

Ticket ▶	Adult - Child		Go	Smart	Mini Group
Passengers	Adult (from 15 years old)*	Child (from 4 to 14 years old)*	Adult and Child (from 4 years old)*	Adult and Child (from 4 years old)*	Group of 2 to 5 passengers travelling together, of which at least one adult Adult and Child (From 4 years old)*
Legs	All		Available on specific journey Other journeys only available for second class fares		All
Availability	Without restrictions		Limited number of seats		
Reservation	Up to the train departure		Up to 3 days before train departure	Up to 7 days before train departure	Up to the train departure
Exchangeable	Day and/or time of travel can be modified, free of charge, only once before departure		No	No	Day and/or time of travel can be modified, free of charge, only once before departure Partial exchange not allowed
Cancellation and refund	- made up to departure: 90% refund - made after departure: non-refundable No refund will be issued if the amount to be refunded after deduction is under 8€		- made up to 24h before departure: 50% refund - made less than 24h before departure and after departure: non-refundable No refund will be issued if the amount to be refunded after deduction is under 8€	Not Authorized.	- Made up to departure: 90% refund - made after departure: non-refundable Partial refund not allowed No refund will be issued if the amount to be refunded after deduction is under 8€
Surcharge of ticket purchased on-board the day of departure or on-board regulation	- 15€ per passenger if the passenger notifies the staff when boarding the train - Otherwise 50 € per passenger				Not available on board

Exchangeable tickets can only be modified to a different date and or time and only for a Thello train. The other ticket details (Journey, class, number and category of passengers, fare) cannot be modified. Should a lower fare be available on the new train, no refund will be issued.

To cancel your ticket before departure and ask for a refund, please contact the company or the agency that issued the ticket. Reservations cancelled after departure are not refundable.

Children aged under 4 years old travel for free (in the limit of one child per adult) but without any seat allocation.

A seat is systematically allocated to children from 4 to 14 years of age on the date of travel, furthermore they enjoy a discount rate on Adult Standard rates.

\*on the date of travel

Conditions only valid on Thello trains of the Marseille <> Milan route

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