

Renfe E-tickets

 [acesrail.com /products/renfe/](https://www.accesrail.com/products/renfe/)

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Notice

- At the time of check-in on accesrail.com the passenger must print their Renfe ticket (boarding pass), as without their printed Renfe ticket they will not be able to board the train. It is important to note that printing Renfe tickets at the train station is not an option.
- After train departure Renfe tickets are 100% non refundable; prior to departure penalties apply according to the tariff rules.



About

Renfe, the state-owned rail transport provider of Spain, offers air-rail interlining and standalone booking with AccesRail 9B/450.

Destinations

Renfe's E-ticket 9B segments are typically to/from Madrid or Barcelona and one of the following stations:

Madrid Chamartin (XTI) **Madrid Atocha (XOC)** **Barcelona Sants (YJB)**

Madrid Chamartin (XTI)**Madrid Atocha (XOC)****Barcelona Sants (YJB)**

- Albacete (EEM)
- Almería (AMR)
- Bilbao (YJI)
- Burgos (UGR)
- León (EEU)
- Murcia (XUT)
- Oviedo (OVI)
- Palencia (PCI)
- Segovia (XOU)
- Valladolid (XIV)
- Vitoria (VIO)

- Alicante (YJE)
- Barcelona (YJB)
- Cádiz (CDZ)
- Castellón (CPJ)
- Ciudad Real (XJI)
- Cordova (XOJ)
- Cuenca (CEJ)
- Granada (YJG)
- Guadalajara (GDU)
- Huelva (HEV)
- Jerez (YJW)
- Málaga (YJM)
- Pamplona (EEP)
- Saragossa (XZZ)
- Seville (XQA)
- Toledo (XTJ)
- Valencia (YJV)

- Alicante (YJE)
 - Bilbao (YJI)
 - Castellón (CPJ)
 - Girona (GIA)
 - Lleida (QLQ)
 - Pamplona (EEP)
 - Saragossa (XZZ)
 - Tarragona (QGN)
 - Valencia (YJV)
-

Map

- [View the map](#)

Renfe E-tickets are available as follows:

- Standalone [9B/450](#) Interline [Interline](#)

Standalone sales (ticketed on 9B plate) are possible in these BSP/ARC markets:

- ARC USA
- BSP Australia
- BSP Austria
- BSP Belgium/Netherlands/Luxembourg
- BSP Canada
- BSP Finland
- BSP France
- BSP Germany
- BSP Hong Kong

- BSP Indonesia
- BSP Italy
- BSP Japan
- BSP Macao
- BSP Malaysia
- BSP Scandinavia – Open in Sweden, Denmark, Estonia, Latvia and Lithuania.
- BSP Singapore
- BSP South Korea
- BSP Switzerland/Liechtenstein
- BSP Taiwan
- BSP Thailand
- BSP UK

Participating GDS's

- Abacus
- Amadeus
- Apollo
- Axess
- Galileo
- Infini Sabre
- Sirena Travel
- SITA
- Travel Sky
- Topas
- Worldspan

Eligibility

- Valid world-wide when sold as part of an Interline ticket but not valid for sale in Spain as 9B only.

Train Range

- 9B flights 4000 – 4999

Booking Classes

- F: Club/Business class
- C: Preferente/ Butaca Super class
- Y: Standard class

Feature	Economy class	Business class
Spacious seat	X	X
Priority boarding		X
Exclusive access to the in-station Business class lounge		X
A delicious meal – with wine – and beverages included in the price of your ticket		X
Power outlets at your seat for your laptop	X	X
Our famous chocolate after your meal		X

Inventory

- Minimum 12 months in advance

Minimum Connection Time

3 hours

Auto Cancellation of Booking

- If booking not ticketed 24 hours before departure, the booking will be auto cancelled.

Period of Validity

- Scheduled train departure time (indicated on the boarding pass).

Discounts

- N/A. Adult fare only. Scheduled train departure time (indicated on the boarding pass).

How to book it

Travel agents and airline ticket offices may book the rail sector to/from XTI, XOC or YJB as a standalone sale, or as an interline in conjunction with a flight. The passenger will be booked on the actual Renfe service with confirmed

seat allocation.

AccesRail replies to the booking that includes an interlining Renfe e- ticket indicating the need to check-in within 72 hours before departure of the rail segment at www.accesrail.com/checkin to retrieve their travel document.

GDS Availability Display

The image below is a typical GDS availability display demonstrating the possible itineraries between Bogota (Colombia) and Barcelona (Spain). Itineraries with a 9B rail segment appear along with flight transfers.

```
** AMADEUS AVAILABILITY - AN ** BCN BARCELONA.ES 102 TU 22MAR 0000
1 *AV 014 C9 J9 D9 Y9 B9 M9 H9 /BOG 1 MAD4S 1850 1420+1E1/EQV
  Q9 V9 A9 E9 K9 L9 O9 P9 Z9 W9 S9 T9 U9
  IB:AV6148 Y4 B4 M4 H4 Q4 V4 A4 /MAD 4 BCN 1 1715+1 1825+1E0/321 TR 17:35
  E4 K4 L4 O4 P4 Z4 W4
2 *AV 014 C9 J9 D9 Y9 B9 M9 H9 /BOG 1 MAD4S 1850 1420+1E1/EQV
  Q9 V9 A9 E9 K9 L9 O9 P9 Z9 W9 S9 T9 U9
  IB:AV6020 C2 J2 D2 Y4 B4 M4 H4 /MAD 4 BCN 1 1845+1 2000+1E0/321 TR 19:10
  Q4 V4 A4 E4 K4 L4 O4 P4 Z4 W4 S4
3 *AV 010 C9 J9 D9 Y9 B9 M9 H9 /BOG 1 MAD4S 2143 1325+1E0/788
  Q9 V9 A9 E9 K9 L9 O9 P9 Z9 W9 S9 T9 U9
  *9B4382 C9 F9 Y9 XOC YJB 1630+1 1915+1E1 TRN 15:32
4 *AV 010 C9 J9 D9 Y9 B9 M9 H9 /BOG 1 MAD4S 2143 1325+1E0/788
  Q9 V9 A9 E9 K9 L9 O9 P9 Z9 W9 S9 T9 U9
  *9B4154 C9 F9 Y9 XOC YJB 1630+1 1915+1E1 TRN 15:32
5 *AV 026 C9 J9 D9 Y9 B9 M9 H9 /BOG 1 MAD4S 1425 0605+1E0/788
  Q9 V9 A9 E9 K9 L9 O9 P9 Z9 W9 S9 T9 U9
  *9B4375 C9 F9 Y9 XOC YJB 0930+1 1234+1E2 TRN 16:09
6 *AV 026 C9 J9 D9 Y9 B9 M9 H9 /BOG 1 MAD4S 1425 0605+1E0/788
  Q9 V9 A9 E9 K9 L9 O9 P9 Z9 W9 S9 T9 U9
  *9B4136 C9 F9 Y9 XOC YJB 0930+1 1234+1E2 TRN 16:09
```

PNR Booking

The image below is a PNR booked on the GDS by a travel agent or an airline ticketing officer (ATO).

```
RP/YUL9B1100/YUL9B1100 CR/RM 11DEC15/2043Z 7GIH3J
1 .SMITH/GRACE
2 AV 010 Y 22MAR 2 BOGMAD HK1 1 2143 1325+1 *1A/E*
3 9B4382 Y 23MAR 3 XOCYJB HK1 1630 1915 E*
4 AP YUL +514 733 4962 - ACCESRAIL INC - A
5 TK OK11DEC/YUL9B1100
6 SSR OTHS 1A PAX MUST VISIT WWW.ACCESRAIL.COM/CHECKIN TO
  CHECK IN
7 SSR OTHS 1A WITHIN 72 HOURS BEFORE TRAIN DEPARTURE
```

Refunds

Rebooking/Cancellation can only be done by the travel-agent.

Cancellation-Fee:

- **Between AccesRail and IET Partners:**

Renfe tickets can be cancelled without penalty up to 8 days before departure.

Cancellations within 8 days of departure and up to 1 day of departure carry a 25% penalty fee.

Renfe tickets are 100% non-refundable less than 1 day before departure.

- **GDS Refund Rules:**

Standalone sales on 9B/450 are non-refundable at all times.

GDS Sales on IET partner's plate please verify tariff rule.

Check-in

Earliest 72 hours before train departure, the passenger will have to check-in at www.accesrail.com to print the Renfe E-ticket boarding pass, which includes their seat reservation.

Check-in



- Passenger visits www.accesrail.com/checkin within 72 hours prior to departure.
- Passenger enters his/her first and last name and one of the following: PNR Locator or; e-ticket number.
- Passenger prints the travel document, which is required for boarding.
- [View check-in demo.](#)

Travel documents

At the time of purchase the travel agent issues the e-ticket and receives the Renfe e-ticket pickup number via Special Service Request (SSR). To retrieve their actual travel document, passengers must check-in prior to boarding the train.

The passenger must print their Renfe ticket (boarding pass) at the time of check-in on www.accesrail.com/checkin. Check-in must be done within 72 hours of their travel date.

Passengers who do not have their printed Renfe ticket will not be able to board the train. It is important to note that printing Renfe tickets at the train station is not an option.

Renfe Train e-tickets

The issued travel documents include a Renfe Train Ticket, as seen below, and a page containing information on connections between airports and train stations.

Num. Billete: 7147500607048

Localizador: HT7RAE

Combinado FEVE/CERC: KVG SX

Salida OVIEDO
Llegada MADRID-P.A
ALVIA 04140
Coche 9

Tarifa Air RIT

16/12/2015 14:51
16/12/2015 19:55
Turista
Plaza: 07D
Total: RIT

renfe



Agencia Virtual

ACP - ACCESRAIL 9B
8375 RUE BOUGAINVILLE, SUITE 100. TEL: +15149042611 ()
, Montreal, Quebec (CANADA H4P 2G5)

Cierre del acceso al tren 2 minutos antes de la salida
17:29:22 03/12/2015



Tasa de Seguridad, S.O.V., S.R.C. e I.V.A. Incluidos 0605261325 C.I.F.: A86868189

Mantenga la integridad de toda la hoja, sin cortar ninguna de las zonas impresas.

EXTRACTO DE LAS CONDICIONES DE VIAJE

- Este billete constituye su contrato de transporte, consérvelo hasta el final del viaje.
- Es obligatorio presentar los documentos que acrediten descuentos. Los Bonos/Abonos junto a las formalizaciones. Se podrá solicitar un documento de identificación válido.
- Renfe tiene establecidos diferentes compromisos de puntualidad y calidad en todos su trenes, en caso de incumplimiento de estos, tendrá derecho a la indemnización correspondiente.
- Como máximo 3 bultos de equipaje de mano. La suma del peso de los 3 no superará los 25 kg., ni la suma de sus dimensiones los 290 cm. El mayor de ellos no debe superar 85 x 55 x 35 cm. También, las sillas y coches portabebé, que deberán ser plegados a bordo. Los instrumentos musicales en una funda y que no superen 30 x 120 x 38 cm. Las bicicletas plegadas y desmontadas en su funda, y sus tres dimensiones no superarán los 180 cm. En trenes de Media Distancia Convencional no es necesario que la bicicleta viaje dentro de una funda.
- Solamente se podrá transportar un equipaje especial por viajero, más un solo equipaje de mano que no supere las dimensiones de 55 x 35 x 25 cm. Para más información www.renfe.com
- Servicio cubierto por S.O.V. y S.R.C.
- Condiciones Generales de los Contratos de Transporte www.renfe.com

- Ampliación del límite de equipaje para los viajeros que procedan o se dirijan a cualquier aeropuerto del territorio nacional.

Equipaje máximo: 3 bultos; sin superar en su conjunto 64 kg y 316 cm (largo+ancho+alto)

- Increased baggage allowance for passengers travelling to or from any airport within Spain.

Maximum baggage: 3 pieces measuring in total no more than 64kg and 316cm (height x length x width)

¿Por qué sigues llevando tu billete en papel si tienes un Smartphone?

Tu billete en **cartera virtual...**
Passbook y Pass Wallet

Ya puedes llevar tu billete en las principales plataformas de Smartphones. **Passbook** (iOS6), **Pass Wallet** (Android, Windows Phone 8, Black Berry)



04140 15211-60000 16/12/2015 Turista 9-07D 374 RIT

7147500607048 Id. Compra HT7RAE



Transfer Connections to/from the Airport

Passengers can refer to pages 2, 3 and 4 of their travel documents for conditions of travel and information on transfer connections between the airport and the city center in either Madrid or Barcelona.

General information to customers travelling with Renfe

- **Renfe conditions of travel:**

Below you will find a subset of the General Terms and Conditions for Renfe. The full conditions can be downloaded / printed from: http://www.renfe.com/EN/empresa/informacion_legal/condiciones_larga_distancia.html

1. Means of transport

- 1.1. Passengers will be transported on the trains and carriages designed for this purpose for which they have the necessary ticket, in accordance with the established terms and conditions concerning admission, prices and timetables.
- 1.2. The capacity of these trains is limited to the seats on the carriages that form them. Passengers will not be admitted unless there is guaranteed seat availability, except in the cases envisaged in point 14.6.
- 1.3. In general, all of the means of transport used will be properly signposted to allow the passenger to identify them more easily.

2. Transport contract

- 2.1. The ticket is the document that formalizes the transport contract between Renfe-Operadora and the passenger.
- 2.2. The Transport Contract for Alta Velocidad (High Speed) and Larga Distancia (Long Distance) passengers is regulated by the present General Terms and Conditions, which will be made available for passengers

6. Passenger rights

Passengers on Alta Velocidad and Larga Distancia railway services will be, among other things, entitled to:

- A. Access the publication of times and prices of the services sufficiently in advance.
- B. Hire the Alta Velocidad and Larga Distancia service from or to any of the stations at which passengers board or alight these services.
- C. Receive the service in proper quality and safety conditions.
- D. Enter a transport contract with Renfe-Operadora in keeping with current legislation regarding land transport and consumer and user rights.
- E. Be kept up-to-date about the set procedures to solve disputes that may arise relating to railway transport.
- F. File any claims and complaints that they deem necessary in accordance with the general "Claims" clause, which can be made to Renfe-Operadora. There will be an official complaints book for this purpose, in keeping with current legislation.
- G. Receive compensation for damages caused to them in the event that Renfe-Operadora does not fulfil its obligations.
- H. Be kept informed of insurance policies or guarantees that Renfe-Operadora has undertaken to cover its liability. This information will be made available for passengers at the Passenger Information Centers and on the Renfe-Operadora website.
- I. Be kept up-to-date of these General Terms and Conditions, which will be made available as mentioned above.
- J. Change and cancel tickets in accordance with these General Terms and Conditions.

7. Passenger obligations

- A. Keep the corresponding ticket for the duration of the journey and until leaving the station at their final destination.
- B. Follow instructions from Renfe-Operadora employees in relation to the proper rendering of the service, as well as follow all notices displayed in the buildings and carriages.
- C. Respect necessary public safety measures and controls.

REMEMBER always to go to www.accesrail.com/checkin max 72 hours before the train journey to retrieve your Renfe ticket
Visit ACPRail.com for other great rail products

9. Baggage

There is no through checked baggage service. Passengers are responsible for collecting / checking-in their baggage at Madrid Airport.

The amount of baggage you may take on board the train is printed on the Renfe ticket.

Baggage refers to any handheld package that contains garments or personal or work-related belongings that belong to the passenger that does not contravene the safety measures established in laws and regulations and that does not represent a hazard or inconvenience for other passengers.

Passengers must store their luggage in such a way as to avoid injuring or disturbing other passengers or causing damage to the train, and will be exclusively responsible for supervising it.

Renfe-Operadora will not be responsible for any incidents, theft, lost baggage or damage due to improper storage or unsuitable contents, unless responsibility can be attributed to it.

25. Delays

25.1. Except in cases of force majeure, in accordance with current legislation, if arrival at the destination is delayed by more than one hour, the passenger will be entitled to financial compensation equivalent to fifty percent of the ticket price. When this delay exceeds one hour and thirty minutes, the compensation will be equivalent to the total price.

Claims have to be addressed to:

ACP – ACCESRAIL 9B
8375 RUE BOUGAINVILLE, SUITE 100
00211, MONTREAL – QUEBEC – CANADA
TEL: [+15149042611](tel:+15149042611)
EMAIL: INFO@ACPRAIL.COM / INFO@ACCESRAIL.COM

- **How to connect between Madrid airport and trains stations Atocha and Chamartin located in the city centers.**

You are entitled to a free train ticket from/to Madrid airport using train line C1 departing from Madrid Airport Terminal 4 when travelling on AVE and other long distance trains.

The C1 Train is a modern suburban train line that connects Terminal T4 with several key locations in Madrid including Chamartin, Nuevos Ministerios, Atocha and Principe Pío.

Estimated travel time: 11 minutes to or from Chamartin.

Line C1 of Renfe Cercanías runs from **Terminal T4** of Madrid-Barajas airport to the **City Center**.

The **Airport T4 station** has wider turnstiles than usual to allow for luggage, and ticket machines selling all Renfe products.

If your flight does not already arrive at Terminal T4, please use the below map for your connection options:

Connections between terminals: <http://www.acprail.com/pdf/MAD-AIRPORT.pdf>

REMEMBER always to go to www.accesrail.com/checkin max 72 hours before the train journey to retrieve your Renfe ticket

Visit [ACPRail.com](http://www.acprail.com) for other great rail products

You may also choose the subway instead of the train; however this is a more lengthy option and requires a connection at Nuevos Ministerios station.

Metro line 8 runs from all the airport terminals to Nuevos Ministerios station in central Madrid.

Estimated travel time: 12-15 minutes to Nuevos Ministerios.

Please refer to the below map for your reference: Public transport map: <http://www.acprail.com/pdf/mad2.pdf>

- **How to connect between Barcelona airport and downtown trains station:**

You are allowed to a free train ticket from/to Barcelona airport. R2 North Line.

Departures from the airport from 05:42 to 23:38.

Frequency: every 30 minutes. Approximate journey time 22 minutes.

R2 North Line

Due to the second phase of construction work for the High-Velocity railway the vicinity of Sant Andreu Comtal station, the service to the airport is currently provided by **line R2 Norte Aeropuerto - Sant Celoni / Maçanet Massanes**

Airport Train Leaving From Barcelona Airport:

The entrance to the train station is in T2B. It can be reached via the same set of escalators that also lead to departures. Follow the signs for RENFE, along a covered bridge across the main road outside the airport. The train station is at the bottom of the stairs at the other side.

If you are arriving or departing from T1 you will not be able to walk to or from the train station. It is necessary to catch one of the free [shuttle buses](#) that run between the train station and T1.

Airport Train From Estacio Sants (Barcelona Sants) In The City Centre:

[Estacio Sants](#) is a large train station located at the top of Avenida Roma. It has many platforms and ticket booths. Therefore it is worth arriving in plenty of time to ensure that you have enough time to find your platform.

- **How to obtain your free ticket:**

Train ticket vending machines can be found in both the airport station and the main rail stations. If you are unsure on how to use the vending machine, please look for an official staff member wearing a high-visibility jacket. There is normally somebody manning the machines that can help.

You will need to enter in the 5-digit pass code called **“CombinadoCercanias”** which is located in the left upper corner of your PDF ticket (example below). You may also be able to scan the barcode to retrieve your ticket.



Num. Billete: 7852100001324
Localizador: GXDHMZ
CombinadoCercanias: 3W82E



REMEMBER always to go to www.accesrail.com/checkin max 72 hours before the train journey to retrieve your Renfe ticket
Visit ACPRail.com for other great rail products

Seat reservations

Transfer Connections to/from the Airport

Passengers can refer to pages 2, 3 and 4 of their travel documents for conditions of travel and information on transfer connections between the airport and the city center in either Madrid or Barcelona.

Baggage policy

Travelers bring their own luggage on the train and must be able to handle their own luggage without assistance, within the following:

- All ticketed passengers may carry up to three pieces of luggage, under their supervision and responsibility, in the areas designated for this purpose.
- The sum of the dimensions of the three items may not exceed 290 cm, and the largest of the three may not exceed the following dimensions: 85 x 55 x 35 cm (height-width-depth).
- The total weight of the three may not exceed 25 kg.

Airport Transfers

How to commute between Spanish airports and train stations in city centers:

- [Travel between the Airport in Madrid and train stations in the city center.](#)
- [Travel between the Airport in Barcelona and train stations in the city center.](#)

Sales Manual

- [Download Sales Manual](#)

FAQ

What if the passenger misses their train connection?

In case of travel delays, airlines will issue the following voucher:

A quien pueda interesar:

{AIRLINE} informa que su vuelo XX_____ ha sufrido un retraso de ____:____(horas:minutos).

Por este motivo, la llegada del vuelo al aeropuerto de _____ hasido a la _____ horas del ___/___/___ (día/mes/año).

Firma y Sello de {AIRLINE}

To whom it may concern:

{AIRLINE} informs and confirms that its flight XX_____ has suffered a delay of ____:____(hours:minutes).

As a result, the flight arrived to _____airport at _____ on ___/___/___ (día/mes/año).

{AIRLINE} Seal and Signature

Terms & Conditions

The full conditions can be downloaded / printed from:

http://www.renfe.com/EN/empresa/informacion_legal/condiciones_larga_distancia.html