Ticket purchase
Return of a fixed term ticket

Smart Ticketing

LTG LINK

1 Log in at **www.ltglink.lt**

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

3 Select **"Travelpass"**:

Manage Booking

◯ **Ticket** ⦿ **Travelpass**
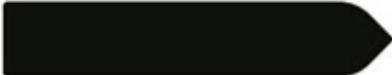
Email	or	Booking number

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:

LT'G LINK

Terminuotas bilietas / Travel pass 220301833294

IŠ / Į FROM / TO	**Kaunas ↔ Vilnius**
Į 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)	① ② ③ ④ ⑤ ⑥ 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 NUOLAIDŲ / ADULT
KAINA BE PVM / PRICE WITHOUT VAT   151,38 €
PVM SUMA / VAT AMOUNT   13,62 €

GALUTINĖ BILIETO KAINA / FINAL TICKET PRICE   165,00 €

220301833294

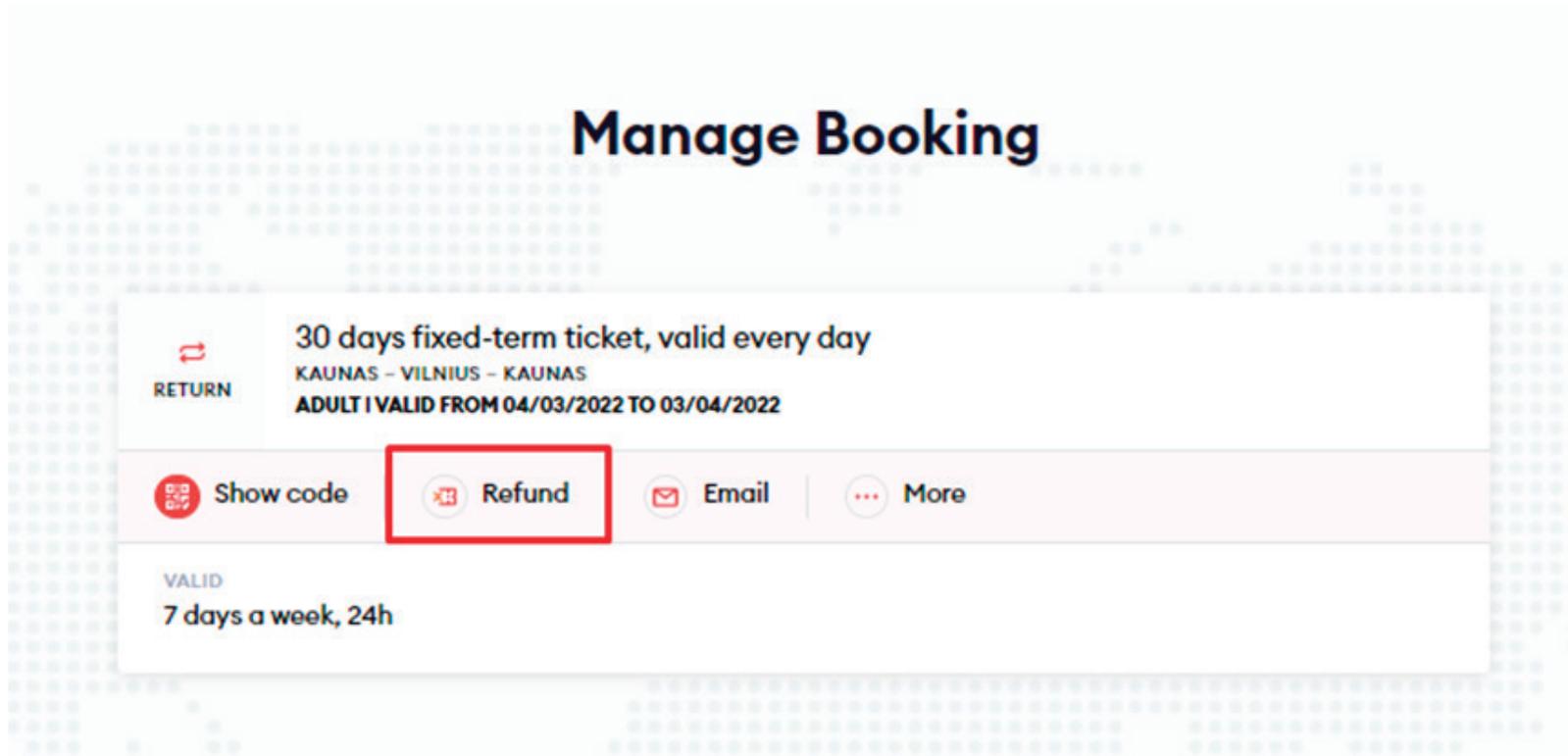**5** After filling in the required fields, click **"Submit"**:

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"**:

Manage Booking

⇄
RETURN

30 days fixed-term ticket, valid every day
KAUNAS – VILNIUS – KAUNAS
ADULT I VALID FROM 04/03/2022 TO 03/04/2022

▦ Show code   ⊠ Refund   ✉ Email   ⋯ More

VALID
7 days a week, 24h

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"**:
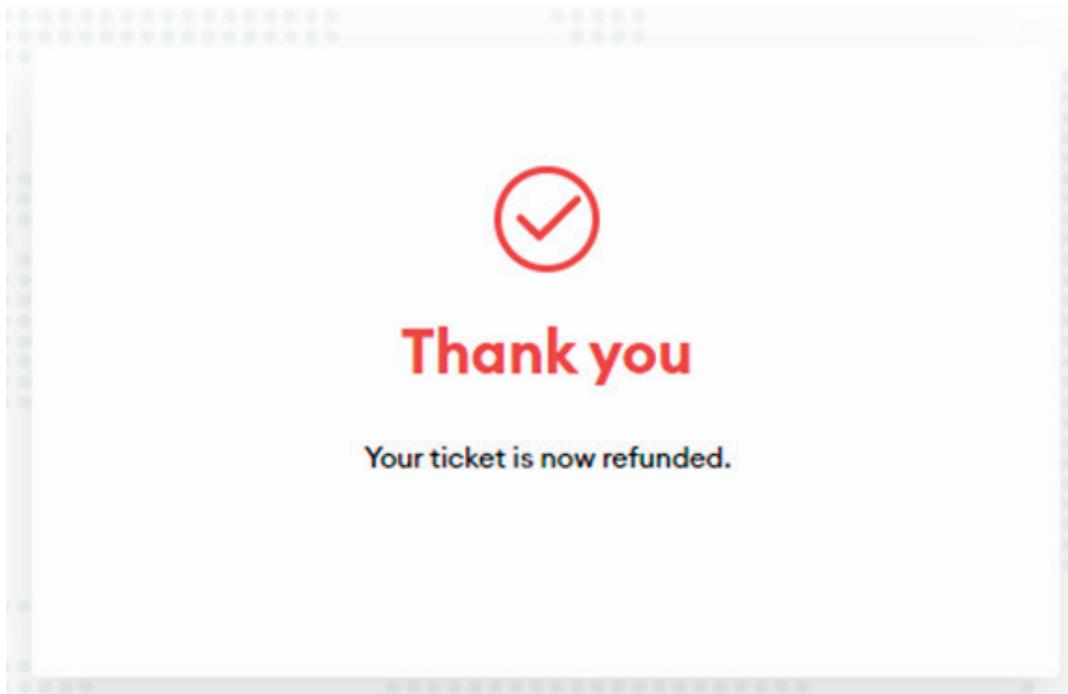
Cancel Travelpass

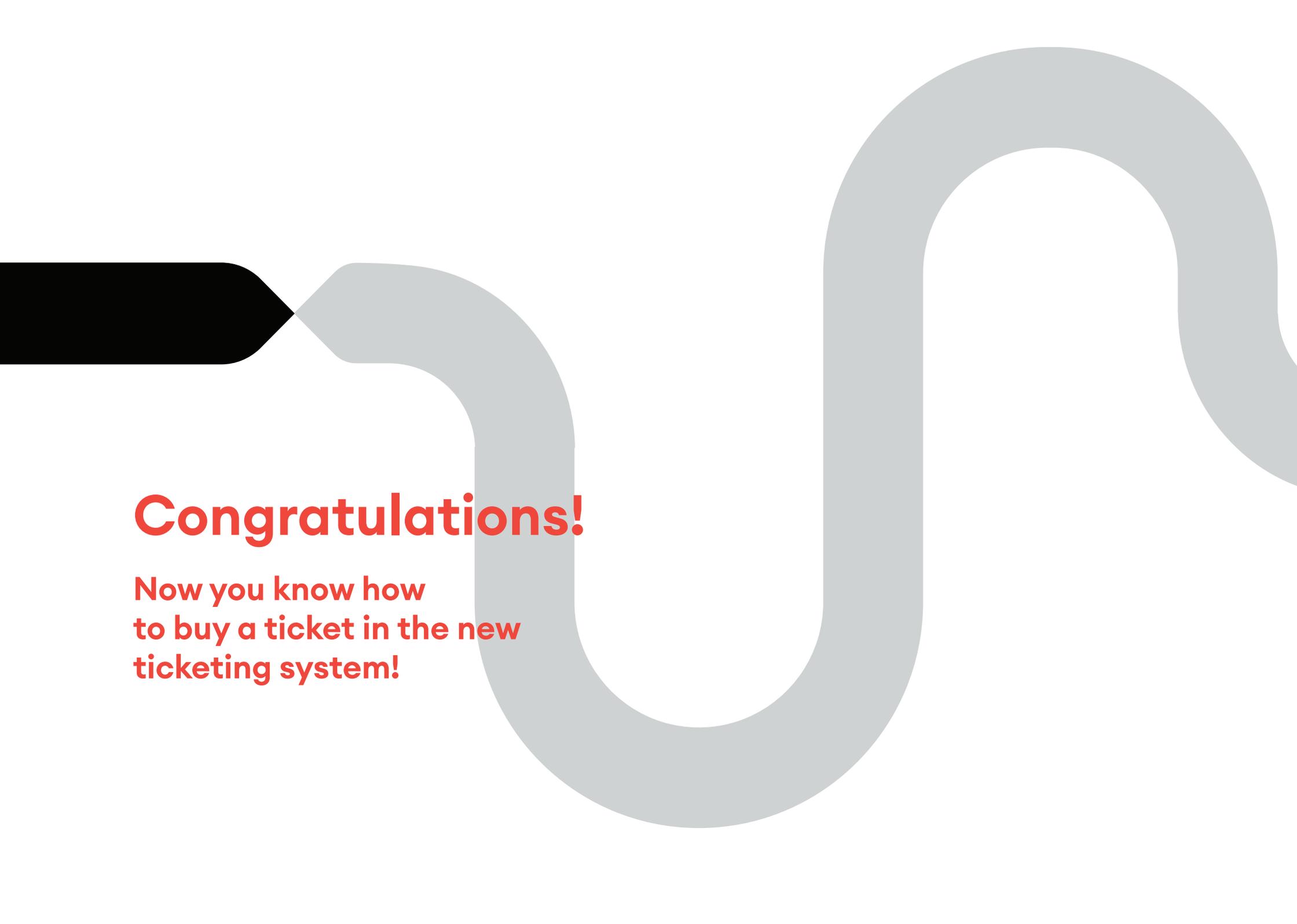| Travelpass	30 days fixed-term ticket, valid every day

Confirm refund

Returned to you:	**€165.00**

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

Cancel   Confirm

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!