

## Service fee

A service fee is to be paid in addition to the charge for change of the ticket as specified in the conditions of purchased [Price package](#), or for ticket refund (including partial refund).

Service Fees		Price package LITE, PLUS, BUSINESS LITE	Price package FLEX, BUSINESS
Ticket purchase	On the <a href="#">Internet</a>	12 EUR*	12 EUR*
	Through the <a href="#">Call Centre</a> or at the Ticket Office	30 EUR*	30 EUR*
Change of the ticket or ticket refund	On the <a href="#">Internet</a>	0 EUR	0 EUR
	Through the <a href="#">Call Centre</a> or at the Ticket Office	30 EUR*	0 EUR
Change or refund of additional service	On the <a href="#">Internet</a>	0 EUR	0 EUR
	Through the <a href="#">Call Centre</a> or at the Ticket Office	12 EUR*	12 EUR*

\* or equivalent in local currency