

FREQUENTLY ASKED QUESTIONS

If you still having some doubts or questions about your upcoming Russian train trip and the process of buying a train ticket online, here we have gathered the most popular questions to help you better understand how RussianTrains work. Hopefully you'll find all the answers you're looking for, if not get in touch with us.

When will my tickets be issued?

For E-ticket

If you book a ticket within a 45 days time frame, we will need 2 business days to process your order and issue a ticket. If you make a reservation more than 45 days before departure, we will send you the ticket as soon as it is available (i.e. 40 days before departure). According to the rules of the Russian Railways we cannot assign your names to the seats earlier than this.

For Paper ticket

Paper tickets are issued for all international routes. Paper ticket for travel between Russia, Mongolia, China and European countries outside of the former USSR can be issued 60 days prior to your travel date. For all other routes we can purchase you tickets no earlier than 40 days prior to your departure. You will have to collect your paper ticket to board the train. There are 3 options: worldwide delivery, hotel pick-up in Russia, or pick up from our office in St. Petersburg. Read more about paper tickets

Please note: Once you make a reservation on our website, you will receive an email with confirmation. This is not a ticket, this email is meant to notify you that we received your information in our system. Once we are able to secure your tickets, we will send you an email confirming that the tickets have been purchased.

What to expect from traveling by train in Russia?

At the rail station

Be ready to encounter some difficulties with finding people who speak English at train stations in Russia. You might feel lack of direction signs in English but we cannot do anything about that as train stations are not our property. We cannot set up any signs that is why we strongly recommend our travelers to arrive at the train station at least 45 minutes before the train departure.

Note: if you are traveling along the Trans-Siberian Railway be prepared that English-speaking support shrinks as you move farther from Moscow. That is why we strongly recommend our clients to use assistance of local guides when traveling in Russia independently.

Staff onboard

We are neither hiring nor training staff working onboard Russian trains or at the railway stations. It is solely the responsibility of the Russian Railways (the state monopoly operating almost all trains in Russia) and we cannot guarantee that they speak English. However, all staff on board are trained to be friendly and polite and help you out in any situation.

Meals on board

When booking your tickets with us you have options to choose a travel class which corresponds to your needs and preferences; it might and might not include food. We are not responsible for the quality of food served on board. In all cases the meal depends on the carrier and train composition.

Note: If you are unsure about meals served or not served on your train, please contact our customer support department. Our helpful specialists will double check this information for you.

How to use my ticket?

E-ticket

If you purchased an electronic ticket, you will receive an email with your ticket in PDF format. You should print it and take it with you on a trip.

Documents which you should show while boarding:

If the electronic registration was passed:

- Passport (or any ID, which was mentioned in the ticket details);
- e-Ticket (we strongly recommend to print it).

If electronic registration wasn't passed:

- Passport (or any ID, which was mentioned in the ticket details);
- Boarding pass (you should change your e-ticket on this boarding pass at the railway ticket office).

Paper ticket

If you purchased a paper ticket, you will have to collect an original copy of the ticket that we've purchased for you before boarding the train.

How to change my ticket?

If your ticket hasn't been issued yet, we will make any modifications free of charge. If your ticket has already been issued modification fee of 40 USD per ticket will be charged. You can also purchase our modification & cancellation insurance as an optional service when placing your order. It costs 15 USD.

Please note: detailed information on cancellation and modification terms of our company can be found on *RussianTrains Terms & Conditions page*.

What station do I depart from / arrive to?

There are several rail stations in Moscow and St. Petersburg. If you are traveling between these two cities, you will get a detailed email with your departure and arrival stations.

What credit cards do you accept?

RussianTrains accept all major credit cards including Visa, Master Card, America Express and Discover. You can also make a payment using your PayPal account. If you are having troubles with payment please contact your bank to ensure that the problem with transaction is not on their side. If this is not the case, don't hesitate to contact them at info@russiantrains.com.

Can I take motorbikes / bicycles on board?

If you take a bike with you...

...Passengers can carry with them disassembled and packed bicycles without motors if their dimensions allow them to be placed at carry-on luggage storage space. Bicycles without motors, packed or unpacked, also can be transported in a baggage car (you should indicate its number, trade mark, type (adult or child) and all its accessories (pump, bag, bell etc.). Payments are calculated according to a tariff provided for the corresponding price-list for an actual carriage distance.

If you take a motorbike or a scooter with you...

...Motorbikes (up to 165 kg) and scooters are accepted for carriage as cargo-luggage in factory or other hard package. To carry cargo-luggage you should file an application to the head of luggage department (to the head of station if there is no luggage department). Payments for cargo-luggage transportation that include weighting, loading and unloading fees and fees for cargo-luggage's agreed values are made during the procedure of cargo dispatch

What should I do if my payment has failed?

RussianTrains accept all major credit cards. If the payment has failed, it has failed not on the side of our website, but on the side of the bank. Some online transactions may be blocked by the banks and require authorization. If you are sure that you have enough balance on your credit card, please contact your bank to enquire about the reason payment failure and provide the authorization if required.

Where can I leave my luggage?

Automatic luggage lockers at all Moscow and St. Petersburg railway stations are open 24/7. Moreover, you can leave your luggage at left-luggage offices - most of them work day and night as well (at Belorussky Railway Station, Leningradsky Railway station, Kazansky Station, Kievsky Station, Paveletsky Station in Moscow and at Moskovsky Station, Vitebsky Station, Finlandsky Station, Ladojsky Station in St. Petersburg). As a rule prices for left-luggage facilities start from 4\$ and depend on the duration of storage. Payments are accepted only in Russian rubles (4\$ equal 130 RUR approximately)

Can I pay the ticket with other person's credit card?

Surely, you can, unless the transaction is authorised by the card-holder.

Can I carry my pets on board?

You can carry birds, dogs, cats and other small pets (up to 20 kg) on all kinds of trains. Their weight isn't added to the weight of carry-on luggage. The transportation is allowed in all cars except for 1st class (SV) cars and luxury cars. Pets must be kept in boxes, baskets or cages that can be placed at carry-on luggage storage space without any difficulties. You must have a veterinary certificate and a special receipt for each pet. To obtain such a receipt you need to pay one package up to 20 kg of total weight at the station.

Transportation of wild animals is prohibited in any car type.

Carriage of large breed dogs is permitted if the whole compartment is bought out by the animal's owner (4 tickets in 2nd class Kupe, except luxury cars) without any additional receipts. Number of dogs and travelers should not exceed number of berths. Blind passengers can carry their guide dogs for free in all categories of cars. It's possible to transport small pets in a baggage car but for the direct route (without rehandling). Animals should be kept in boxes, baskets or cages which will prevent the car from damages and dirtying.

What is the permitted size and weight of my carry-on luggage?

Each passenger has a right to the following free luggage allowance per one travel ticket:

- Briefcases, handbags, photo cameras, umbrellas, skis and sticks, fishing rods and other small items, the total size of which does not exceed 100 cm (width, height, length);
- Carry-on luggage of no more than 36 kg (in sleeping coaches with double compartments - of no more than 50 kg), the total size of which does not exceed 180 cm (width, height, length).

Each train station has scales for weighing carry-on luggage.