

Ticket Refunds

1. Single use ticket

To receive reimbursement for fully or partially unused portion of a single use journey ticket, firstly appropriate authentication of that ticket must be obtained. Presented below is the most important information relating to obtaining such certification of authenticity.

Reason for ticket return	Where to obtain ticket authentication?	What is the deadline for obtaining ticket authentication?
Total resignation of the journey or the resignation of travelling the "one-way" or the "two-way" portion.	At the check point of the departure station or at the point where the ticket was purchased.*	On the first day of ticket before the expiry of the time indicated on the ticket.
Resignation of the return journey in relation to a distance of up to 100 km.	At the check point of the departure station travelling back based on the "two-way" ticket.	Within the validity of the ticket.
Resignation of the return journey in relation to a distance over 100 km.	At the check point of the departure station travelling back based on the "two-way" ticket.	No later than the penultimate (third) day of validity of the ticket.
Resignation of the return journey based on a trip ticket. **	At the check point of the departure station for the return journey.	No later than the last day of work.

* If the passenger approaches another check point, the ticket clerk places the following note on the ticket: "The passenger reported the resignation on (date) at.... (time). Subject to investigation for refund, by way of a claim." If at the departure station there is not a check point or it is closed, the refund for the totally unused ticket can also be obtained by way of a claim, based on the principles as specified in § 19 of the RP-KM.

** In the event of cancellation of the return journey on the basis of a "two-way" trip ticket with a 33% discount the amount of reimbursement is the difference between the price of a "two-way" trip ticket with a discount of 33%, and the price of "one-way" trip ticket with a 15% discount after deducting the compensation.

When it is not necessary to obtain authentication for a single use ticket?

In case of a single use ticket there is no need to obtain authentication when the:

- ticket was totally unused and returned no later than the day preceding the first day of its validity or prior to the required start time of the applicable time limit,
- ticket is returned on the first day of its validity in the form of an exchange (according to the terms of the provisions of § 6 section 13 of the RP-KM).

2. Time limited zone tickets for journeys in the Warsaw agglomeration

Refund for a totally unused time limited zone ticket can be:

- before starting its validity specified on the ticket,
- following commencement of its validity - but no later than the first hour of validity.

Refund is only possible at the station where the ticket was purchased, unless the reason for the return is due to the operator. In this case the refund may also be processed at another station.

When the time zone ticket is not refundable?

- after starting its validity - a time limited zone ticket issued for travel in zone I
- after the first hour of its validity - a time limited zone ticket issued for travel in zones I and II or I-III

- after starting its validity - a time zone ticket issued for travel in zones I and II or I-III presented at check point other than the point of ticket purchase

More detailed information on zone tickets in the Warsaw agglomeration can be found here. *Link do działu: Zone tickets in the Warsaw agglomeration.*

3. Multiple journey tickets

Check points for the sale of multiple journey tickets may make reimbursements for:

- totally unused ticket;
 - named sector (weekly, biweekly, monthly),
 - zone monthly,
 - subscription plan (returned before start of the validity period)
 - 1 day, 3-day (returned to the station where ticket was purchased before the first hour of its validity),
- partially unused ticket,
 - sector weekly or biweekly (returned no later than on the first day of validity),
 - sector and zone monthly (returned no later than on the tenth day of validity, in proportion to the time in which it could not be utilised),
 - subscription plan ticket, (to be submitted together with the appropriate pass - no later than the last day of its validity). In the case of this ticket the reimbursement is for the paid up journeys which were unused.

There is no reimbursement for:

- zone time limited ticket issued for travel in zone I (after commencement of its validity),
- zone time limited tickets issued for travel in zone I and II or I-III (presented at the ticket purchase office after the first hour of its validity or after the commencement of its validity presented at the check point other than the ticket purchase office,
- 1 day and a 3-day ticket (after the first hour of its validity or after commencing its validity)
- partially unused sector and zone ticket:
 - monthly (returned later than on the tenth day of its validity),
 - quarterly (returned later than 30 days of its validity).

Refund by way of a written claim

The reimbursement for certain types of tickets can be requested in person at the MFD or in the written form by post to the following address:

„Koleje Mazowieckie-KM” sp. z o.o.
(Mazowieckie Railways – KM) sp. z o.o.
Wydział Kontroli Dochodów
(Department of Revenue Control)
ul. Lubelska 1, 03-802 Warsaw.

This includes refunds for:

- totally unused quarterly ticket (sector, zone) - returned before the first day of its validity,
- partially unused quarterly ticket (sector, zone) - returned before 30 days of its validity,
- other tickets for multiple journeys:
 - in justified special cases, if the ticket could not be returned within the required period of time, for reasons completely outside of the control of the passenger (e.g. due to hospitalisation),
 - ticket that was issued with a VAT invoice.

In every case when appealing for a refund by way of claim, the following documents should be submitted:

- the claim letter,
- the original ticket,
- other documents supporting the claim.

Final information

- Refund shall be made by the „Mazowieckie Railways-KM” sp. z o.o. Company, (Department of Revenue Control) Wydział Kontroli Dochodów, ul. Lubelska 1, 03-802 Warsaw.
- Note! From the reimbursement there will be a penalty deducted of 10%, this deducted amount cannot be higher than 80 PLN.
- For lost, destroyed, wrapped in foil or stolen tickets, charges will not be refunded by the railways and duplicates will not be issued, this applies also

even if the loss is reported to law enforcement authorities.

Legal basis (Redirect (przekierowania))

- 1) [The Transportation tariffs of the Mazowieckie Railways, KM \(TP - KM\) effective from 1st January 2012;](#)
- 2) [Regulations of admission and transportation RP - KM effective 1st January 2012 as amended 1;](#)
- 3) [Appendix to the TP - KM effective 1st August 2011, with inclusion of amendment no. 1;](#)

Cordially we invite you to contact us.

Detailed information can also be obtained at the KM ticket counters and phone number: 22 364 44 44