

**Ticket purchase  
Choose a seat  
for one passenger,  
changing of a seat**

**Smart Ticketing**



1 Log in at [www.ltglink.lt](http://www.ltglink.lt)

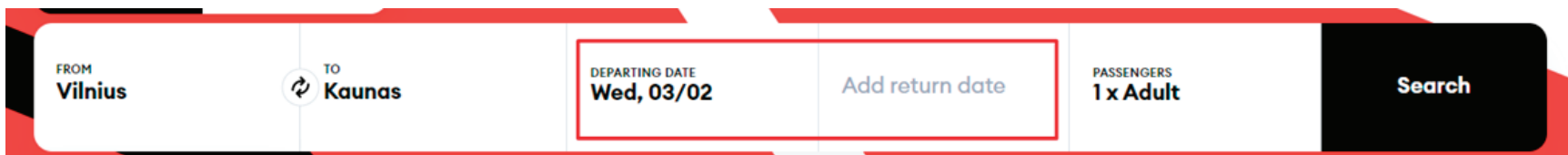
2 Select ticket type - “Ticket” or “Travelpass”:



3 If you have selected the single use ticket type, select the required route (from / to) in the main search window:



4 Select departure date, if round trip ticket, select return date as well:



5

Select the number of passengers from the passenger list:

Select passengers			Filter results by	
Adult (Full price)	−	2	🚲	Travel with bike <input type="checkbox"/>
Student (50% concession)	−	0	🐕	Travel with pet <input type="checkbox"/>
Pupil (30% discount)	−	0	👦	Child under 7 years <input type="checkbox"/>
Disabled people (50% concession)	−	0	♿	Travelling with wheelchair <input type="checkbox"/>
More discounts ▾				
<input type="radio"/> Group ticket <input checked="" type="radio"/> I have a family card				

6

If you have a promotional code, you can redeem it by clicking **“Use promocode”** and entering it:

Ticket

Travelpass

From

↻ To

DEPARTING DATE  
Tue, 03/01

Add return date

PASSENGERS  
2 x Adult (Full price)

Search

⊕ Use promocode

Enter your promocode

Confirm

7

Clicking “**Search**” will take you to the results window, where you will see travel information based on the criteria of your departure date:

FROM Vilnius		TO Klaipeda	DEPARTING DATE Wed, 03/02	ADD RETURN DATE Fri, 03/04	PASSENGERS 2 x Adult (Full price)
Filter		← Wed, 02/03 →		Sort by	Fri, 04/03
05:55 10:10	Vilnius Klaipeda	Vilnius - Šiauliai - Klaipėda 4 h 15 min 13	🚗 🚶 🦽		<div>1 CLASS €57.60</div> <div>2 CLASS €40.00</div>
07:25 11:55	Vilnius Klaipeda	Vilnius - Šiauliai - Klaipėda 4 h 30 min 15	🚗 🚶 🦽	cheapest	<div>1 CLASS €57.60</div> <div>2 CLASS €33.40</div>
11:01 15:00	Vilnius Klaipeda	Vilnius - Šiauliai - Klaipėda 3 h 59 min 781	🚗 🚶 🦽	fastest	<div>1 CLASS €57.60</div> <div>2 CLASS €40.00</div>
12:40 17:18	Vilnius Klaipeda	Vilnius - Šiauliai - Klaipėda 4 h 38 min 17	🚗 🚶 🦽		<div>1 CLASS €57.60</div> <div>2 CLASS €40.00</div>
17:01 21:00	Vilnius Klaipeda	Vilnius - Šiauliai - Klaipėda 3 h 59 min 783	🚗 🚶 🦽	fastest	<div>1 CLASS €57.60</div> <div>2 CLASS €40.00</div>
18:15 22:48	Vilnius Klaipeda	Vilnius - Šiauliai - Klaipėda 4 h 33 min 19	🚗 🚶 🦽		<div>1 CLASS €57.60</div> <div>2 CLASS €40.00</div>

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Once you've selected the right time and class, click **"Add to booking"** below and you will be transferred to the selection of your return trip:

FROM  
**Vilnius**

TO  
**Klaipeda**

DEPARTING DATE  
**Wed, 03/02**

ADD RETURN DATE  
**Fri, 03/04**

PASSENGERS  
**2 x Adult (Full price)**

Filter

← **Wed, 02/03** →

Sort by

Fri, 04/03

<b>05:55</b> <b>10:10</b>	<b>Vilnius</b> <b>Klaipeda</b>	Vilnius - Šiauliai - Klaipėda 4 h 15 min <b>13</b>		<div>1 CLASS €57.60</div> <div>2 CLASS €40.00</div>
<b>07:25</b> <b>11:55</b>	<b>Vilnius</b> <b>Klaipeda</b>	Vilnius - Šiauliai - Klaipėda 4 h 30 min <b>15</b>	<b>cheapest</b>	<div>1 CLASS €57.60</div> <div>2 CLASS €33.40</div>
<b>11:01</b> <b>15:00</b>	<b>Vilnius</b> <b>Klaipeda</b>	Vilnius - Šiauliai - Klaipėda 3 h 59 min <b>701</b>	<b>fastest</b>	<div>1 CLASS €57.60</div> <div>2 CLASS €40.00</div>
<b>12:40</b> <b>17:18</b>	<b>Vilnius</b> <b>Klaipeda</b>	Vilnius - Šiauliai - Klaipėda 4 h 38 min <b>17</b>		<div>1 CLASS €57.60</div> <div><b>2 CLASS €40.00</b></div>

12:40 Vilnius

Vilnius - Šiauliai - Klaipėda

**17**

+ 8 stops

17:18 Klaipeda

**Total: €40.00**

**Add to booking**

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In the window of return results you will see the prices, 5% return ticket discount is already applied to prices in the black background:

FROM **Vilnius** TO **Klaipeda** DEPARTING DATE **Wed, 03/02** ADD RETURN DATE **Fri, 03/04** PASSENGERS **2 x Adult (Full price)**

Wed, 02/03 Filter ← Fri, 04/03 → Sort by

Time	From	To	Route	Duration	Icons	1 CLASS	2 CLASS
05:25 09:49	Klaipeda Vilnius	Klaipeda - Šiauliai - Vilnius	4 h 24 min	14	🚗 📺 🚿	€57.60	€38.00
06:30 11:11	Klaipeda Vilnius	Klaipeda - Šiauliai - Vilnius	4 h 41 min	14	🚗 📺 🚿	€57.60	€38.00
07:45 13:50	Klaipeda Vilnius	Klaipeda - Šiauliai - Radviliškis, Šiauliai - Vilnius	6 h 5 min (1 Change)		🚗 📺 🚿		STARTING FROM €35.72
07:45 14:46	Klaipeda Vilnius	Klaipeda - Šiauliai - Radviliškis, Šiauliai - Vilnius, Kaunas - Vilnius	7 h 1 min (2 Changes) Multiple carriers		🚗 📺 🚿		STARTING FROM €39.16
11:00 15:06	Klaipeda Vilnius	Klaipeda - Šiauliai - Vilnius	4 h 6 min	780	🚗 📺 🚿	€57.60	€38.00

11:00 Klaipeda  
Klaipeda - Šiauliai - Vilnius  
780  
WC 📺 🚿 🚿 📶 🌞

🛒 Total: €38.00 Add to booking

10

Select a class and click “Add to booking”.

11

Enter passenger information in this window and click **“Confirm and Continue”**, required fields are marked with \*!

### Passenger #1 – Adult

First name \*

Jonas

Last name \*

Jonaitis

Email

Phone number

+370 ✓

### Passenger #2 – Adult

First name \*

Petras

Last name \*

Petraitis

Email

Phone number


+370 ✓


Confirm and continue


12


You can change the class or seat in the next step:


Search > Book a ticket > Passenger data > **Additional services** > Payment


 Change class or seating service >

 Luggage transfer service >

 Bicycle transportation service >

 Transfer service for a child under 7 years of age without occupying a separate seat >

 Pet shuttle service >

 Disabled escort service >

Continue to checkout



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Select the passenger for which you want to change the seat and click to “**Move to another seat**”:



**Change class or seating service**



**Depart**

Return



**12:40 Vilnius**

**17:18 Klaipeda**

**Jonas Jonaitis**

2 class

**150**

carriage 3

Change

**Petras Petraitis**

2 class

**149**

carriage 3

Change

- 14** You will be directed to the train diagram, where you can select the railcar and the desired destination by clicking on the desired location - the system will save it automatically then click **“Confirm change”**:

< Change class or seating service

⊗

⊗

Change class or seating service

Depart Return

12:40 Vilnius  
17:18 Klaipeda

Jonas Jonaitis  
2 class 150 carriage 3 Change

Petras Petraitis  
2 class 147 carriage 3 Change

102 101  
104 103  
108 107  
112 111  
116 115  
120 119  
124 123  
128 127  
130 129  
134 133  
138 137  
142 141  
146 145  
150 149

106 105  
110 109  
114 113  
118 117  
122 121  
126 125  
132 131  
136 135  
140 139  
144 143  
148 147

Driving direction

- 15** Click **“Continue to checkout”** and you will be transferred to your basket.

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In the last step, you will see the detailed information of your chosen trip - applied discounts, route, train number, departure and arrival times, date of the trip, seat, railcar and class:

**IMPORTANT:** if you have a voucher, you can redeem it by clicking **“Add voucher”** at the bottom right.

#### Pay for your order

**Jonas Jonaitis** Adult €39.00

**Vilnius - Klaipeda**

**12:40** Vilnius → **17:18** Klaipeda Wed, 02/03

Seat **150** Carriage 3 2 class

**Klaipeda - Vilnius**

**11:00** Klaipeda → **15:06** Vilnius Fri, 04/03

Seat **19** Carriage 1 2 class

**Petras Petraitis** Adult €39.00

**Vilnius - Klaipeda**

**12:40** Vilnius → **17:18** Klaipeda Wed, 02/03

Seat **147** Carriage 3 2 class

**Klaipeda - Vilnius**

**11:00** Klaipeda → **15:06** Vilnius Fri, 04/03

Seat **20** Carriage 1 2 class

Original price €80.00  
Total discounts applied -€2.00

**Total to pay**

**€78.00**

[Add voucher](#)

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After confirming that all travel information is correct, enter the missing **Payer details**, select the **Method of payment** - online banking or payment card - confirm that you have read and accept the Terms of Service and Privacy Notice, then click **“Pay”** - from here you will be redirected to KLIX platform of Citadèlè bank, where you can choose the method of payment:

### Buyer details

First name \*

Tom

Last name \*

Tompson

Email \*

tom.tompson@en.it

Phone number \*

+1



5555551234

### Payment details

☒ E-Banks and payment cards



I confirm that I am over 14 years old and I agree to receive newsletters with direct marketing offers, surveys, partner offers and other relevant information



I confirm that I have read and agree to the **Terms of Service** and **Privacy Notice**\*

Reserve your seat

If you want to receive newsletters about LTG Link promotions, offers, and surveys, you can do so by ticking an option “I confirm that I am over 14 years old and I agree to receive newsletters with direct marketing offers, surveys, partner offers and other relevant information.”

**IMPORTANT:** by ticking the box, you confirm that you are 14 years old or older.

#### Buyer details

First name \*

Tom

Last name \*

Tompson

Email \*

tom.tompson@en.it

Phone number\*

+1



5555551234

#### Payment details

☒ E-Banks and payment cards



I confirm that I am over 14 years old and I agree to receive newsletters with direct marketing offers, surveys, partner offers and other relevant information



I confirm that I have read and agree to the [Terms of Service](#) and [Privacy Notice](#)\*

Reserve your seat

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During the payment by card on the KLIX platform can save the payment card information so that the next payment would be faster:

The screenshot displays the KLIX payment interface. On the left sidebar, the 'Card/Klix' option is highlighted with a red box, and the 'Bank Account' option is visible below it. The main content area shows a payment amount of 36.00 € at the top right. Below this, the 'VISA' and 'klx' logos are displayed. A button labeled 'Pay quicker with klx' is present. The interface prompts the user to 'Log in with Klix app and pay in a few seconds' or to 'fill in the card data manually'. The manual entry section includes fields for 'Card Number', 'Cardholder Name', 'Expiration Date', and 'CVV'. Below these fields, a checkbox labeled 'Save my card data to pay quicker next time\*' is highlighted with a red box, accompanied by the 'klx' logo and the text 'Powered by bank Citadele'. A large blue 'Confirm Payment' button is located below the checkbox. At the bottom, a disclaimer states 'The service is provided by Citadele' and provides information about data processing, with the Citadele logo to the right.

Card/Klix

Bank Account

36.00 €

VISA | klx

Log in with Klix app and pay in a few seconds

Pay quicker with klx

Or fill in the card data manually

Card Number

Cardholder Name

Expiration Date

CVV

☐ Save my card data to pay quicker next time\*

klx  
Powered by bank Citadele

Confirm Payment

The service is provided by Citadele

In order to insure payment for your purchase with Klix solution, your personal data will be processed by AS Citadele Banka according with "[Klix privacy protection regulations](#)".

Citadele

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If you choose to pay via online banking, you will be redirected to your bank's page:

The screenshot displays a payment interface with a sidebar on the left and a main content area. The sidebar contains two options: 'Card/Klix' with a card icon and 'Bank Account' with a bank icon. The 'Bank Account' option is highlighted with a red box. The main content area is titled 'PAY WITH BANK ACCOUNT' and shows the payment amount '€12.92 to LTG LINK UAB (ltglink.lt)'. Below this, there is a list of bank options, each with a radio button, a bank logo, and a label. The options are: Citadele (BANKLINK), Luminor (PAYMENT INITIATION SERVICE), SEB (PAYMENT INITIATION SERVICE), ŠIAULIŲ BANKAS (PAYMENT INITIATION SERVICE), and Swedbank (PAYMENT INITIATION SERVICE). The Swedbank option is highlighted with a red box. At the bottom of the main content area, there is a green button with a lock icon and the text 'Proceed to pay €12.92', which is also highlighted with a red box.

Card/Klix

Bank Account

PAY WITH BANK ACCOUNT

€12.92 to LTG LINK UAB (ltglink.lt)

☐ Citadele  
BANKLINK

☐ Luminor  
PAYMENT INITIATION SERVICE

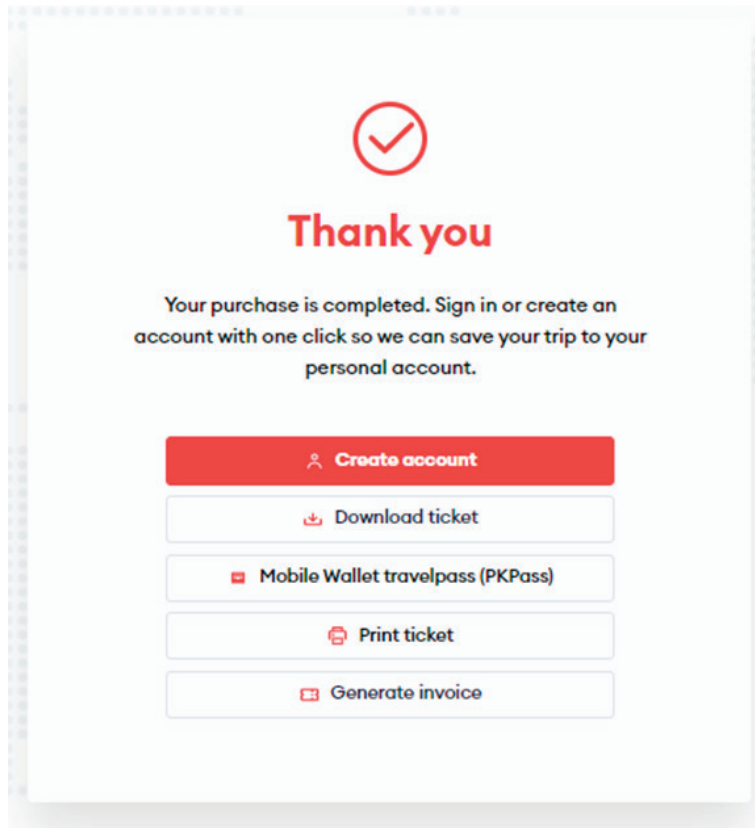
☐ SEB  
PAYMENT INITIATION SERVICE

☐ ŠIAULIŲ BANKAS  
PAYMENT INITIATION SERVICE

☒ Swedbank  
PAYMENT INITIATION SERVICE

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After the successful payment, you will be returned to the ticket purchase page and you will see a pop-up window notifying you that your purchase has been completed successfully:





# Changing of a seat after purchase of a ticket

21

In order to change your seat after purchasing a ticket, go to [www.ltglink.it](http://www.ltglink.it)

22

Click “Book and Manage” and click “**Ticketing exchange and return**” then “**Exchange ticket**”:

The screenshot shows the LTG LINK website interface. At the top, there is a navigation bar with the LTG LINK logo, a 'Book & Manage' button (highlighted with a red box), and links for 'Information & Services', 'LTG Link Business', and 'About Us'. On the right side of the navigation bar, there are links for 'EN' and 'Sign in'.

Below the navigation bar, the main content area is divided into three columns:

- Left Column:** 'Ticketing services' (with a red icon) containing links for 'Ticket purchase', 'Buy travelpass', and 'Invoices'.
- Middle Column:** 'Ticketing exchange and return' (with an information icon and highlighted with a red box) containing links for 'Refund ticket', 'Exchange ticket' (highlighted with a red box), and 'Rules for changing and returning ticket'.
- Right Column:** 'Schedules' (with a train icon) containing links for 'Timetables', 'Railway stations', 'Route map', and 'Virtual train tour'. Below this is a 'Discounts and benefits' section (with a red icon) containing links for 'Group ticket discounts', 'Discounts for disabled persons', 'Pupils discount', 'Discount for family cardholders', and 'All other discounts'.

At the bottom of the page, there is a red and white striped banner with a search bar. The search bar has two tabs: 'Ticket' (selected) and 'Travelpass'. The search bar contains the following fields:

- 'From' (with a location icon)
- 'To' (with a location icon and a swap button)
- 'DEPARTING DATE Tue, 03/01' (with a calendar icon)
- 'Add return date' (with a calendar icon)
- 'PASSENGERS 1 x Adult (Full price)' (with a person icon)
- 'Search' (with a magnifying glass icon)

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In the self-service window for Changing and returning of tickets that opens, enter one of the two options - e-mail address that was entered when purchasing the tickets, or the basket number, along with the ticket number that must be entered as well. Both the basket and the ticket number can be seen on the ticket.

## Manage Booking

☒ Ticket ☐ Travelpass

Email

or

220301127035

220301993948

Submit

- 24 Select the trip for which you want to change the seat:

## Manage Booking

FRI, 04/03 • 11:00

Klaipeda

Vilnius

2

WED, 02/03 • 12:40

Vilnius

Klaipeda

2

Klaipeda

Fri, 04/03

11:00

Vilnius

Fri, 04/03

15:06

4 h 6 min  
(Direct)

Show ticket

Manage booking

Email

Download

More

11:00 Klaipeda

15:06 Vilnius

SERVICE CODE

780

CLASS

2 class

CARRIAGE NUMBER

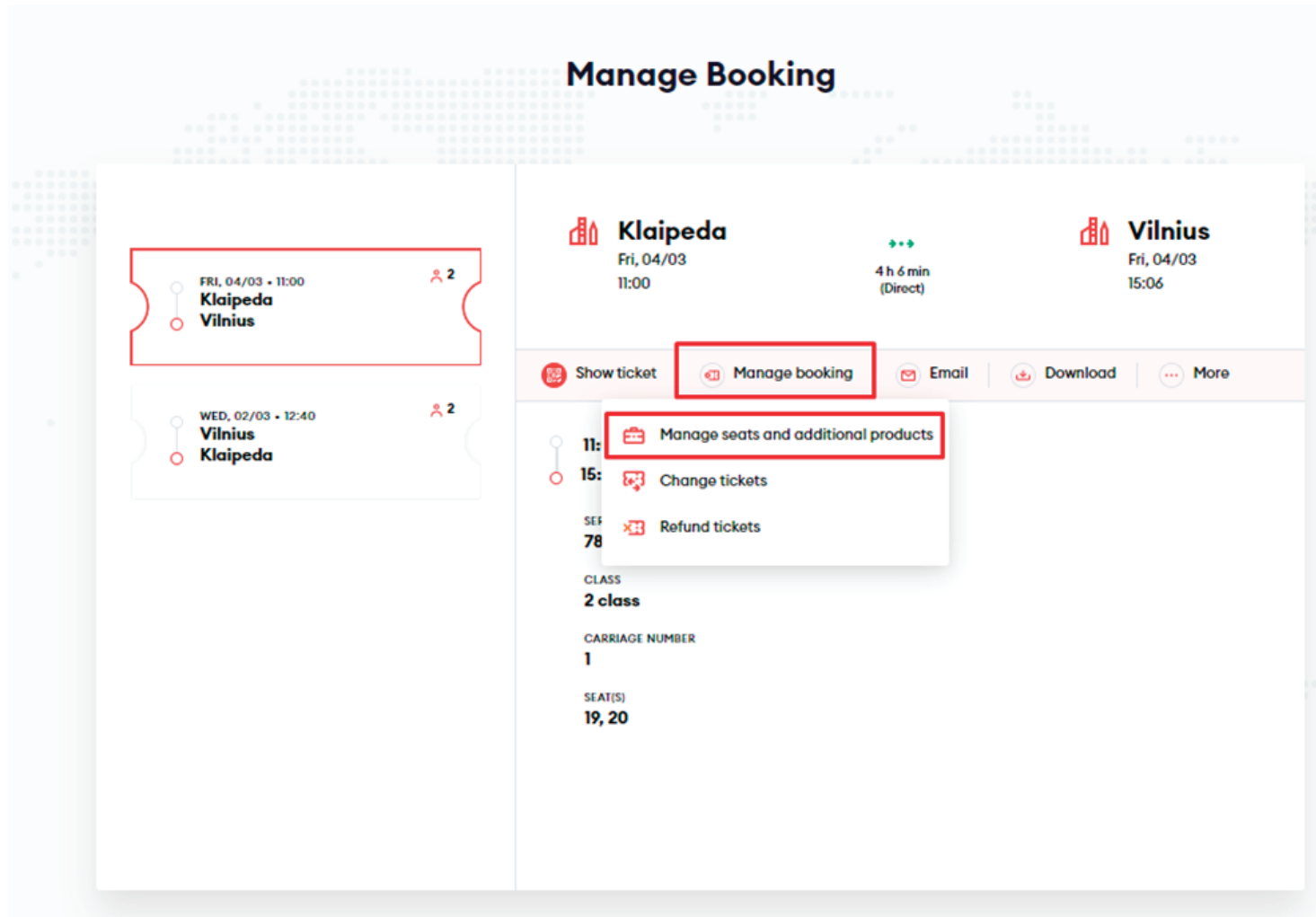
1

SEAT(S)

19, 20

25

Click “Manage booking” and select “Manage seats and additional products”:



26

Select the passenger for which you want to change the seat and click **“Continue”**:

## Manage seats and additional products

Please choose passengers to continue

- ☒ Jonas Jonaitis
- ☒ Petras Petraitis


Cancel


Continue


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Select **“Change class or seating service”**:


Search > Book a ticket > Passenger data > **Additional services** > Payment


 Change class or seating service >

 Luggage transfer service >

 Bicycle transportation service >

 Transfer service for a child under 7 years of age without occupying a separate seat >



 Pet shuttle service >

 Disabled escort service >

Continue to checkout


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Select the passenger for which you want to change the seat and click to “**Move to another seat**”:

 **Change class or seating service** 

**Depart**

Return

 12:40 **Vilnius**

 17:18 **Klaipeda**

**Jonas Jonaitis**  
2 class

150  
carriage 3

Change

**Petras Petraitis**  
2 class

147  
carriage 3

Change

29

You will be directed to the train diagram, where you can select the railcar and the desired destination by clicking on the desired location - the system will save it automatically:

[Change class or seating service](#)

Floor 1

[Change class or seating service](#)

Depart

Return

12:40

Vilnius

17:18

Klaipeda

Jonas Jonaitis

2 class

150

carriage 3

Change

Petras Petraitis

2 class

135

carriage 3

Change

30

Then click the “X” at the top and “Continue” to be transferred to your basket.





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In the last step, check if your seats have changed:

### Pay for your order

**Jonas Jonaitis** Adult (Full price)



---


 **Vilnius - Klaipeda** 

 **12:40** Vilnius →→ **17:18** Klaipeda **Wed, 02/03**

Seat **150** **Carriage 3** **2 class**

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 **Klaipeda - Vilnius** 


 **11:00** Klaipeda →→ **15:06** Vilnius **Fri, 04/03**

Seat **19** **Carriage 1** **2 class**

**Petras Petraitis** Adult (Full price)



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 **Vilnius - Klaipeda** 

 **12:40** Vilnius →→ **17:18** Klaipeda **Wed, 02/03**

Seat **135** **Carriage 3** **2 class**

---

 **Klaipeda - Vilnius** 

 **11:00** Klaipeda →→ **15:06** Vilnius **Fri, 04/03**

Seat **20** **Carriage 1** **2 class**

Total to pay

€0.00

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If everything is correct, click “**Confirm changes**”:

### Buyer details

First name \*

Jonas

Last name \*

Jonaitis

Email \*

jonas.jonaitis@jonjonai.lt

Phone number\*

+370 

61234567

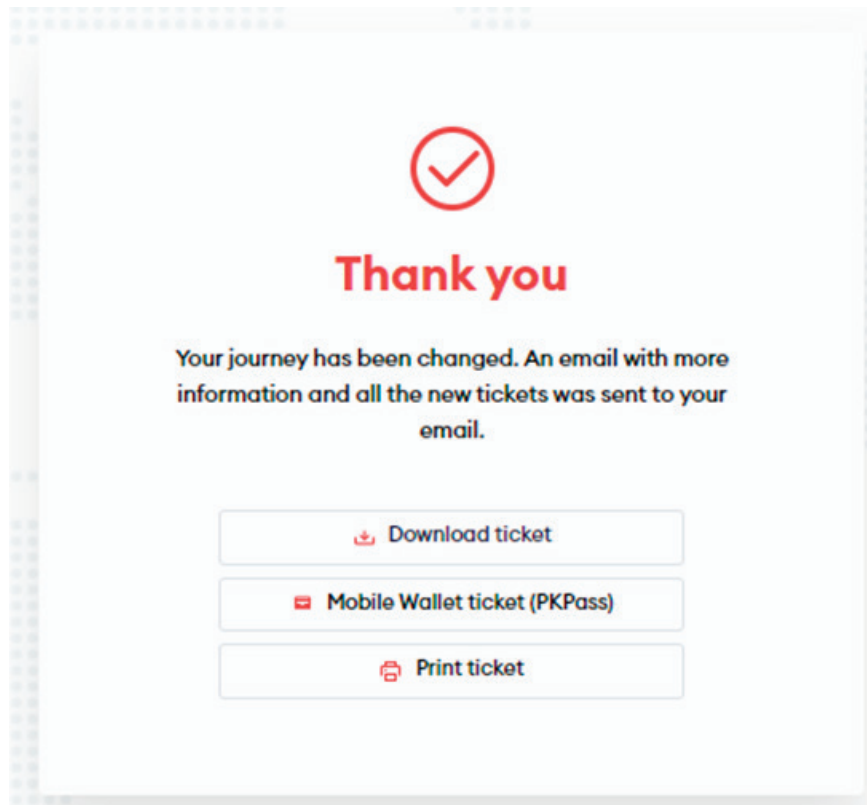
### Payment details

☒ I confirm that I have read and agree to the [Terms of Service](#) and [Privacy Notice](#)\*

Confirm changes

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After a successful changing, you will see a message on the screen stating that your trip details have been changed:





**Congratulations!**

**Now you know how  
to buy a ticket  
in the new ticketing  
system!**