

Traveling by Train in Finland and Russia

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- * Services offered by crossborder railway organizations.
- * A train traveler's guide.
 - * Why?
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National Railway Companies

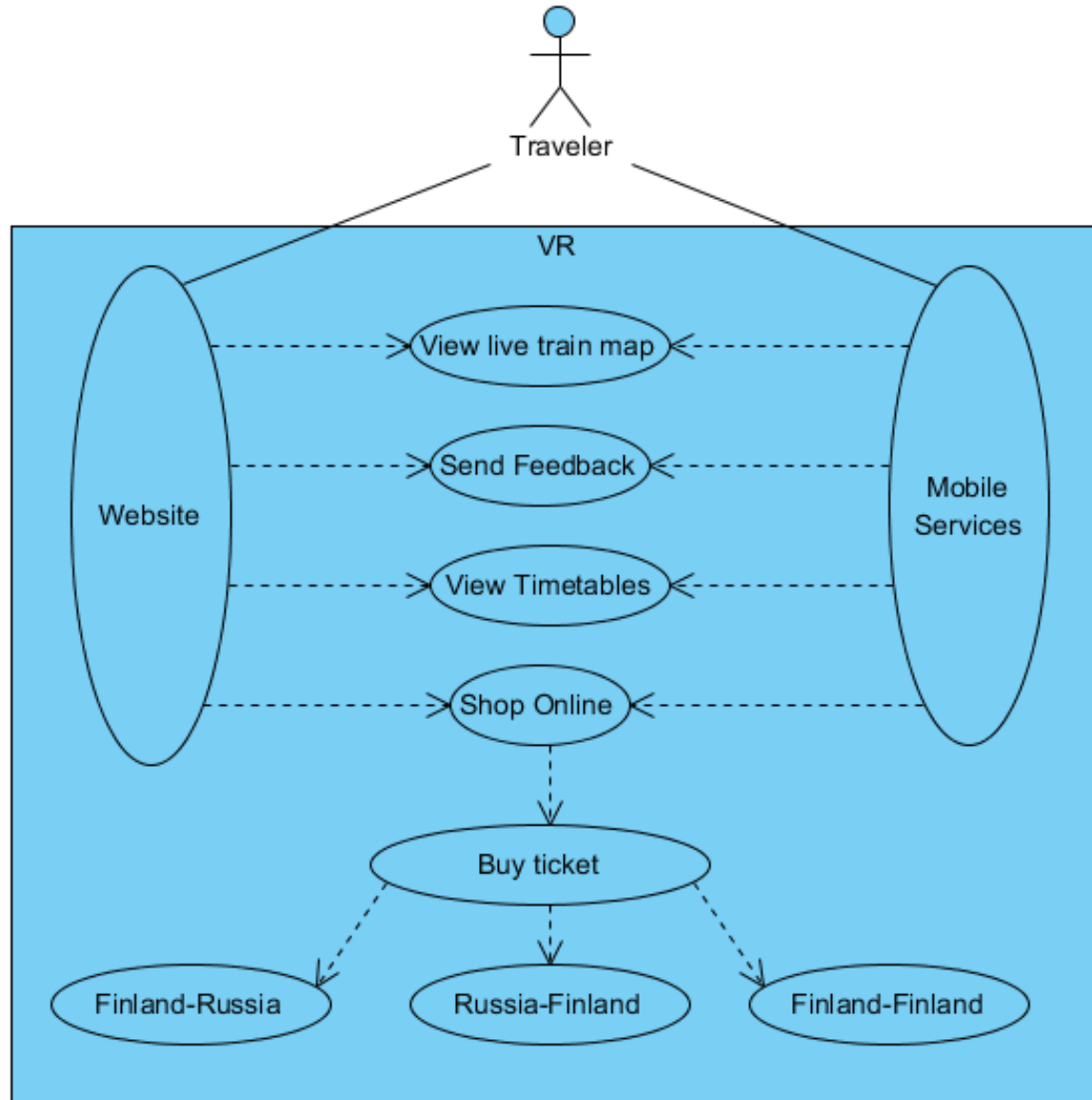
- * Russia

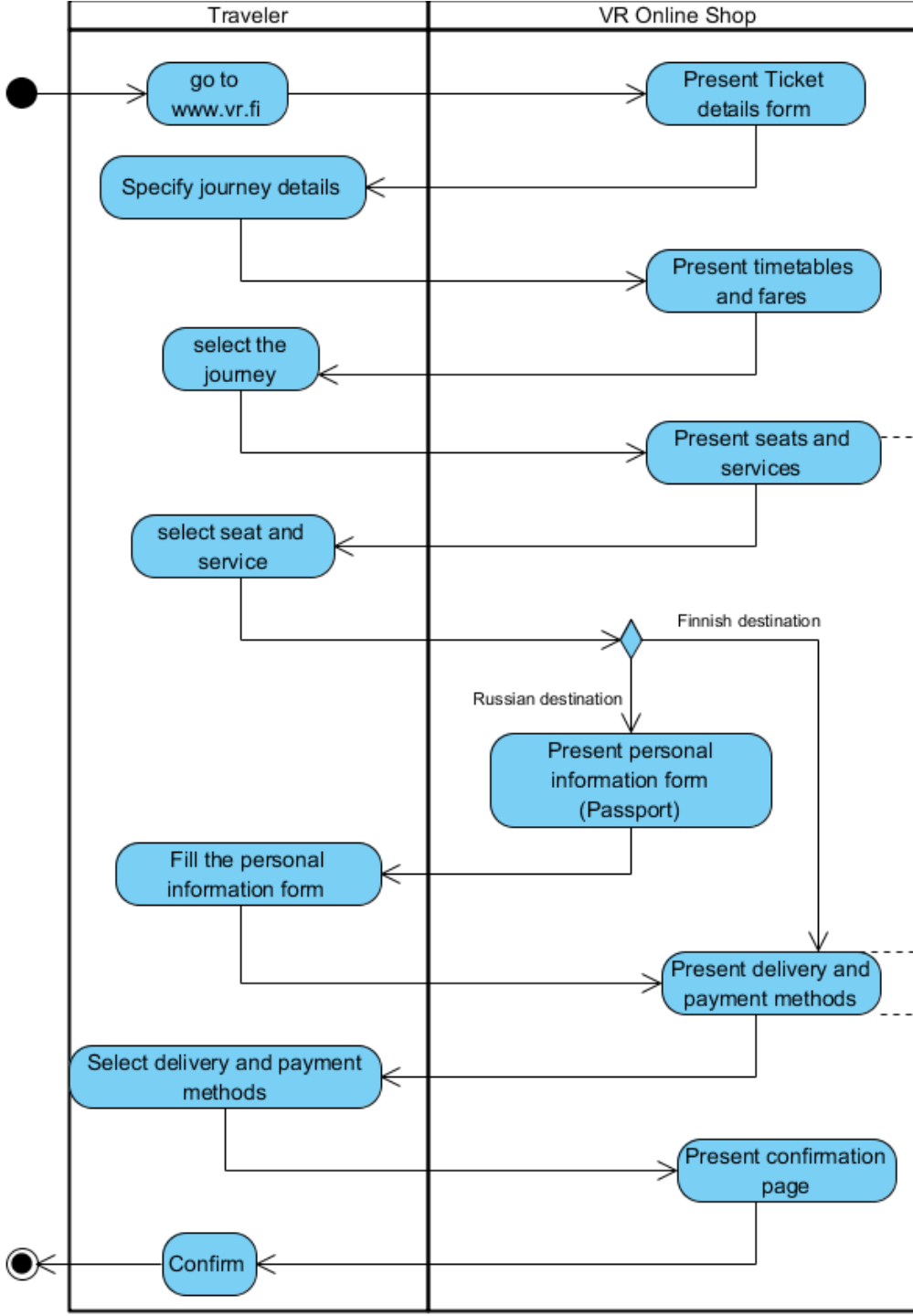
- * Russian Railways – rzd.ru

- * Finland

- * VR – vr.fi

VR on-line services





Pets
 Working compartment
 Family compartment
 Next to playroom
 Face-to-face seats
 Seats for allergic passengers
 Wheelchair
 Smoking room

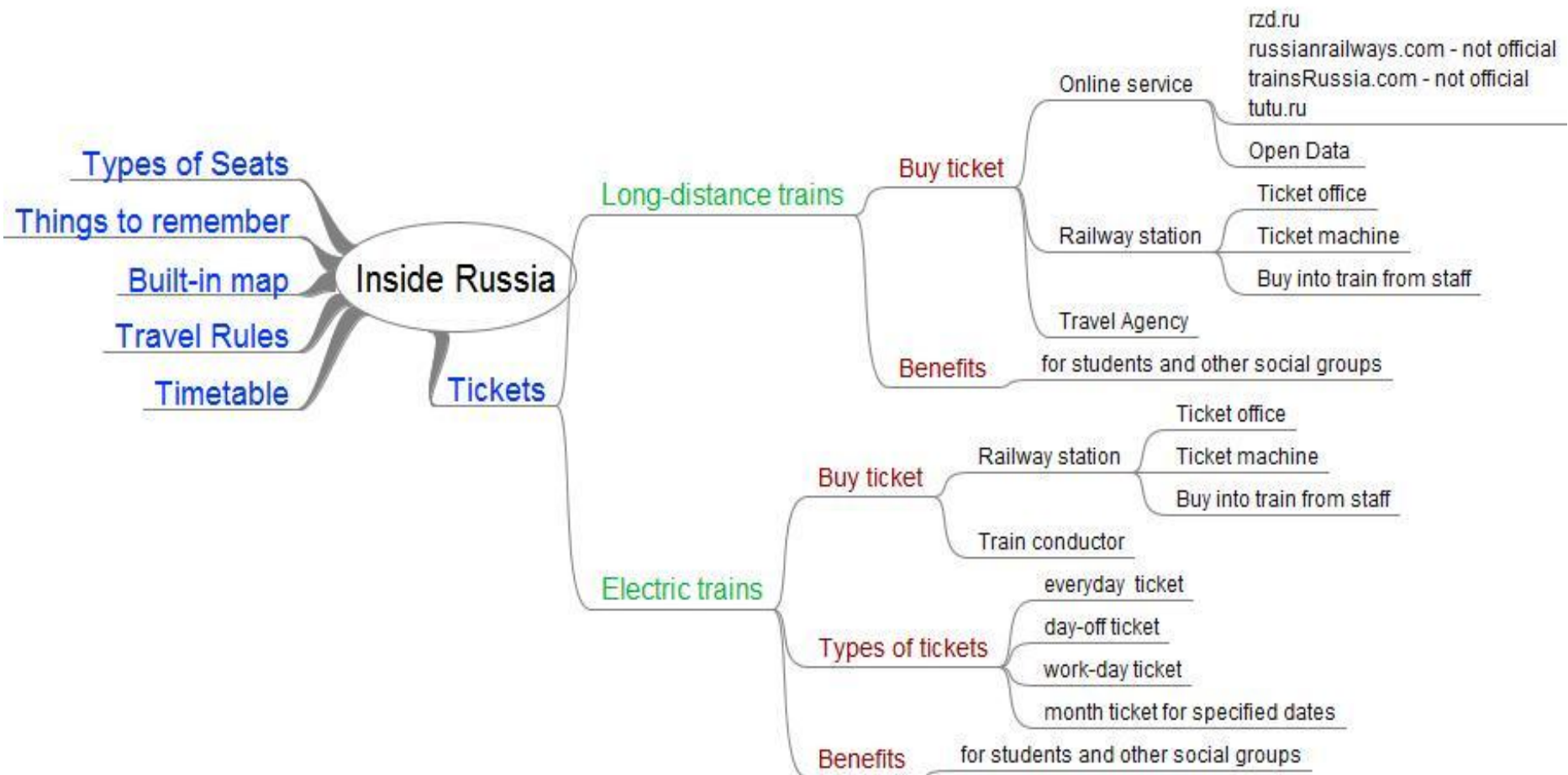
Ticket machine
 Ticket office
 e-mail
 SMS

Web bank payment
 Credit card payment

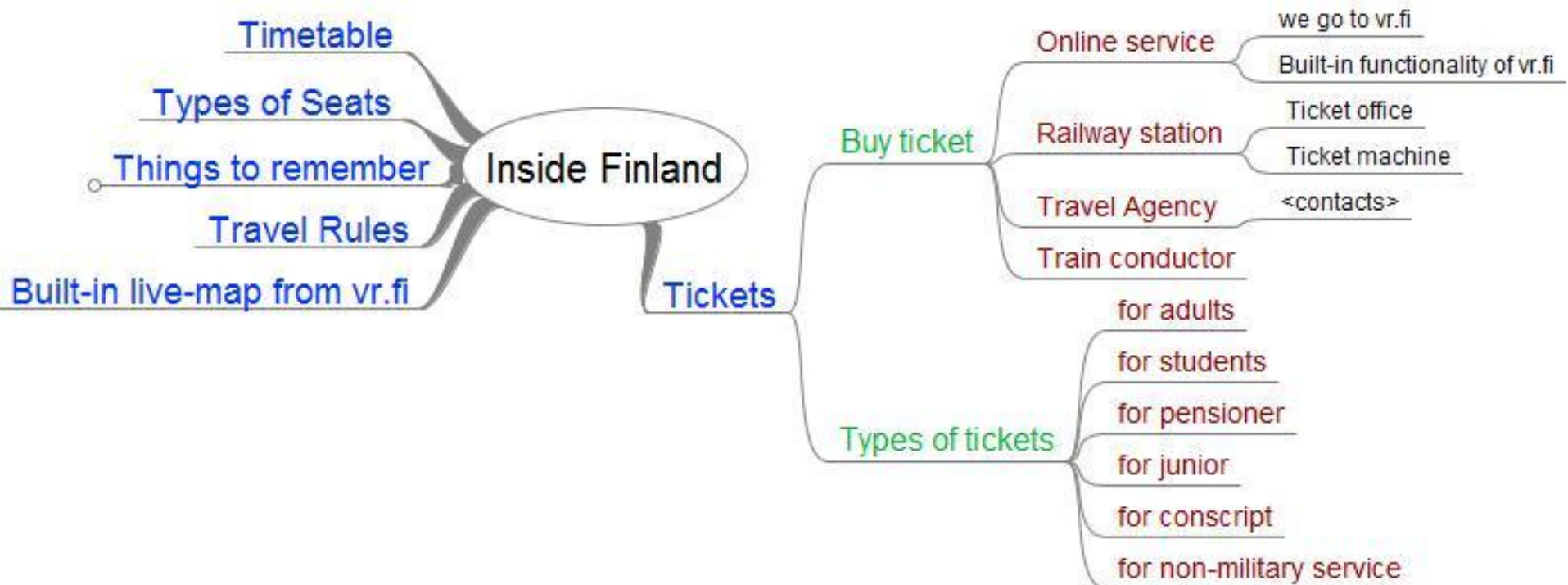
Ideas for e-service



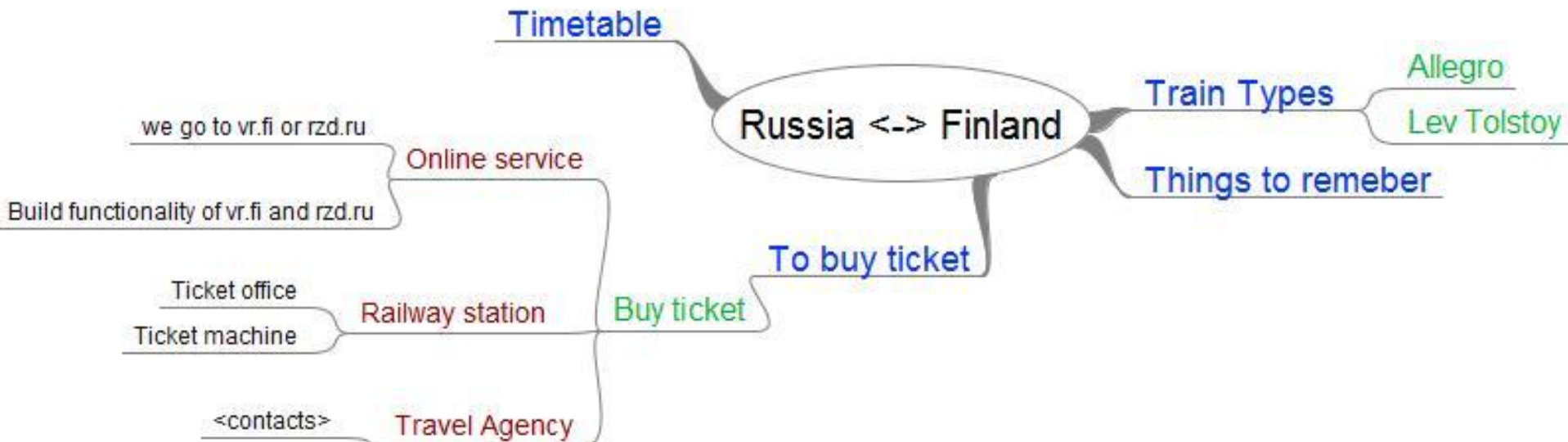
Ideas for e-service



Ideas for e-service



Ideas for e-service



Differences

* Russia

- * Train tickets are issued for a specific date, on a specific date, for a specific journey, and for a specific person.
- * Operators at ticket sales offices don't speak English.
- * In electric trains you can't pay for ticket with credit card.

* Finland

- * Miss the train? You can use ticket during 2 weeks.
- * Compensation if train is late.
- * You can travel with your car by train.

Thank You!