



## Refund of electronic tickets and passes purchased online

### Refund of electronic tickets and passes purchased online (on the webshop of MÁV-START or in the MÁV application)

If for any reason you are unable to travel refund your tickets or passes purchased online is possible as follows.

Where can I refund the online tickets and passes?

Refund of tickets purchased when logged in can be initiated in the webshop from the *Previous Purchases* menu by selecting the tickets in the given purchase or in the MÁV application after logging in from the local menu next to the given ticket. If the ticket cannot be downloaded to the MÁV application, a refund is only possible in the webshop.

You can initiate the refund of tickets purchased as guest in e-mail to [informacio \[KUKAC\] mav-start.hu](mailto:informacio [KUKAC] mav-start.hu) or by calling the Customer Centre of MÁV-START no later than 1 hour before the validity of the ticket begins (based on the time of sending the e-mail or making the phone call). With your request, please also provide the serial number of the purchased ticket(s) and (if possible) the purchase ID.

Tickets marked for refund are not valid for travel.

What is the deadline to initiate a refund?

Refund of domestic railway, inter-urban bus and HÉV tickets and passes can be initiated before the validity of the ticket begins.

Refund of 'Okosjegy' ('Smart Ticket'):

- 'Okosjegy' purchased before the day of travel: no later than 12 hours before the validity of the ticket begins;
- 'Okosjegy' purchased on the day of travel: before the validity of the ticket begins.

Refund of international tickets is only possible in accordance with the special Terms&Conditions of the ticket.

Tickets marked for refund are not valid for travel.

How are online tickets and passes refunded?

After initiating a refund the tickets will be marked for refund and the actual refund is processed 7 days after the validity of the ticket to be refunded has expired. Tickets marked for refund are not valid for travel. If the ticket(s) marked for refund is checked at any time before the expiration date, the price of the ticket, regardless of the results of the check will be retained until the passenger does not prove by other means (e.g. with a penalty issued on the train, or with an other ticket that has been valid and checked on the train), that the ticket marked for refund have not been used for travelling.

The price of the tickets purchased in the Online Ticket Purchase System of MÁV-START (reduced by administration fee) will be credited back only to the bank account linked to the bank card used for booking. Cash refund is not possible. Refund of the tickets purchased online is only possible as described above.

Administration fee

When refunding domestic tickets purchased online, the administration fee is different from the general rule set out in our General Terms & Conditions:

- in case of domestic railway and HÉV tickets: 10% of the amount to be refunded;
- in case of inter-urban domestic bus tickets: 20% of the amount to be refunded
- in case of domestic supplementary tickets and seat reservations:



- No administration fee is applied for refunds initiated no later than 24 hours before the departure of the train
- 10% of the price of the supplementary ticket or seat reservation to be refunded if it is no longer 24 hours before the departure of the train, but the refund is initiated before the departure of the train.

For other tickets and passes the administration fee is in accordance with the General Terms&Conditions and the Special Terms&Conditions of the given ticket or pass.

In the case of urban local tickets and passes the administration fee is determined in the regulations of the given municipality or local service provider.

Administration fee is charged separately for each ticket.

### Others

Some domestic tickets and passes may have different refund rules. You can inform about this as well as the special rules for international tickets at the time of purchase in the special Terms&Conditions for that ticket or pass.

Partial refunds or exchanges are not possible for 'Okosjegy' ('Smart ticket').

In case of tickets purchased as guest, only the complete purchase can be refunded.

### Refund due to service provider error

Refund due to a service provider error is only possible after a central assessment (i.e. not immediately) for tickets purchased online, regardless of how you submit your claim for a refund. No administration fee is applied in case of refund due to service provider error.

In the case of *a railway ticket* always ask the train staff of the train concerned or another employee on duty at the place of cancellation who is aware of the incident to issue a certificate of the railway error (e.g. cancelled train, missed connection).

In the case of *an inter-urban bus ticket* please ask the staff of the relevant bus route or station to issue a certificate of the service provider's error (e.g.: cancellation, lack of seat, traffic obstruction, etc.) and the consequent cancellation of the trip on the back of the unused ticket (if possible) or separately.

You can submit your claim for a refund due to service provider error electronically at our [Customer Service](#) [1], whose contact details can be viewed by clicking on the link.

In addition to the before mentioned certificate please attach your ticket in pdf format (if you received) to your request, or in case of tickets purchased when logged in provide the information necessary to identify the purchase and tickets (username, time of purchase). If you submit your refund request at the ticket office, fill in the Compensation/Refund claim form with the information needed to identify clearly the ticket purchased and used for the trip (ticket number, or in case of tickets purchased when logged in username and time of purchase).

### Detailed refund rules

Detailed information about refund rules can be found in our [General Terms&Conditions](#) [2]. Detailed refund rules of tickets valid in the territory of other service providers can be found in the general terms & conditions of the service providers indicated on the ticket.

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**Forrás:**<https://www.mavcsoport.hu/node/138933>

### Hivatkozások

[1] <https://www.mavcsoport.hu/en/mav-start/organisation/domestic-travels/customer-service> [2] <http://www.mavcsoport.hu/mav-start/dokumentumok/uj-szemelyszallitasi-uzletszabalyzat-es-az-uzletpolitikai-kedvezmenyek>