

## FAQ

### **I'm a person who has reached 60 years old. Am I entitled to the concession fare?**

Since 1 September 2013 Koleje Mazowieckie have prepared for the travelers who are over 60 years old the offer „KM - 35”. The offer entitles to the 35% concession fare while purchasing the single, zonal and season KM tickets. A document certifying the right to the concession fare should contain the age of a person.

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### **My company purchased a 35% concession fare for me. Which tickets can I buy with this concession?**

**The concession fare applies to the following tickets:**

1. single;
  2. time-restricted zonal;
  3. season:
    - a. personal route (weekly, two-week, monthly, quarterly);
    - b. personal zonal (monthly, quarterly);
    - c. personal network (day, three-day, monthly, quarterly, yearly).
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### **Can I buy an airport ticket to Modlin by a mobile phone?**

You can buy tickets to Modlin by a mobile phone according to the special offer (using the application SkyCash):

- an airport ticket (bus + train),
- an airport ticket (bus).

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### **Which ZTM tickets are honored on KM trains?**

**On KM trains in the Warsaw area we honor the following ZTM tickets (within the offer „Joint ZTM-KM-WKD ticket“):**

1. day;
2. weekend;
3. group weekend;
4. 30-day;
5. 90-day;
6. senior;
7. for a child from a family having at least three children

along with the right to concession fares for local transport in Warsaw according to the Warsaw City Council acts.

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### **Does a disabled person have to ask for a ticket a conductor?**

The disabled without a valid ticket on KM trains are checked in during the ticket control. They do not have to pay an extra charge for issuing the ticket on train.

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### **Are KM tickets honored on the SKM (Fast Urban Railway) trains?**

On SKM trains coming to Chopin Airport on the road from Warsaw Płudy – Warsaw Chopin Airport there are the following KM tickets honored (according to the regular or reduced tariff):

1. single;
2. time-restricted zonal;
3. season;
  - a. route: weekly, two-week, monthly, quarterly;
  - b. zonal: monthly, quarterly;
  - c. network: day, three-day, monthly, quarterly, yearly

as well as the entitlement to travel for free applying on KM trains.

The above mentioned tickets are honored provided that the price of a single KM ticket for travelling by an airport train from Chopin Airport to Warsaw Center is higher than 4.40 PLN.

We also inform that a single ticket according to the special offer „Airport ticket” entitles its owner to travel by all means of ZTM (Warsaw Transport Authority), i.e. buses, trams, metro and SKM trains) in the first ZTM ticket zone on the day of the ticket validity 60 minutes from the time written clearly and durably on the ticket by a traveler as follows:

„W strefie I ZTM Warszawa ważny 60 min. od godziny....” (In the first ZTM Warsaw zone it is valid 60 minutes from ... (o'clock)”.

Passengers who want to travel by metro on the basis of the ticket can use lifts leading to the platforms or purchase a free metro pass at the Passenger Service desk.

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### **Do Koleje Mazowieckie honor single ZTM tickets?**

On the airport trains from Warsaw Płudy to Warsaw Chopin Airport we honor **single transfer and time-restricted ZTM** tickets along with the entitlement to the reduced fare for travelling by local transport. All passengers not having a valid ticket or having an illegal/not activated ticket are obligated to enter the train through the first door (from the front of the train) and report to the train manager in order to purchase or activate a ticket.

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### **Am I entitled to a concession fare on KM trains having the ISIC (International Student Identity Card)?**

**Students - Poland citizens under 26 years old studying abroad** having the ISIC are entitled to the student concession fare, i.e. 51% on the basis of the single tickets and season monthly personal tickets for travelling by KM trains. The above mentioned Identity Card is a document certifying the entitlement to the concession fare. It should be presented with the Personal Identity Card or another Card certifying an identity of a person.

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### **Is a blind person with the first degree of disability entitled to a concession fare on KM trains?**

**Yes.** The blind who are not totally disabled (who are not inviable) are entitled to a 37% concession fare for travelling in the second class in every kind of a train on the basis of single tickets, zonal time-restricted and route tickets, personal monthly or zonal personal monthly tickets. The concession fare has to be certified by e.g. a disability ID card containing the information about the first degree of disability due to the bad vision condition or a certification of the first degree of disability due to the bad vision condition issued by the adequate organs. The reason of disability can be written in a form of a symbol: „04-O” or can be lettered by „O”, „o”, „h”. **The symbol indicates only the reason of disability, but not a degree.** People with the first degree of disability due to other reasons than the bad vision condition are not entitled to a concession fare.

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### **What entitlement has a guide/a care of a blind person or an inviable person?**

**A guide or a care supporting a blind or an inviable person is entitled to a 95% concession fare on travelling by public railway transport on the basis of a single ticket.** The concession can be certified by one of the documents of a blind or an inviable person. A guide or a care – is an adult person. A guide or a care supporting a blind person – is a person who is at least 13 years old.

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### **What kind of a reduced fare can children over 4 years old get while travelling by KM trains?**

Children over 4 years old until the moment they start the obligatory one-year programme preparing for school are entitled to a 37% concession fare on travelling by KM trains on the basis of single or zonal time-restricted KM tickets.

The concession fare can be certified by:

1. a document showing a child's age;
2. in case of a postponement of school attendance – a certification issued by a public primary school head teacher.