a valid ticket.
- E.1.2.1.2. The fee is € 105.00.
- E.1.2.1.3. The fee includes a fare of € 15.00, including 10 % VAT (Austrian VAT) and/or reduced Belgian VAT rate if Belgian VAT is applicable. The remaining fee includes 0 % VAT.

E.1.3. Processing fee if payment is not made immediately

- E.1.3.1.1. We charge this processing fee if the ticket, Fahrgeldnachforderung, Reinigungskosten, Strafgebühr or Strafgebühr für die missbräuchliche Nutzung von Notfalleinrichtungen is not paid immediately.
- E.1.3.1.2. The fee is € 30.00.
- E.1.3.1.3. The fee includes 0% VAT.

E.1.4. Processing fee for children and adults under the age of 18

- E.1.4.1.1. We charge this processing fee for children and adults under the age of 18 for the subsequent submission of an ID card.
- E.1.4.1.2. The fee is € 5.00.
- E.1.4.1.3. The fee includes 10 % VAT (Austrian VAT) and/or reduced Belgian VAT rate if Belgian VAT is applicable.

E.1.5. Processing fee for subsequent verification

- E.1.5.1.1. We charge the processing fee for the subsequent verification of the validity of an annual ticket, an Österreich card, a free pass for school students, a free pass for apprentices or a Vorteils card.
- E.1.5.1.2. The fee is € 10.00.
- E.1.5.1.3. The fee includes 10 % VAT (Austrian VAT) and/or reduced Belgian VAT rate if Belgian VAT is applicable.

E.1.6. Dunning costs

- E.1.6.1.1. We charge dunning costs for the reminder for a charge, fee or fine.
- E.1.6.1.2. The dunning fee is € 18.00.
- E.1.6.1.3. Dunning costs include 0 % VAT.

E.1.7. Cleaning costs

E.1.7.1.1. We charge this amount if our trains have been soiled and need to be cleaned by us or third parties.

E.1.7.1.2. The fee is € 90.00.

E.1.7.1.3. The fee includes 0% VAT.

E.1.8. Penalty fee

E.1.8.1.1. We charge this fee for unacceptable, improper behaviour, such as smoking.

E.1.8.1.2. The fee is € 40.00.

E.1.8.1.3. The fee includes 0% VAT.

E.1.9. Penalty fee for the misuse of emergency facilities

E.1.9.1.1. We charge this fee for the misuse of emergency facilities, e.g. unjustified pulling of the emergency brake, unjustified pressing of the emergency button or triggering of the fire alarm.

E.1.9.1.2. The fee is € 90.00.

E.1.9.1.3. The fee includes 0% VAT.

E.1.10. Service fee for printing information

E.1.10.1.1. We charge this fee for printing information that is not directly related to a ticket purchase.

E.1.10.1.2. The fee is € 1.00

E.1.10.1.3. The fee includes 20 % VAT (Austrian VAT) and/or standard Belgian VAT rate if Belgian VAT is applicable.

E.1.11. Service fee for sending travel documents

E.1.11.1.1. We charge this fee for sending travel documents.

E.1.11.1.2. The fee is € 5.00.

E.1.11.1.3. The fee includes 10 % VAT (Austrian VAT) and/or reduced Belgian VAT rate if Belgian VAT is applicable.

E.1.12. Service fee for the purchase of tickets of foreign railways

E.1.12.1.1. We charge this fee for the purchase of tickets for SBB (Switzerland), SNCF (France) and RENFE (Spain).

E.1.12.1.2. The fee is € 5.00.

E.1.12.1.3. The fee includes 20% VAT (Austrian VAT) and/or standard Belgian VAT rate if Belgian VAT is applicable.

E.1.13. Service fee for the replacement issue of a lost Vorteils card or Österreich card

E.1.13.1.1. We charge this fee for the reissue of a lost Vorteils card or Österreich card. This also applies to temporary cards. It does not apply to Vorteils cards issued free of charge as per Section C.5.3.1.2.

E.1.13.1.2. The fee is € 15.00.

E.1.13.1.3. The fee includes 10 % VAT (Austrian VAT) and/or reduced Belgian VAT rate if Belgian VAT is applicable.

E.1.14. Service fee for shunting

E.1.14.1.1. We charge this fee for shunting services for motorail trains, for each 15 minutes or part thereof.

E.1.14.1.2. The fee is € 45.00.

E.1.14.1.3. The fee includes 20% VAT (Austrian VAT) and/or standard Belgian VAT rate if Belgian VAT is applicable.

E.1.15. Service fee for fare confirmation

E.1.15.1.1. We charge this fee for issuing an official fare confirmation without you buying a ticket.

E.1.15.1.2. The fee is € 5.00.

E.1.15.1.3. The fee includes 20% VAT (Austrian VAT) and/or standard Belgian VAT rate if Belgian VAT is applicable.