

Instructions

“How to buy an online ticket for trains of JSC “South Caucasus Railways” - step by step, with screenshots and explanations.

You can buy an online ticket for the following international trains of JSC “South Caucasus Railways” Yerevan-Tbilisi-Yerevan, Yerevan-Batumi-Yerevan.

To buy a railway online ticket, you need internet access and a bank card.

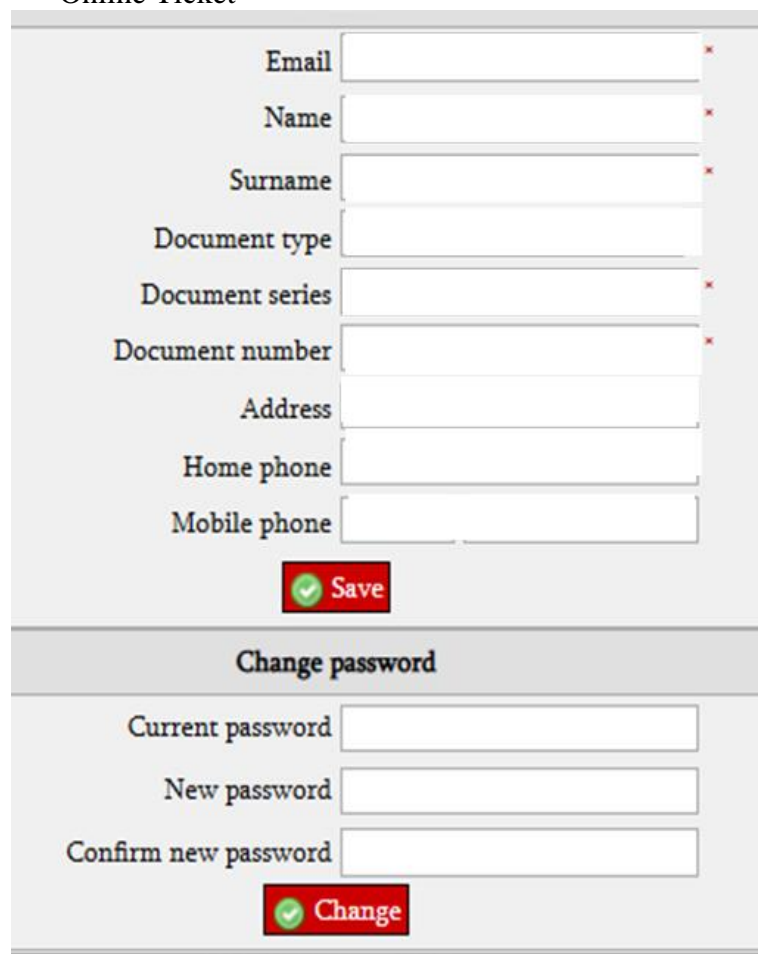
When purchasing ticket through the online, the passenger is given an individual eight-digit code. The code of purchase and the document proving the identity of the passenger must be shown to a conductor, when traveling with an electronic ticket. For a one transaction, the user can purchase a maximum of 4 tickets in one direction and 4 tickets for the same passenger in the opposite direction. . Children's tickets for international trains are sold together with adult tickets, only children's tickets are not sold.



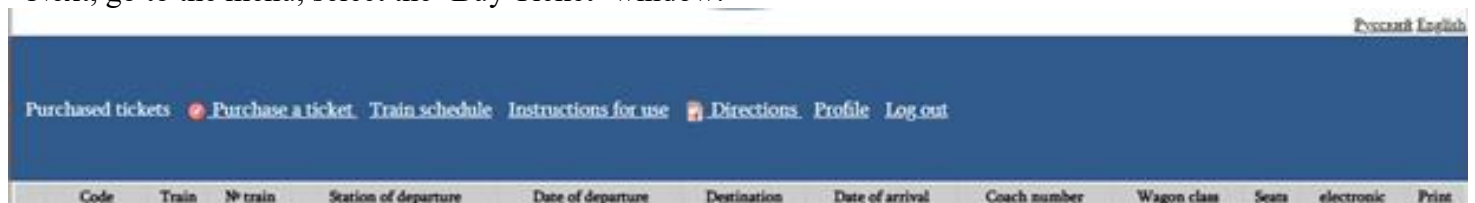
Step 2. For online purchase of the ticket, register and enter the appropriate information, (the user takes full responsibility for correctness of requisites). Pay attention to the correctness of a name, surname and the personal information which is the necessary condition for passenger to be allowed to board the train.

Step 1: Registration. Go to the website of South Caucasus Railway CJSC.

<https://www.railway.am/ru>, click the window Online Ticket



Next, go to the menu, select the ‘Buy Ticket’ window.



Step 3: “selecting the train and trip data”

For international trains, ticket sales open 40 days prior to the departure of the train from the starting station.

Attention! From the moment of train selection you have only 10 minutes to register passenger data, transfer and pay tickets. After 10 minutes, the ticket purchase procedure will be cancelled, and if you transfer the money, it will be return to the card within one hour.

Fill in the trip details: departure dates in the 'round trip' and 'return' direction, if necessary, departure and destination stations.

- Selecting the number of tickets for international trains:

Full tickets are selected for passengers aged 10 and over;

Child tickets are selected for children between 5 and 10 years of age. Children under 5 years of age are entitled to free of charge if travelling with an accompanying adult in the same seat, not occupying a separate seat.

A child ticket must be purchased for a separate seat..

- Select the category of international trains:
- For the passenger train Yerevan-Tbilisi-Yerevan Non modernized is selected;
- For the fast train Yerevan-Batumi-Yerevan, a preferred category is chosen: non modernized or modernized.

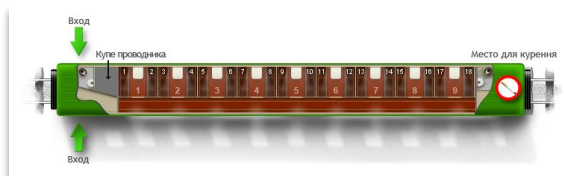
- Select the class of international train depending on the type of carriage you prefer.
- Carriage with numbered reserve seats
- Compartment carriage modernized
- Soft-seats carriage

For international trains select «in one compartment», if you wish to travel alone. Reminder: in the Soft-seats carriage are 2-bed for two passengers.

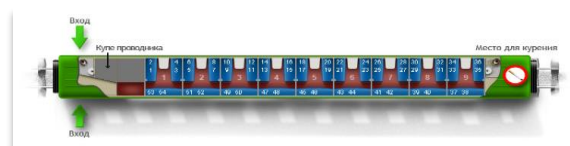
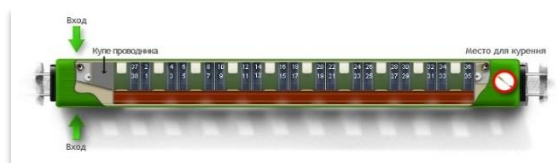
Compartment carriage modernized (36 seats). The lower places are odd numbered (1, 3, 5, etc.), the upper places are even numbered (2,4 6...).

The «View train» you can see the location and numbering of places by type of wagons in international trains:

Soft-seats carriage (18 seats)All seats are lower, two seats per compartment.



Carriage with numbered reserve seats (54 seats). The lower places are odd numbered (1, 3, 5, etc.), the upper places are even numbered (2,4 6...).



«Search».

System present the full information on empty seats according the selected number, wagon category, departure date and time. If the information does not meet your requirements, click re-search and correct your settings.

You have 1 minute to select the train

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№ train	Name	Coach class	Coach number	Seats	Station of departure	Date of departure	Destination	Date of arrival	Total sum
372	Yerevan - Tbilisi-pass.	Compartment caggage	1	7,8	Yerevan	22.11.2024 21:30	Tbilisi-pass.	23.11.2024 07:35	33190

Back

№ train	Name	Coach class	Coach number	Seats	Station of departure	Date of departure	Destination	Date of arrival	Total sum
371	Tbilisi-pass. - Yerevan	Compartment caggage	12	10,9	Tbilisi-pass.	27.11.2024 20:20	Yerevan	28.11.2024 06:55	33190

Select the desired train and activate appropriate window. 1 minute is at your disposal to select the train. After selecting the direction of the train, click the “enter passenger data” button and go the next stage.

You have one minute to select the train


№ train	Name	Coach class	Coach number	Seats	Station of departure	Date of departure	Destination	Date of arrival	Total sum
372	Yerevan - Tbilisi-pass.	Compartment caggage	1	7,8	Yerevan	22.11.2024 21:30	Tbilisi-pass.	23.11.2024 07:35	33190

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№ train	Name	Coach class	Coach number	Seats	Station of departure	Date of departure	Destination	Date of arrival	Total sum
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Input data of passengers

Step 4 Passenger data entry

The "Enter passenger data" window opens, where you can see lines in the number of passengers, in which you need to fill in the data of each passenger, including children, by activating buttons 

You have chosen to travel by means of "traveling" ticket


	Name and family name	Series and number of the document	seat type
	Kargrig2012 Kargrig2012	0 73264273	Adult
	Kargrig2012 Kargrig2012	0 73264273	Adult

Back Next

The information can be corrected until the last payment is made.

You have chosen to travel with "traveling" ticket

№ train	Name	Coach number	Coach category	Date of departure	Date of arrival	Total sum
372	Yerevan - Tbilisi-pass.	1	Non-Modernized	22.11.2024 21:30	23.11.2024 07:35	33190
371	Tbilisi-pass. - Yerevan	12	Non-Modernized	27.11.2024 20:20	28.11.2024 06:55	33190




Select the system of money transfer operations, then go to the page of the BANK where the payment card details are specified.

Step 5. Payment

Please enter your payment card details

Account Description

PreAuth

Amount

66380.00 AMD

Your Card Number

16 digits, without spaces

4083060100073143

Your Name

As stated on the card (e.g. MR NAME SURNAME)

JOHN SMITH

Card Expiration Date
 2024
CVC2/ CVV2 Code

Three-digit number stated at the back of the card

123

PAY

After authentication of the one-time bank password, you receive an eight-digit unique purchase code and a message about successful completion of the transaction.

In «Tickets purchased» of your personal account you will see the transaction data .

code	Train	№ train	Departure station	Departure time	Arrival station	Arrival time	№ wagon	seats	e-ticket	печатать
+23987577	Yerevan-Tbilisi	372	Yerevan	08.12.2022 21:30	Tbilisi-pass.	09.12.2022 07:50	1	1,2,3	Yes	печатать
+2398757	Tbilisi-Yerevan	371	Tbilisi.	11.12.2022 20:20	Yerevan	12.12.2022 06:55	1	19,20,21	Yes	печатать

Press 'print' and the system will give all the information of your trip: unique purchase code, train number, departure /arrival station, departure /arrival date and time, carriage and seat numbers, the information on passengers and code of ticket.

Attention your ticket purchase code!!!: **23987577**

№ train	name	Departure station	Departure time	Arrival station	Arrival time
372	Yerevan Tbilisi	Yerevan	08.12.2022 21:30	Tbilisi	09.12.2022 07:50

Name Surname	Passport №	Ticket Type	Wagon №	Seat №
Anahit Grigoryan	Oo 000000	Full	2	1
Hajk Grigoryan	Oo 000000	Full	2	2
Tigran Grigoryan	Oo 000000	child	2	3

Print or save the ticket purchase code that is provided to the conductor of the carriage when travelling on an e-ticket. Print tickets purchased

Attention! Only passengers whose personal details are indicated on the purchased ticket are allowed on the train.

Return ticket

To return the E-ticket through the online mode. Electronic ticket should be returned a least 2 hours prior to train departure in online via website.

To return the E-ticket select “purchased tickets”, click the button “+”, information about the purchased tickets appears at the bottom left, and on the right-a red circle" - "or a return sign. The term for the refund of the amount on the payment card depends on the service Bank.

code	name	№ train	Departure station	Departure time	Arrival station	Arrival time	№ wagon	Type wagon	Seats №	e-ticket	print
- 23987577	Yerevan-Tbilisi	372	Yerevan	08.12.2022 21:30	Tbilisi-pass.	09.12.2022 07:50	2	Non-modernized	1,2,3	yes	print
Seats №	Name	Surname	Passport №	Full/child	price	status					
1	Anahit	Grigoryan	Oo 0000000	full	7500,00	Приобретенный					
2	Hajk	Grigoryan	Oo 0000000	full	7500,00	Приобретенный					
3	Tigran	Grigoryan	Oo 0000000	child	2500,00	Приобретенный					
+ 23987577	Tbilisi - Yerevan	371	Tbilisi-pass.	11.12.2020 20:20	Yerevan	12.12.2022 06:55	1		19,20,21	yes	Print

Before the train departs:	At least 120 hours prior to train departure 0% of fare is charged	0%
	Less than 120 hours - 15% of fare is charged	15%
	Less than 24 hours - 25% of fare is charged	25%

The service fee of AMD 780 charged when buying a ticket for international trains is non-refundable.

While returning the unused tickets, sum owing will be refund within 5 banking days on a card that was used for the transaction. Reissuing the purchased internet ticket is possible only if the ticket is returned. The rest of the international transport points are regulated in accordance with the rules of the COMPANY.

Attention! Tickets purchased on-line are not refundable at ticket offices.

Rules for online purchase of tickets

Online booking services are available for persons to purchase electronic ticket for trains through the web-site of “South Caucasus Railways JSC., by means of plastic cards.

In order to avoid conflict situations, while purchasing electronic tickets via the internet, get acquainted with the rules of online-booking and confirm acquaintance with them.

You can buy an online ticket for the following international trains of JSC “South Caucasus Railways” Yerevan- Tbilisi-Yerevan, Yerevan-Batumi-Yerevan.

The user takes full responsibility for correctness of requisites of travel details and personal data of each passenger.

2. Purchase of the ticket

For online purchase of the ticket, register and enter the “South Caucasus Railways JSC., website <https://www.railway.am/ru>:

For international trains, ticket sales open 40 days prior to the departure of the train from the starting station.

For a one transaction, the user can purchase a maximum of 4 tickets in one direction and 4 tickets for the same passenger in the opposite direction.

Please fill in the details of all passengers in the order carefully. Pay attention to the correctness of a name, surname and the personal information which is the necessary condition for passenger to be allowed to board the train.

Attention!

Check the validity of the indicated passports.

South Caucasus Railways is not responsible for problems related to violation of passport and visa regime!

Children's tickets for international trains are sold together with adult tickets, only children's tickets are not sold.

The sale of tickets for international trains in the opposite direction ends 10 days before departure.

To execute the transactions please follow all procedures established by the bank.

If you buy a ticket for an international train with a route within the Republic of Armenia, VAT is charged on the cost of the ticket.

Attention! From the moment of train selection you have only 10 minutes to register passenger data, transfer and pay tickets. After 10 minutes, the ticket purchase procedure will be cancelled, and if you transfer the money, it will be returned to the card.

When the transaction is successfully executed, the passenger will receive the information on the purchased tickets, train number, departure/arrival station, departure/arrival date and time, the information on passengers and code of ticket.

The corresponding messages will be sent to you by e-mail.

Check the availability of internet tickets in your personal account.

Boarding the train

Passenger, traveling on an electronic ticket, boards the train upon presentation the code of ticket and ID card to the conductor.

In order to inform you about changes to the train schedule, in case of an emergency, please provide your mobile phone number /or email address when filling in your passenger details.

4 Return ticket

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	Less than 24 hours - 25% of fare is charged	25%

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