

## REQUEST TO EXERCISE PASSENGER RIGHTS

Dear Sir/Madam,

we apologize for the trouble you've had with being late, missing a connection, or train cancellation.

In accordance with applicable regulations, you are entitled to a delay compensation in the following cases:

- for a delay of 60 to 119 minutes, the compensation is paid in the amount of 25% of the ticket price
- for delays longer than 120 minutes, the compensation is paid in the amount of 50% of the ticket price.

In addition to the completed request for exercising the rights of passengers, it is necessary to enclose an original paper ticket certified by the train attendant on the train or the cashier, and in the case of e-tickets, the validation of the tickets is relevant. The request and the certified ticket must be sent by mail to the following address: HŽ Putnički prijevoz, Sales and Marketing, Strojarska cesta 11, 10 000 Zagreb or submitted at the ticket offices listed in the User Manual, and for e-tickets, via e-mail to [reklamacije@hzpp.hr](mailto:reklamacije@hzpp.hr).

The delay compensation is calculated in proportion to the price actually charged to the passenger. The delay compensation will be paid in accordance with the information provided in the request (compensation payment does not apply to subsidized tickets, tickets sold by other railway companies and tickets of railway workers to go to work or on a business trip).

The delay compensation shall be paid within one month from the submission of the request for exercising the rights of passengers. Instead of delay compensation, a passenger can choose a travel voucher equal in value to the compensation.

A delay compensation of less than €4 will not be paid.

More information on passenger rights can be obtained at the HŽ Putnički prijevoz ticket offices and at [www.hzpp.hr](http://www.hzpp.hr).

### 1. Travel Information\*

Start date of the journey   .   .

Departure station

Train departure time:   .   hours

Arrival station

Train arrival time:   .   hours

Date of arrival   .   .   train no.

Actual train arrival time   .   .

Please tick where applicable and enter the station name:

I missed a connection at the station

I transferred to the last train at the station:

I did not begin my journey due to a delay or I interrupted my journey at the station

Due to a delay, I was unable to continue my journey at the mentioned station and I continued by other means of transport/train for which I incurred additional costs

### 2. Method of Refund\*

bank account

voucher

### 3. Your personal information

Ms.  Mr.

Company

First name\*

Last name\*

Residence\*

Street and number\*

Postal code and city\*

Country\* (in case it is not the Republic of Croatia)

Smart card number

Ticket number\*

email (for notifications)

### 4. If you wish the refund to be paid to your bank account, please provide the following details:

Account holder (full name)\*

IBAN\*

BIC (Bank Identifier Code)

Bank name

Note: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Your personal data will be used exclusively for the processing of this request, carried out by HŽ Putnički prijevoz and/or other participating railway carriers. If another carrier in Croatia and/or in the EU/EEA area is partially or fully responsible for your claim, the request will be forwarded to that carrier.

I agree that my data may be used anonymously for market research related to passenger rights. I can withdraw my consent at any time by contacting the information officer at [pristupinfo@hzpp.hr](mailto:pristupinfo@hzpp.hr). My data may not be transferred to third countries outside the EU/EEA or to an international organization. Your data will be deleted three months after the completion of the market research.

I confirm that the information I have provided is accurate and that I am the owner of the ticket(s). Any misuse shall be subject to legal action before the competent court. I accept that the original documentation will not be returned.

\_\_\_\_\_ date\*

\_\_\_\_\_ signature

\*required information