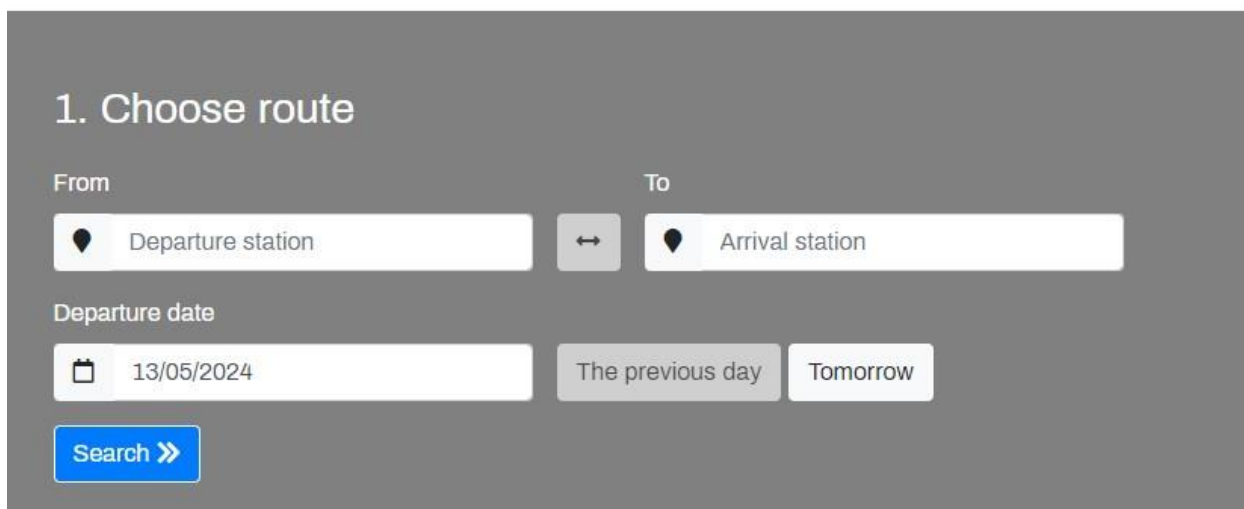
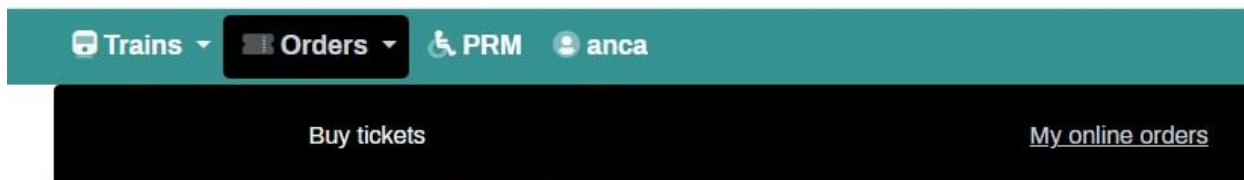




**ASTRA TRANS CARPATIC S.R.L.**

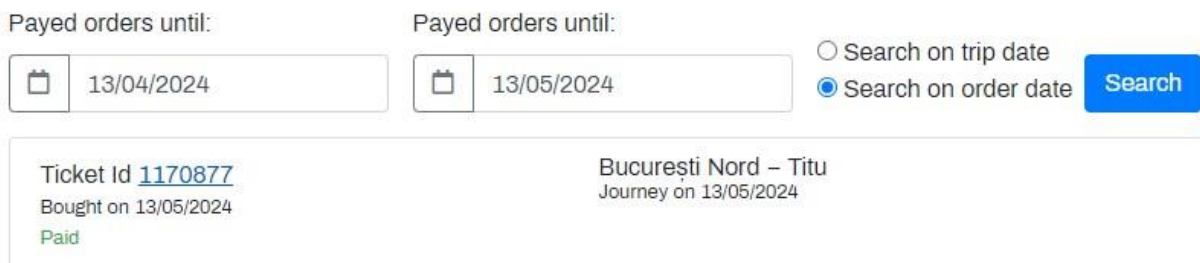
Bucuresti, Str. Popa Tatu, nr.62A, tronson B / B3, Sect 1, România  
CUI RO33702435, J 40/11999/2014  
Tel:021/317.57.02, Fax:021/317.57.03

## 1. ON ORDERS, CLICK “MY ONLINE ORDERS”



## 2. ON MY ONLINE ORDERS, CLICK **TICKET ID** YOU WISH TO REFUND

### MY ONLINE ORDERS





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### 3. ON VIEW TICKET PAGE, CLICK ON “TRAVEL WITHDRAWAL”

## VIEW TICKET 1170877

Bought on 13/05/2024  
From București Nord  
State: **Paid**

#### Trains

13/05/2024 București Nord 21:30 – Titu 22:21

**IR** 11525

Coach: 11. Place: 11



[View as PDF](#)



[Travel withdrawal](#)

### 4. ON REFUND ORDER PAGE, SELECT “AUTOMATIC REFUND” (personal reasons refund)

In the case of train cancellations, Astra Trans Carpatic refunds all tickets that are not used on other trains in circulation, without the need for passengers to submit a refund request.

## REFUND ORDER

#### Automatic refund

If you want to refund your order for personal reasons, opt for **an automatic refund**. 100% of the amount is refunded. From the total amount of 5.00 lei, 0.00 lei will be charged from you and you will receive back 5.00 lei.

#### Restitution in the case of railway's fault

If you want to return for reasons related to the fault of the railways (e.g. cancelled train), opt for **the restitution due to the fault of the railways**. Each situation is analyzed in particular and will be refunded between 0% and 100% of the amount.

[Send](#)