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 Contact Center SNCB Europe > 070 79 79 79 (€ 0,30/min)

Special Products > 070 79 79 70 (€ 0,30/min)

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 SNCB stations with international purchase

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- ✓ Affordable cancellation insurance
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At your service :)

Appreciate talking to someone when booking your ticket?
Head to one of our [stations](#) or call our [Contact Center](#).





A few words of explanation

Following a European directive, international passenger transport is open to competition. This means that SNCB Europe, which sells tickets for various international operators, is not a public service and does not receive State support for this service.

SNCB Europe has therefore been obliged to introduce a supplement for purchasing certain international tickets at its stations and Contact Center. To answer to the rising costs, the service fee, which was introduced in 2010, will be increased as from 4 October 2016. The details of this measure are provided below.

Thank you for your confidence. We hope you enjoy travelling through Europe by train.



Revised service fees

The new service fees are effective as of 4 October 2016:

- € 9 for highspeed international and overnight trains.
- € 5 for daytime travel on international classic trains.

These fees apply to the total reservation and not per ticket.

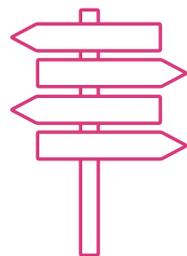
These fees are not reimbursed if the train tickets are refunded or cancelled.

Exceptions in which these fees are not charged are numerous. See the following list or ask one of our advisers for more information.

EXCEPTIONS to the application of service fees:

Cross-border traffic

Cross-border tickets on the following lines:



- Antwerp - Lille-Flandres
- Antwerp - Roosendaal
- Arlon - Luxembourg
- Brussels - Luxembourg
- Brussels - Roosendaal
- Charleroi - Jeumont
- Gouvy - Troisvierges
- Namur - Lille-Flandres
- Libramont - Rodange
- Spa - Aachen
- Liege - Maastricht
- Connections to Maastricht

The above-mentioned foreign stations are considered as the final station for cross-border traffic. Direct from Belgium, all foreign destinations on the same line as the end destination are also exempted from the cross-border fee (e.g. Roubaix on the Antwerp-Lille Flanders line, Kleinbettingen on the Arlon-Luxembourg line, etc...).

Special tickets, purchased separately

- For children under 12 years of age.
- For travellers with restricted mobility / sight impaired travellers and their companions.
- For dogs/small pets.
- For bikes.
- For Oystercards, tickets for Metro Paris and vouchers for Disneyland® Paris.

Reserving your seat after booking your ticket

A seat reservation is necessary when travelling with certain companies or for certain season tickets. This can be carried out after purchasing your ticket in the following cases:

- ICE and IC: with the separate purchase of a seat reservation only (customer is ticket holder).
- TGV®, Thalys, Eurostar to Lille-Europe: for season ticket holders.
- All Interrail, Eurail and Railplus card holders.

Purchases paid by voucher

No service fee will be charged for tickets that are paid in full or in part by SNCB, SNCF, Thalys or other vouchers. An service fee will be charged for tickets that are paid in full or in part by SNCB travel cheque (purchased at SNCB).

Appreciate TALKING TO SOMEONE when booking your ticket?

Head to one of our stations or call our Contact Center

- Our professional staff is happy to help you book the journey you are looking for.
- An after-sales service provides you with information and service for tickets exchange or refunds.
- Our advisers are always on hand to answer any questions that you may have.



The advantages of station booking

Purchase, exchange or cancel your train ticket and certain related products at 28 stations. Open daily from opening to closure of the sales desks.

SNCB stations with an international offer*:

Antwerp-Berchem, Antwerp-Central, Arlon, Braine-l'Alleud, Bruges, Brussels Airport-Zaventem, Brussels-Central, Brussels-Luxembourg, Brussels-Midi, Brussels-North, Brussels-Schuman, Charleroi-South, Courtrai, Eupen, Ghent-Dampoort, Ghent-Saint-Pierre, Hasselt, Louvain, Louvain-la-Neuve-University, Liège-Guillemins, Mechelen, Mons, Namur, Ostend, Ottignies, Saint-Nicolas, Tournai and Verviers-Central.



The advantages of the Contact Center

Open 7 days a week for the purchase and exchange of international tickets and certain related products. Open Monday - Friday from 8.00 am to 8.00 pm; Saturdays, Sundays and Public Holidays, from 9.00 am to 4.30 pm.

Contact Center: 070 79 79 79 (€ 0,30/min)

- Print most tickets quickly and easily at home thanks to digital home printing: Thalys, Eurostar, ICE, classic trains to Holland, Luxembourg and Lille, TGV® Brussels-France.
- Group booking service (minimum 10 people)**, open Monday - Friday from 9.00 am to 5.00 pm.

Groups: 070 79 79 81 (€ 0,30/min)

- 'Special Products' service***, for booking train tickets and passes for foreign travel including Europe and further abroad (Scandinavia, USA, Canada, Japan, Australia, India, etc). Open Monday - Friday from 9.00 am to 5.00 pm.

Special Products: 070 79 79 70 (€ 0,30/min)

* List of stations valid at the time this brochure went to print. See our website at b-europe.com for the most recent information.

** Ticket costs at the time of purchase via the Contact Center Group Booking service: € 20.

*** Ticket costs at the time of purchase via the Contact Center Special Products service: € 7 for tickets up to € 400 / € 20 for tickets up to € 999 / € 50 for tickets up to € 1,000.