

Frequently Asked Questions

Here are frequently asked questions about the train for € 1 or terms. This document is a Google Translate version of the French original found at www.train1euro.fr

WHAT IS THE DIFFERENCE BETWEEN THE TICKET SITE € 1 WWW.TRAIN1EURO.FR AND 1 € SOLD ON THE LINES 5 € 1 "HISTORICAL"?

The ticket of € 1 www.train1euro.fr website is sold subject to availability. Indeed, for technical and financial reasons, the number of tickets at € 1 for sale on Internet is a quota, that is to say, the number of places available is limited to € 1.

So when all seats € 1 of a train, will be sold, the User may not travel costs € 1 on this train. The site will show that there is more space at this price.

The historical lines were used in experimentation ticket to 1 €. They were not subject to quotas. They keep their distribution. The 5 lines * 1 € "historical" are:

- Perpignan - Villefranche Vernet les Bains,
- Carcassonne - Limoux - Quillan
- Béziers - Ceilhes Roqueredonde,
- Marvejols - Mende - La Bastide St Laurent,
- Nîmes - Le Grau du Roi.

I CAN NOT PURCHASE A TICKET TO € 1 ... The site tells me the unavailability of € 1

There may be several situations where it will not be possible to buy a ticket for € 1.

- The seats offered for sale have all been sold, the search result indicates then "offer ticket to 1 € spent"
- The date requested for travel does not match the time of sale of ticket € 1 item requested. Indeed, the ticket to 1 € is on sale between 21 days before the Travel date and the day before departure (the Region reserves the right to modify this period of sale). The search result shows "1 ticket offer € not yet available."
- The path has requested a match. But the trips currently for sale on the site of the 'train to 1 €' are direct paths. The search result will indicate "No direct train has been found for your search"
- The path requested is not included in the possible links, the search result shows "ticket offer € 1 not available." This may be an inter-regional link or a path wholly owned by a line "historic" for € 1 (refer to question IS CAN I GO TO MARSEILLE WITH A TICKET TO € 1? and "DO I BUY MY TICKET FOR THE GRAU OF THE KING ON THE SITE? "For the perimeter € 1 ticket sold on the site "train1euro.fr").
- A technical problem prevents me from properly carrying out the purchase process on the Site
 - Check the status of your internet connection. If this is satisfactory, try running the website via the Search Engine "Mozilla".

- If the blockage is renewed, connect to a different time of the day, the site server is may be full.
- After these tests, if the problem persists, please write to the email Region: <http://www.laregion.fr/11-contacts.htm> describing all of your actions and system responses.

HOW I BUY THE TICKET TO € 1?

Simply go to the train1euro.fr site and follow the instructions. The technical requirements to be able to buy the ticket to 1 € are :

- to have a valid e-mail address to receive the ticket,
- a credit card (Carte Bleue, VISA, Mastercard) for pay your ticket securely and
- a way to print a PDF on A4 sheet

Present your ticket at the ticket office.

WHAT ARE THE CAUTIONS ON EMAILS?

Make sure beforehand that your email inbox is not full. To avoid wrongly classifying our emails as SPAM by your email provider, we also invite you to go to the preferences / options spam your mail and will allow noreply@train1euro.fr address. Also make sure to fill in your email address and check again when the confirmation is requested. You will receive your ticket to print email the address you provide. You will then need to print on A4 and legibly.

ATTENTION: If input error on your part of your bill receiving email address, will not be possible to receive your order. Double entry of your email address is important to avoid errors.

WHAT IS THE CLIENT ACCOUNT

Website users who wish may register to be recognized for purchase more quickly following time to download their tickets or to consult them purchase history (within the last 30 purchases).

HOW TO CREATE MY ACCOUNT

The creation of a new customer account is possible at any time browsing the site via a button that appears at the top right of your screen.

To create your account simply enter your email address and a personal password and date of birth. Be sure to fill in your email address and check it a again when the confirmation is requested. A confirmation email will then be sent with a link to activate your account. If it failed you, thank you contact the 04.67.22.80.00. The ticket remains possible without account.

ACCESS TO ACCOUNT

Access to customer account is possible at any time browsing the site via the button appears at the top right of your screen.

WHERE TO FIND MY TICKET?

You can download once you purchase your ticket using the link at the page of confirmation. If you have created an account and made purchases in online mode, you can also look for historical and download your tickets.

Furthermore, the system sends the link to download your ticket in your email address. If unable to generate the ticket immediately, first email the show and second will be sent later with the download link.

WHAT IF I DO NOT RECEIVE MY TICKET?

An independent technical problem beyond our control may interfere routing ticket our server and your mail.

If you do not receive your ticket or email waiting in 30 minutes of your purchase, before any other transaction, contact us via the standard of the Regional Council at 04.67.22.80.00 or by email: <http://www.laregion.fr/11-contacts.htm>. We will endeavor to answer you as fast as we can. There is no need in this case to repeat a purchase procedure.

CAN I CANCEL OR EXCHANGING A TICKET PURCHASED ON THE INTERNET?

Tickets purchased on train1euro.fr are non-exchangeable and non-refundable.

WHAT TO DO IN CASE OF LOSS OR THEFT OF MY TICKET?

- If the traveler is not in ability to present his paper ticket, it will be considered a traveler with no valid ticket.
- No ticket for € 1, you must buy another ticket before your trip to avoid not be considered fraud.
- In any case, the presence of mail receipt of the ticket € 1 to print on the mailbox of the traveller not prevail.
- In case of loss or theft of the printed ticket, the traveler will re-print the ticket.
- No refund or replacement of lost or stolen tickets is possible.
- The reprint of the ticket is not possible at the counter or at the reception at the station.

WHAT IF I DO NOT HAVE MY TICKET PRINT?

- If the traveler is not in ability to present his ticket printed on A4 size, it will be considered as a traveler with no valid ticket. He will get a title transportation valid before boarding the train for not being considered as fraudulent.
- To avoid such incidents, the User must ensure before making its purchase of its capacity to print a PDF file legible on A4 format. You can download this software from the site.
- No refund or replacement tickets is only possible otherwise.

IS IT THAT I CAN SHOW MY MAIL FOR PROOF OF MY PURCHASE?

- In no event ticket printing the receipt of the email € 1 will prevail. To print the ticket download and present to be in possession of a ticket.
- The ticket for € 1 to print may in no case be presented on other media.

- Good print quality is required. Partially tickets printed, damaged or illegible will not be accepted on board and will be considered invalid.
- Failing presentation of this title, you will be considered without a valid ticket.

SHOULD VERIFY ITS TRAIN SCHEDULES?

Yes, check your train schedule before departure. Indeed, changes last minute can intervene.

[Http://www.infolignes.com](http://www.infolignes.com) check on the site.

CAN I CHANGE TO TRAIN?

- The ticket for € 1 print is valid only on the service number on the ticket, forasked path and the designated travel date. You cannot change trains with your ticket.

CAN I GIVE MY TICKET SALE OR A FRIEND?

No, the ticket is printed at € 1 shares. It is not assignable. You must also submit a photo ID (identity card, passport, driving license, residence permit) proof of identity during checks.

CAN I BUY MY TICKET FOR THE GRAU OF THE KING ON THE SITE?

No, for the moment, the distribution of past historical lines at 1 € by 2014 remains unchanged. The 5 lines * 1 € "historical" are:

- Perpignan - Villefranche Vernet-les-Bains,
- Carcassonne - Limoux - Quillan
- Béziers - Ceilhes Roquerodonde,
- Marvejols - Mende - La Bastide St Laurent,
- Nîmes - Le Grau du Roi

Thus, tickets € 1 on these lines * 1 € "historical" are sold only in stations for the lines on the regional automatic teller machines (color red) or, in the absence of distributors, counters or from controllers.

For line Marvejols - La Bastide / Saint-Laurent, tariff 1 € is also sold on the Site

<https://www.ter.sncf.com/Languedoc-roussillon>

IS IT THAT I CAN GO TO MARSEILLE WITH A TICKET € 1?

The perimeter of the ticket € 1 quota and sold via the internet include :

- All trips made by local train included in the borders of the region administrative Languedoc-Roussillon, with the exception of the Yellow Train.
- The stations of Avignon and Tarascon, exceptionally included in the scope.
- The 5 lines "historical" already passed the € 1 before 2014 are not affected by the sale of the website "train1euro.fr" Therefore, you can not go to Marseilles, Toulouse and Millau with a ticket to 1 €.

I CAN NOT BUY MORE THAN 2 TICKETS BOTH?

To enable the greatest number of benefit tickets at € 1, a maximum of 2 tickets per purchase transaction is attached to the train1euro.fr sales Site.

MY TICKET TO € 1 IS VALID WITH MY DISCOUNT CARD?

The ticket to 1 € is not compatible with other types of cuts proposed by SNCF or Region.

WHAT TO DO IN CASE OF DELAY OR REMOVING MY TRAIN?

As in the case of a conventional ticket, SNCF will offer an operational solution alternative.

WHERE TO GO TO MAKE A CLAIM

For technical problems regarding the sales site or suggestions for improvements, you can contact the Languedoc-Roussillon Region.

For subjects concerning the transport policy of travelers, you can also feedback to the Languedoc-Roussillon Region.

- Email: <http://www.laregion.fr/11-contacts.htm>
- By phone: Standard Regional Council: 04.67.22.80.00
- By mail: Languedoc-Roussillon Region, Region Hall, 201 av de Pompignane, 34064 Montpellier cedex 2

For your complaints about the quality of the provision of transmission service carried out by the SNCF, you can join "CONTACT TER".

For all your requests for information about the passenger offers the Region Languedoc-Roussillon, timetables, tickets, tariffs, registration details, etc ... you can go to "CONTACT TER".

- Email: <https://www.ter.sncf.com/languedoc-roussillon/contacts>
- By phone: To: 0800 88 60 91 (free call from a landline) Monday to Friday from 7 am to 20h and Saturday from 9h to 14h.
- By mail: Contact TER Languedoc-Roussillon, BP 31025-34006 MONTPELLIER Cedex 01

CAN YOU MAKE A RESERVATION FOR A GROUP ON A TRAIN A 1 €?

It is not possible to make a group booking at the sales site of € 1.

On the perimeter lines * 1 € "historic" if you are traveling with others, we recommend arrive 45 minutes before departure of the train or the bus to purchase your tickets.

If you have a choice, avoid weekends for group travel on lines 1 €.

CAN I CHANGE MY EMAIL ADDRESS?

You can always change your personal data in your account. Address mail addresses you enter is used to send you the confirmation messages of cancellation purchase or send your ticket.

This information is transmitted to a third party as part of sending the printed ticket.

VOS LIGNES À 1€

