

## REGULATIONS

On passenger travel on international trains of "South Caucasus Railway" CJSC

1. When travelling by train the passengers are obliged to follow public order and the Travel Regulations.
2. **The Passenger has the right:**
  - 2.1 Take seat in the carriage with the numbers indicated in the travel document.
  - 2.2 Take one child under the age of 5 years free of charge without occupying a separate seat. When traveling with a passenger more than one child under the age of 5 years or one child under 5 years old with a separate seat, as well as for each child from 5 to 10 years old, children's travel documents must be purchased. A passenger accompanied by a child under 10 years old must have a child's passport.
  - 2.3 Carry with him/her free of charge per one travel document( ticket) the hand luggage weighing no more than 36 kg, which by the sum of measurements does not exceed 200 cm and fits in passenger carriages in place intended to accommodate the hand luggage, based on the constructive features of the carriage.
  - 2.4 As an excess hand, it is allowed the transportation of foldable baby carriages and wheelchairs exceeding the established weight limit, if a child or person with limited mobility for whom the wheelchairs are intended is traveling on a train.
  - 2.5 To carry hand luggage over 36 kg, the total weight of which does not exceed 50 kg, with the issuance at the ticket office of an additional travel document in the same carriage, in which the passenger is traveling, for the excess hand luggage.
  - 2.6 To carry with him/ her pets (dogs, cats, birds) with the appropriate veterinary documents, in a special container due to the rate of hand luggage, on condition of the redemption of all seats in the compartment at the full fare.  
Large dogs that are not placed in a special container for transportation are not allowed.
  - 2.7 To make a written note in the book for feedback and suggestions, which is provided by the Head of train (conductor of the railcar trailer) and is provided at the first request.
  - 2.8 To board, if he/ she has a travel document for this train, into any carriage with a further transition to his/her seat if the passenger cannot board to the carriage indicated in the travel document.
  - 2.9 To receive the information on the list and cost of services provided the schedule of the trains.
3. **When travelling in a train carriage, a passenger cannot:**
  - 3.1. Move in route to the carriage of other class or other category if there are seats available.
  - 3.2. Make a stop in route, with an extension of the validity of the travel document.
  - 3.3. To carry out travel and carriage of excess hand luggage without the appropriate travel documents, as well as documents confirming the right to preferential travel.

### **4 When travelling in a train carriage, it is forbidden:**

- 4.1. To move on the steps and roofs of wagons, to embark and disembark while the train is running, to use willfully the emergency brake without permission.
- 4.2. To clutter up with hand luggage the vestibules and corridors of the carriage, aisles in the compartment.
- 4.3. Smoking on the train is prohibited.
- 4.4. To throw garbage out of the windows and doors of carriages, to litter in compartments, corridors and vestibules of carriages.
- 4.5. To damages the internal carriage equipment, inventory, bedclothes and glasses of carriages.
- 4.6. To carry animals other than pets (dogs, cats, birds).
- 4.7. To carry items which can damage or contaminate the carriage, other passengers or their belongings, flammable, highly inflammable, self-igniting, explosive, radioactive, caustic and poisonous substances, loaded weapons items that can cause inflection or have a fetid odor, items that are not allowed to transportation by customs and other regulations.
- 4.8 To create obstacles for the work of the train crew, employees of the train, customs, border and other established types of control.
- 4.9 To violate the norms of public order determined by the national legislation of the state of the train (carriage) passage.
5. Persons are not complying with paragraph 3.10 of the Rules of travel may be removed from the train during the trip by security officers. Carriage payments will not be refunded to such persons; the corresponding mark is made on the travel document.
- 6 The passenger must himself take care of the integrity and safety of hand luggage.
7. The passenger bears full responsibility for the violation of sanitary and hygienic requirements by pets (dogs, cats, birds), carried him and is required to provide the appropriate cleaning after them.
8. The passenger is obliged to follow the administrative passport regulations (including visa), customs and other regulations, established while travelling by rail in international traffic both to oneself and his hand luggage and transported pets (dogs, cats, birds).
9. Not allowed to disturb the peace and quiet of passengers, travelling in the carriage of a passenger train (using sound-producing devices, screaming, whistling, singing, playing musical instruments and other actions) from 22:00 to 9:00 local time of the state of the train (carriage) passing.

In the carriages, the broadcasting network, portable radio or television equipment can be switched on from 9:00 to 22:00 local time (with the exception of service information).

10. The representatives of the railway administration and/ or the carrier along the route of the train (carriage) provide the security of passengers and their service, create the

necessary recreation facilities, the polite and helpful in dealing with passengers and, at their request, provide the book for feedback and suggestions.

**11. On the way of the train (carriage) the conductors are obliged to:**

11.1 Provide the passengers with bedclothes for a fixed free included in the cost of travel.

11.2. As per passenger request, make the bed for the persons with limited mobility, elderly passengers and passengers with small children, as well as in the carriage with double compartments (sleeping carriages, deluxe) and in carriages of high-class trains.

Remove used bedclothes after passengers leave the carriage. With the permission of passengers, bedclothes can be removed no earlier than 30 minutes before the passenger's arrival at the destination.

11.3 On the way, to ensure the storage of travel documents issued on the letterhead of the established form.

11.4 Inform passengers about the approach of the train to the station of their destination no later than 30 minutes before.

11.5 Provide for free boiled water (hot and chilled) throughout the journey.

11.6 Ensure the maintenance of carriages in a proper sanitary and hygienic condition, to carry out timely and high-quality cleaning of carriage interiors, sanitary facilities, garbage bins.

11.7 Maintain the sanitary facilities open:

In a carriage equipped with an eco-friendly toilet facility (hereinafter referred to as EFTE) – along the entire route, except for the time of border and customs control in this carriage:

To provide first aid to the passenger and, if necessary, call an ambulance at the nearest train station.

To inform the passengers in advance about the forthcoming passage of border and customs control, as well as the procedure for its conduct.

The Contact Center of "South Caucasus Railway": mail: [mail@railway.am](mailto:mail@railway.am) Information and reference service by phone: (+374 60) 46 32 83, (+374 60) 46 32 84, 1-84. Provision of emergency assistance by phone: 151 or (+374 60) 46 34 40

