

**Ticket purchase
Return of a fixed
term ticket**

Smart Ticketing



1

Log in at www.ltglink.it

2

Select **“Book and Manage”** in the top menu bar and select **“Refund ticket”** under the **“Ticketing exchange and return”** section:

The screenshot displays the LTG LINK website interface. At the top, the navigation bar includes the LTG LINK logo, a 'Book & Manage' menu item (highlighted with a red box), and other sections: '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**
 - Ticket purchase
 - Buy travelpass
 - Invoices
- Middle Column: Ticketing exchange and return** (highlighted with a red box)
 - Refund ticket** (highlighted with a red box)
 - Exchange ticket
 - Rules for changing and returning ticket
- Right Column: Schedules**
 - Timetables
 - Railway stations
 - Route map
 - Virtual train tour

On the far right, there is a section for **Discounts and benefits**, which includes:

- Group ticket discounts
- Discounts for disabled persons
- Pupils discount
- Discount for family cardholders
- All other discounts

At the bottom of the page, there is a search bar with a red background. It features two tabs: 'Ticket' and 'Travelpass'. The search form includes fields for 'From', 'To', 'DEPARTING DATE' (set to 'Tue, 03/01'), 'Add return date', and 'PASSENGERS' (set to '1 x Adult'). A 'Search' button is located on the right side of the search bar. Below the search bar, there is a 'Use promocode' button.

3 Select “Travelpass”:

Manage Booking

Ticket **Travelpass**

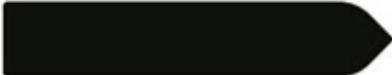
Email or Booking number

Ticket number

Submit

4

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:

| | | | |
|---|---|--|--|
|  | | <div style="border: 1px solid red; padding: 2px;">Terminuotas bilietas / Travel pass 220301833294</div> | |
|  | |  | |
| IS / J FROM / TO |  | Kaunas ↔ Vilnius | |
| J ABI PUSES ROUND TRIP |  | | |
| BILIETO NUMERIS TICKET NUMBER |  | 220301833294 | |
| GALIOJA NUO IKI VALID FROM TO |  | 2022-03-04 00:00 - 2022-04-03 01:00 | |
| GALIOJA (SAVAITĖS D.) VALID (D. OF THE WEEK) |  | <input type="radio"/> 1 <input type="radio"/> 2 <input type="radio"/> 3 <input type="radio"/> 4 <input type="radio"/> 5 <input type="radio"/> 6 <input checked="" type="radio"/> 7 | |
| VARDAS PAVARDĖ NAME SURNAME |  | Jonas Jonaitis | |
| KLASĖ CLASS |  | 2 klasė, 3 klasė | |
| PIRKIMO DATA DATE OF PURCHASE |  | 2022-03-01 | |
| BILIETO KAINA / TICKET PRICE | | 165,00 € | |
| LENGVATOS PAVADINIMAS / ADVANTAGE NAME | | BE NUOLAIDU / ADULT | |
| KAINA BE PVM / PRICE WITHOUT VAT | | 151,38 € | |
| PVM SUMA / VAT AMOUNT | | 13,62 € | |
| GALUTINĖ BILIETO KAINA / FINAL TICKET PRICE | | 165,00 € | |
| | |  | |
| | | 220301833294 | |

- 5 After filling in the required fields, click **“Submit”**:

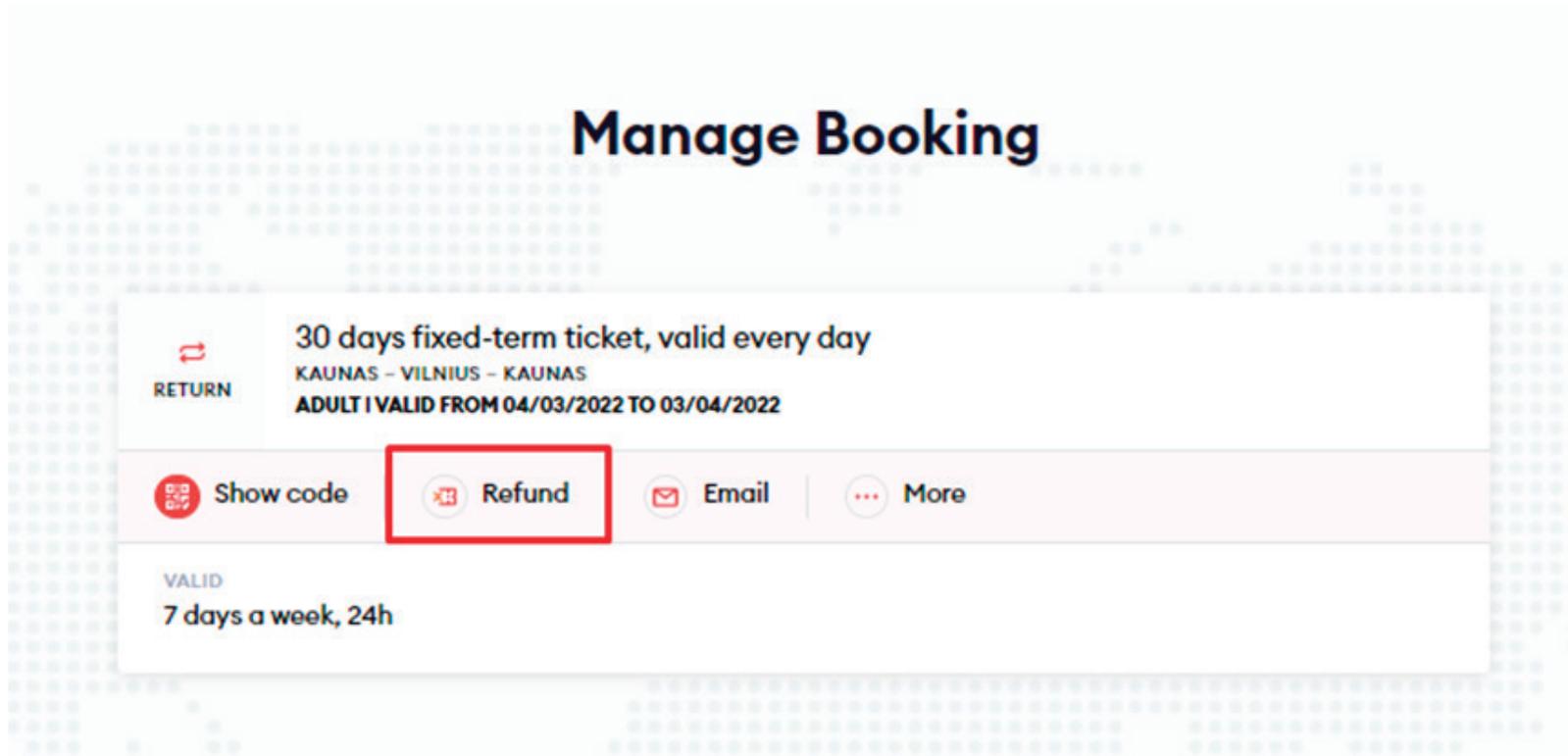
Manage Booking

Ticket Travelpass

| | | |
|--------------|----|--------------|
| Email | or | 220301331870 |
| 220301833294 | | |

Submit

- 6 After successfully entering the ticket number and the basket number or email address, the system will display your fixed term ticket. You can return your ticket by clicking on **“Refund”**:



- 7 The system will calculate which part will be refunded to you: full price, partial amount, or nothing. More detailed ticket return rules can be found by clicking [here](#). Confirm that you accept the Terms of Service and Privacy Notice, then click **“Confirm”**:

Cancel Travelpass

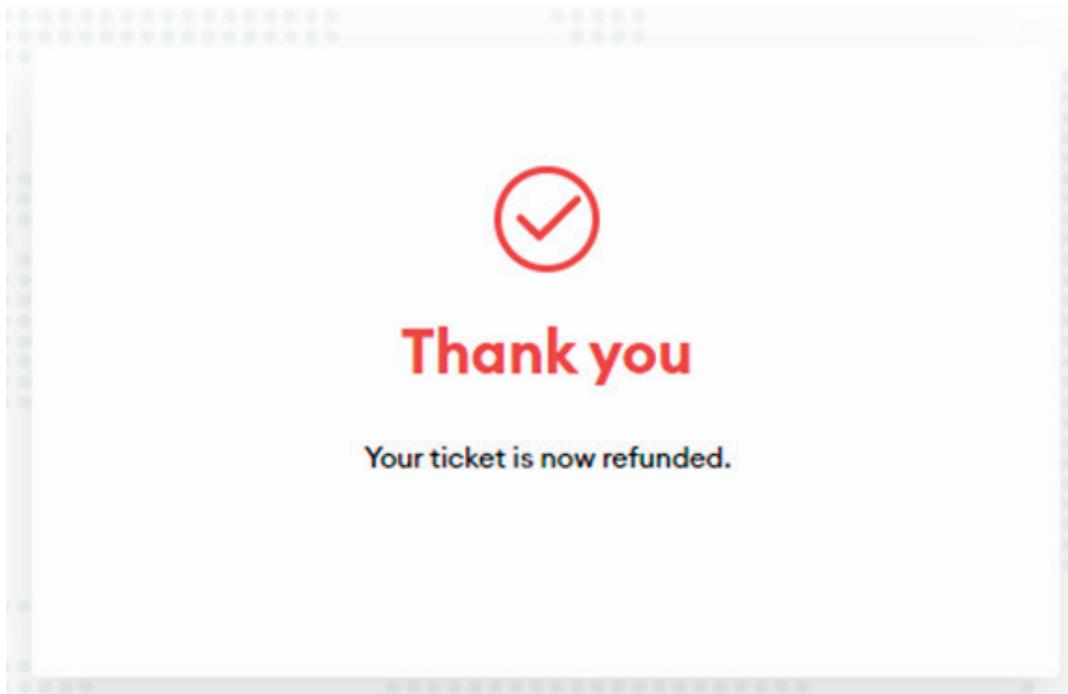
Travelpass 30 days fixed-term ticket, valid every day

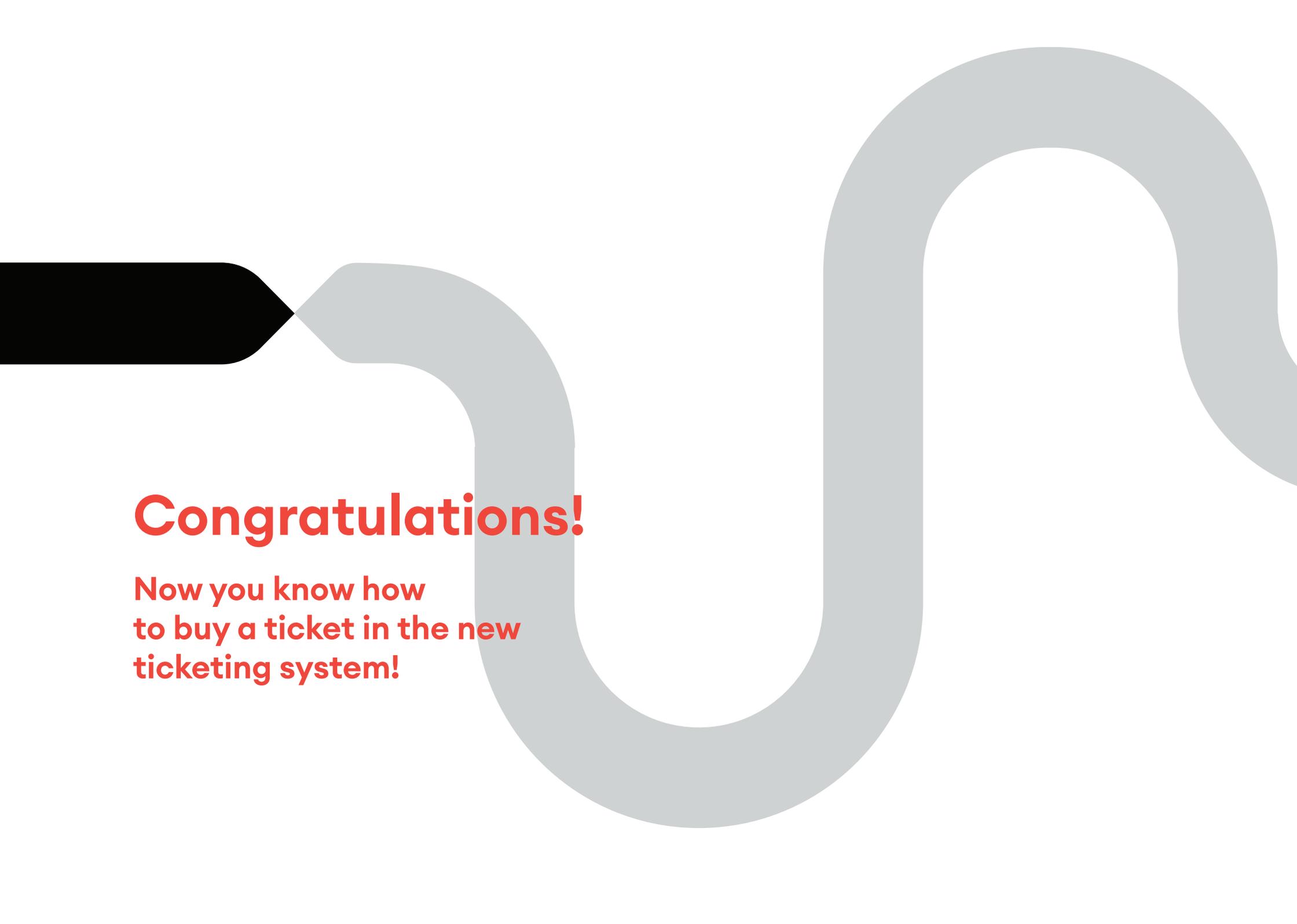
Confirm refund

Returned to you: **€165.00**

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

- 8 After a successful refund, you will see a message on the screen:





Congratulations!

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