



# **REFERENCE INFORMATION**

**FOR INTERNATIONAL PASSENGERS  
TRAVELLING ON RAILWAYS DURING  
FIFA WORLD CUP 2018 EVENTS  
IN THE RUSSIAN FEDERATION**

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## 1. INFORMATION ON THE RULES OF CONDUCT ON RAILWAYS IN RUSSIA.

### Basic security requirements and restrictions

Transport facilities are an area of high risk and have special requirements on security provision.

Due to this reason all individuals must follow the rules of security control, comply with the demands of station, security and transport police employees.

#### *Prohibited actions at transport facilities:*

- to bring in prohibited items and materials (listed in Appendix 1) ;
- to impede the work of security equipment;
- to spread false information on threatening events or actions;
- to use pyrotechnic articles.

#### *Prohibited actions on platforms and on tracks:*

- to run on a platform;
- to organise active games;
- to carry without special package or cover items that could hurt other persons;
- to walk on tracks and to leave items on them.

#### *Prohibited actions in trains:*

- to approach a train before it comes to a complete stop;
- to board / alight when the train is moving;
- to lean out of windows and antechamber doors of cars;
- to travel in the unsuitable parts of the train.

It is prohibited to travel on railways or be at railway facilities *in the state of alcoholic, drug or toxic inebriation.*

*Smoking* is prohibited in railway terminals and in trains.

In case of violation of these requirements passengers may be denied transportation services.

Persons violating the rules shall be subject to the amenability according to the legislation of the Russian Federation.

## Boarding procedure and documents check for long-distance trains, ticket acquisition for special additional trains for the football spectators

- Passengers are required to board to the exact coaches specified in their tickets.
- Passenger must present to the attendants the ticket and the identification document that has been used at ticket issue.
- After the boarding has been completed additional control of tickets is possible.
- Passengers must present the following documents in order to board *special free of charge trains* for football spectators organised between cities hosting FIFA World Cup 2018 :
  - ticket for the football match;
  - identification document (ID);
  - personalized spectator's card (FAN ID)
  - it is recommended to have a printed boarding pass.
- To issue a ticket for the special train a spectator should register at [www.tickets.transport2018.com](http://www.tickets.transport2018.com). The registration at [www.tickets.transport2018.com](http://www.tickets.transport2018.com) requires following information:
  - number of request or FAN ID number;
  - personal data (last name, first names, patronymic name (if applicable), date of birth, sex, citizenship, type, series (if applicable) and number of ID);
  - e-mail address;
  - mobile phone number.
- After the registration at [www.tickets.transport2018.com](http://www.tickets.transport2018.com) a spectator should:
  - fill in the ticket data (number of ticket for the football match, date and time of the match, hosting city of the match);
  - choose the route of additional train and places in the car that will be automatically proposed according to the filled in football ticket data.
  - After the choice of the route and places a spectator will receive on the indicated e-mail address and mobile phone number a booking confirmation with all necessary information (place and time of departure / arrival of the train, train number and number of places in the train, list of documents to be presented at boarding).

In order to ensure a comfortable passing of the security control passengers are advised *to arrive at stations not less than 30 minutes before departure time.*

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**Official regulation documents for further information**

- Federal Law of the Russian Federation №16-FZ as of February 9<sup>th</sup>, 2007 “On Transport Security”.
- Federal Law as of February 23<sup>rd</sup>, 2013 №15-FZ “On protection of citizens’ health from effects of surrounding tobacco smoke and consequences of tobacco consumption”.
- Federal Law as of June 7<sup>th</sup>, 2013 №108-FZ “On preparation and conduction in the Russian Federation of the FIFA 2018 World Cup and the FIFA 2017 Confederations Cup, as well as on amending separate legislative acts of the Russian Federation”.
- Decree of the Government of the Russian Federation as of November 15<sup>th</sup>, 2014 №1208.
- Order of the Ministry of Transport of the Russian Federation as of February 8<sup>th</sup>, 2007 №18 “On ratification of rules citizens’ presence and location of objects in areas of high security risk, conduction of works in these areas, drive through and crossing of railway lines”.
- Order of the Ministry of Transport of the Russian Federation as of December 28<sup>th</sup>, 2016 №421 “On ratification of Procedures for provision of free-of-charge travel in additional trains (including periods for provision of free-of-charge travel, terms of provision of free-of-charge travel and access to transport facilities, mechanism for accounting number of travels, requirements for transport servicing of spectators of sporting contests.)”

## 2. RESTRICTED ITEMS AND MATERIALS.

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### Items and materials prohibited to be brought into facilities of JSC Russian Railways

- Firearms and ammunition, gun cartridges.
- Items identical in design with firearms and items which may be used as weapons (*brass knuckles, knives with blade longer than 6 cm*).
- Explosives, their components and *pyrotechnic articles*.
- Radioactive materials.
- Items and materials containing dangerous chemical agents.
- Items and materials containing dangerous biological agents.

All Items and materials are listed in Appendix 1.

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### Official regulation documents for further information

- Federal Law of the Russian Federation №16-FZ as of February 9<sup>th</sup>, 2007 “On Transport Security”.
- Decree of the Government of the Russian Federation as of November 15<sup>th</sup>, 2014 №1208 “On ratification of requirements for ensuring transport safety and security of individuals, who are present at transport infrastructure facilities or transport vehicles, by modes of transport”.
- Order of the Ministry of Transport of the Russian Federation as of July 23<sup>rd</sup>, 2015 №227 “On ratification of rules of conducting vetting procedures, additional vetting, repeat vetting in the interests of ensuring transport safety”.
- Administrative Offences Code of the Russian Federation.
- The Criminal Code of the Russian Federation.

### 3. CONSUMPTION OF ALCOHOL ON RUSSIAN RAILWAYS FACILITIES

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- It is *prohibited* to be at railway facilities (station, platforms, trains) in the state of alcoholic or other inebriation.
- Consumption of alcohol in trains (excl. train restaurants) including special additional trains for FIFA events is *prohibited*.
- No alcohol will be available for sale at stations during FIFA events period in Russia.

JSC Russian Railways | Reference information for foreign passengers

#### 4. ENTRANCE SECURITY CONTROL: GENERAL PROCEDURAL ORDER AND RECOMMENDATIONS FOR PASSENGERS.

##### General order of entrance security control, inspection of visitors, their hand-luggage and baggage

- *All* passengers, visitors and persons working at stations must comply with security control procedures at entrance to the station and present hand-luggage and baggage for inspection.

The procedure of entrance security control at Russian railway stations is similar to security inspection at the airports.

- Security control at entrances to the stations is carried out with use of stationary metal detectors (security gates) and manual metal detectors.
  - Security inspection of luggage is carried out with use of X-Ray machines.
    - Passenger or visitor should place the hand-luggage and the baggage on the belt of X-Ray machine. There are trays for small and valuable objects.
    - Passenger or visitor must answer all additional questions of station, security and police staff.
    - In case a passenger or a visitor is suspected of having prohibited items or materials they will be invited for additional control, inspection or interview.
    - *To ensure comfortable passing of security control, passengers are advised to arrive at stations not less than 30 minutes before departure time.*

Passenger's refusal to undergo security control procedures will result in a unilateral cancellation of the transportation agreement.

##### Procedures of security control for persons with pacemakers

- *Persons with pacemakers should not go through stationary metal detectors (security gates).*
  - The passage bypassing the security gates will be shown by station staff on demand.
  - Security control of persons with pacemakers is carried out with manual metal detectors.

Persons with pacemakers should ask the station staff about the exact procedures of security control at the specified station.

It is strongly recommended to have *supporting medical documents* to be presented to station staff.



## Procedures of security control for persons with baby carriages and wheelchairs

- In order to pass the security control with baby carriages one should: put the contents of carriage pockets on the belt of X-Ray machine, fold the foldable carriage (for strollers) and put it on the belt as well, present a non-foldable for manual inspection at the direction of station staff.

- Passengers and visitors on wheelchairs do not pass through security gates. They should follow a bypassing way as directed by the station staff. Security control is carried out in a manual way.

Passengers on wheelchairs and passengers with other kind of reduced mobility are recommended to use the services of the RZD Center for the Promotion of Mobility

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### Official regulation documents for further information

- Federal Law of the Russian Federation №16-FZ as of February 9<sup>th</sup>, 2007 “On Transport Security”.

- Order of the Ministry of Transport of the Russian Federation as of July 23<sup>rd</sup>, 2015 №227 “On ratification of rules of conducting vetting procedures, additional vetting, repeat vetting in the interests of ensuring transport safety”.

## 5. USEFUL INFORMATION AT STATIONS.

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### Who are the contact persons at stations?

- For all questions you may contact *information desks* or *duty assistants of station chief* (their location at stations is indicated by related signs).

- Front-line station staff wear uniform bright green vests with RZD logo



- Reference information on the use of railway services, and security control is located at stationary information stands.

- For questions related to the routes from stations to stadiums, football ticket offices, FAN ID Distribution centers, as well as to boarding of special additional FIFA trains for spectators you may contact *volunteers* who are located in stations or at platforms for boarding and alighting.

### Volunteers at stations

- Volunteers are not station staff and they cannot provide information on specific issues. Volunteers may provide assistance in calling for the railways or police staff.

- Usual points of location of volunteers are platforms, information desks, ramps.

- Volunteers may be identified by bright uniform dress without RZD logo.

### English-speaking staff

- Most railway employees do not speak English.

- English-speaking persons are the *volunteers*.

- You may summon an English-speaking volunteer at station *information desk*.

## 6. SERVICES TO PERSONS WITH REDUCED MOBILITY, ORDERING PROCEDURES.

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### E-services and journey planning

- Website [www.pass.rzd.ru](http://www.pass.rzd.ru) is available in version for the visually impaired (in Russian only).
- For hearing-impaired clients and clients with communicational problems a chat-bot RzdOnlineBot in Telegram application is available (in Russian only).
- In order to obtain special places for wheelchair users, passengers should present authenticated medical documents to the RZD Center for Promotion of Mobility.

### Preparing a journey

- Passenger with musculoskeletal disorders can book special places in railway coaches accessible for wheelchairs via RZD Center for Promotion of Mobility.
- 3 days before, but not less than 24 hours before the journey it is possible to order other services of Center for Promotion of Mobility listed below.
- In case there has been no pre-order for such services, passenger may contact station *information desk*.

### Mobility assistance in trains

- Arrangement of the meeting of persons with reduced mobility at station;
- Accompaniment of passenger to / from the train, main station areas (ticket offices, waiting halls, left luggage, medical post, sanitary facilities, etc., platforms).
- Assistance in getting station services (tickets, luggage lockers, etc.);
- Provision of a waiting place;
- Assistance in luggage handling (up to 3 items);
- Assistance in boarding / alighting from long-distance trains;

Contacts of RZD Center for Promotion of Mobility

[info@rzd.ru](mailto:info@rzd.ru)

8 800 510 11 11

(number available if dialed from Russian operators only)

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**Official Russian documents for further information**

- Order of the Ministry of Transport of the Russian Federation as of November 6<sup>th</sup>, 2015 №329 “On ratification of procedures for ensuring conditions of accessibility for passengers with disabilities into railway cars, stations, long-distance trains and provision of services in long-distance trains and at railway stations to these passengers”.
- [www.pass.rzd.ru](http://www.pass.rzd.ru) (available in English version).

## 7. ADDITIONAL SERVICES AT STATIONS.

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### Free services for more comfort

- Largest railway stations in Russia have free Wi-Fi access. To get the service clients need to pass the authorization with provision of personal data.
- All Russian stations provide services of free charging of electronic devices. Charging places are indicated with pictograms.

For passengers with valid train tickets use of station toilets is free of charge.  
After a journey, the service stays free of charge within two hours after arrival time.

### Additional paid services

- Largest railway stations are equipped with automatic luggage lockers.
- Many stations have services of extended-stay rooms (of hotel or hostel type, depending on the station) indicated with signs “rest rooms”. Some stations have shower rooms.
- Passengers may use the paid comfortable waiting lounges.
- Most of the stations provide photocopy and print services.
- Information offices provide free of charge information on railway services (train schedule and transportation rules) and paid information (city information, loudspeaker announcements, etc.)

To find out more on availability and price of services  
passengers should approach information desks at stations.

## 8. FREQUENTLY ASKED QUESTIONS

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### What should I do if my train ticket is lost / stolen / damaged?

- Please, contact information desk staff or duty assistant of station chief and follow their recommendations.
- In standard situations to retrieve a lost ticket passenger should present a written demand and an identification document that has been used to obtain train ticket (or certificate issued by police in case ID is lost as well), indicate departure date and route details.
- Ticket reissue is a paid service.

### What should I do if I miss my train?

- Please, contact information desk, duty assistant of station chief or volunteer and follow their recommendations.

### What should I do if my documents are lost / stolen?

- Please, contact information desk, duty assistant of station chief or police staff directly and follow their recommendations.
- It is recommended to have a *phone number of you country's consulate* in Russia. Station staff may help you to contact the consulate if they are given a local phone number.

### What should I do if I lose my FAN ID?

- To get the duplicate of your FAN ID you should contact the Distribution center and present you identification document used at FAN ID issue.
- To get information of the location of Distribution centers in a specific city contact station information desk or volunteer and follow their recommendations.

## 9. MAIN CONTACTS OF RUSSIAN RAILWAYS FOR DIFFERENT SITUATIONS RELATED TO TRAVELLING ON RAILWAYS.

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### Information Service Center

(call from Russia is free of charge; number available if dialed from Russian operators only)

8 800 775 00 00

[info@rzd.ru](mailto:info@rzd.ru)

- Website for passengers: [www.pass.rzd.ru](http://www.pass.rzd.ru) (available in English)
- Press-service, international division (only for official media):  
+7 499 262 32 94, [int-press@css-rzd.ru](mailto:int-press@css-rzd.ru).
- International Cooperation Department (only for official requests):  
+7 499 262 16 28.

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For additional questions regarding this leaflet please refer to:

[rzd.for.fifa2018@dzvr.ru](mailto:rzd.for.fifa2018@dzvr.ru)

+7 499 260 33 48

+7 499 260 09 90

## Appendix 1: Lists of Weapons, Explosives and Other Devices, Items and Substances Relocation of Which to a Zone of Transport Security or Its Certain Part Is Prohibited or Restricted.

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### 1. The List of Weapons

#### 1.1. Combat weapons and their basic parts, and ammunition to such weapons

#### 1.2. Civilian and service weapons

##### 1.2.1. Civilian weapons and their basic parts

##### 1.2.2. Self-defense weapons

##### 1.2.3. Smoothbore and long-barreled firearms:

- Limited damage firearms (pistols, revolvers, barrel-free guns);

- Gas pistols and revolvers;

- Spray, aerosol and other mechanical non-lethal devices equipped with teargas or irritant chemicals;

- Electroschock weapons, including spark discharge non-lethal devices.

##### 1.2.4. Sporting weapons:

- Rifled guns;

- Smoothbore guns;

- Air guns with a muzzle energy of more than 3 J;

- Edged and throwing weapons.

##### 1.2.5. Hunting weapons:

- Rifled long guns;

- Smoothbore long guns, including those with the length of a rifled section of no more than 140 mm;

- Combined (rifled and smoothbore) long guns, including those with changeable and insertable rifled barrels;

- Air guns with a muzzle energy of no more than 25 J.

##### 1.2.6. Flare guns.

#### 1.3. Weapons produced exclusively for export (meeting requirements of importing countries);

#### 1.4. Service weapons and their basic parts;

##### 1.4.1. Firearms:

- Smoothbore and rifled handguns with a muzzle energy of no more than 300 J;

- Smoothbore long guns;

- Limited damage firearms.

##### 1.4.2. Basic parts of service firearms.

#### 1.5. Bladed weapons

### 2. The List of Explosives

#### 2.1. Pyrotechnic devices:

1) Thermite devices, slow match and quick match;

2) Lighting and light flash devices;

3) Signal devices;

4) Fireworks devices;

5) Smoke devices;

6) Pyroautomatic devices;

7) Pyrotechnic simulation devices, training-simulation and other devices.

#### 2.2. Explosives:

1) Brisant;

2) Industrial;

3) Initiating;



4) Self-made explosives on the basis of nitrogen compounds and others mixed explosives with initiating devices or without them;

5) Perchlorates;

6) Pyroxylin, black and other powders.

**2.3. Components of explosives:**

1) Solid fuel bursting charge;

2) Initiating devices:

- Mechanical action ignition agents;

- Mechanical action detonating agents;

- Actuating mechanisms on the basis of initiating devices.

**2.4. Accessories and other components of explosives:**

1) Accessory explosion cartridges;

2) Explosion cartridges (detonators).

**3. The List of Other Devices, Items and Substances Relocation of Which to a Zone of Transport Security or Its Certain Part Is Prohibited or Restricted**

**3.1. Items and substances containing dangerous radioactive agents:**

**3.2. Items and substances containing dangerous chemical agents:**

**3.3. Items and substances containing dangerous biological agents:**

**3.4. Items containing explosives**

**3.5. Items structurally similar to weapons, and those that can be applied as such at acts of illegal intervention:**