



IMPROVING THE QUALITY OF PASSENGER SERVICING AND CLIENT ORIENTED APPROACH OF THE COMPANY

It defines the procedure for interaction between employees of JSC FPC and the Unified Information and Service Centre for informing passengers in the event of cancellations, changes in the frequency of train services and withdrawal of carriages from long-distance trains. 24-hour phone: 8 (800) 250-15-20.

A remote refund service were implemented for passengers aged 65 and over as well as passengers who issued travel documents at ticket offices. Refund and ticket reissue conditions:

- If a train is cancelled, the full ticket price is refunded without deduction of fees and charges if such cancellation occurs after the official announcement

of the same. This procedure applies to both regular tickets and non-refundable tickets.

- Refunds can be settled up to six months after a train was cancelled. It does not matter whether a passenger holds a normal or non-refundable ticket: one can have a refund in either case.
- if the train is cancelled but a passenger plans to travel on his or her route on another train, it is possible to rebook the ticket for another train on the next date on the same route free of charge (subject to availability of seats) instead of a refund.