

# Rolling Road Booking System

**1. Booking period:** Maximum 4 days in advance (from 8:00 a.m. on) until 2 hours before the latest check-in

**2. Booking form:** Reservations, changes and cancellations can only be made in written form per online booking, email at the booking head-office in Vienna, department Dispatch.

The ROLA booking form is available on request and can also be downloaded from our homepage [rola.at](http://rola.at).

Details required:

- name and address of orderer, of the customer who performs the transport and of the customer who receives the invoice
- e-mail address and telephone-number,
- day and time or number of the train desired
- both plate numbers (motor vehicle and trailer)
- cargo type

Rail Cargo Operator - Austria GmbH/ROLA is trying to answer every written booking request within 20 minutes in written form.

In case of changes, cancellations or announcement of plate numbers, please always indicate the respective reservation number.

Information given by our employees on the phone +43 1 93000 41041 and information on the Internet are non-binding!

**3. Bookings in advance without any plate numbers:** The plate numbers have to be announced until the respective cancellation deadline. If the plate numbers have not been given, the places will be cancelled automatically by Rail Cargo Operator - Austria GmbH/ROLA and a cancellation fee of € 50,-/truck will be charged. (automatic cancellation)

**4. For multiple bookings,** the booking department reserves the right to book places according to the booking behavior and the booking situation.

**5. Adaptation fees:**

**Cancellations:**

Cancellations before the respective deadline indicated are free of charge.

For cancellations later than indicated € 25,-/truck will be charged.

For not using and not cancelling of a booked/confirmed place € 50,-/truck will be charged.

Automatic cancellation (€ 50,-/truck) of bookings, for which no truck-numbers are given until the cancellation dead-line.

**Change of bookings:**

- 1. change of booking is free of charge
- 2. change of booking € 25,-
- For every cancellation of a change of booking we charge € 25,-

**Cancellation times:** The respective cancellation deadlines are indicated in the timetables.

**Attention!**

Latest cancellation for trains on weekends and Mondays until 14:00h, Friday 12:00h

Latest cancellation for trains on Austrian holidays: Day before until 12:00h

You are kindly asked to inform us about any cancellations as soon as possible in order to allocate the places rapidly.

For other adaptations, a fee of € 25,- per case is invoiced.

To avoid any mistakes when handling your bookings, you are kindly asked to check our reservation confirmation(s) immediately after receiving!!

All amounts without VAT.