

Conditions for Group Bookings through the iryo Travel Agencies Website

Group reservations can be made for 10 to 30 passengers, provided the total value of the booking is less than €3,000. If these limits are exceeded or the group exceeds 30 passengers, you must contact grupos@iryo.eu for evaluation.

For groups with minors aged 4 to 13, there must be at least one adult chaperone for every 10 children. Infants and children aged 0 to 3 travel free of charge and must sit on an adult's lap without occupying a seat on the train. However, their reservation must be made together with the rest of the group.

Each group may include a maximum of 2 baby strollers in total and one infant per adult. Pet reservations and H/PMR (reduced mobility) seats are not accepted. If the Acerca assistance service (provided by ADIF) is required, please contact grupos@iryo.eu.

The contracted trains and schedules are subject to operational changes. In case of rescheduling, it may not be possible to guarantee the fulfillment of certain agreed conditions. ILSA will notify any operational changes as soon as possible.

Train ticket bookings and purchases are subject to ILSA's general terms and conditions of sale and general conditions of the transport contract, available at iryo.eu, without prejudice to the provisions in these specific conditions.

If these conditions are not met, ILSA reserves the right to cancel the booking and apply penalties if any cancellation costs are incurred.

1) Group Cancellation

The customer must complete the required payment at the time of purchase to guarantee the group booking.

Cancellation fees:

- From the booking confirmation date up to 21 days before departure, a 7% fee per canceled seat applies.
- From 21 to 7 days before departure, a 50% fee per canceled seat applies.
- Within 7 days prior to departure, a 100% cancellation fee per seat applies.

Partial cancellations are permitted; if they cannot be completed online, please contact grupos@iryo.eu

2) Passenger Names

Passenger names are entered after payment. The customer must enter all names individually before the deadline indicated on the website. For groups including minors, dates of birth must also be provided.

Once names are entered, tickets will be sent by email or can be downloaded from the ILSA website. If names are not entered, even if payment was made correctly, the group's tickets will not be sent.

Names may be entered partially, but tickets will not be issued until all names have been provided.

Name changes are allowed free of charge up to 2 hours before train departure if made through the same system used for purchase, or 72 hours before departure if requested by email at grupos@iryo.eu

The change will only be considered completed once ILSA confirms it by email.

Any change not made through these procedures will be considered invalid.

All passengers must have a valid transport ticket when boarding. Access may be denied to anyone who fails to present a ticket or refuses to undergo required security checks established by ILSA or ADIF.

3) Payment and Ticket Issuance

Payment for tickets and any additional services offered by ILSA must be made via electronic payment methods or those accepted through authorized sales channels.

Tickets will be sent once payment has been received and passenger names have been entered.

4) Date changes

Date and time changes are not permitted. Only name changes are allowed.

5) Refunds

Any applicable refunds will be made using the same payment method used for purchase.

6) Seat Assignment

Seats are assigned automatically during the reservation process and are shown on the ticket.

ILSA does not guarantee that the entire group will be seated in the same carriage.

7) Baggage

The baggage allowance included with the ticket varies depending on the fare purchased:

- Inicial: One hand item (max. 36×27×15 cm) and one cabin suitcase (max. 55×35×25 cm).
- Inicial Superior and Infinita: One hand item (max. 36×27×15 cm), one cabin suitcase (max. 55×35×25 cm), and one additional suitcase (max. 80×55×35 cm) which must be reserved in advance but without extra charge.
- Infinita Bistró: One hand item (max. 36×27×15 cm), one cabin suitcase (max. 55×35×25 cm), and one large suitcase (max. 80×55×35 cm) without prior reservation required.

An extra charge of €40 will apply for any luggage that exceeds or fails to comply with the specified limits. Only one extra piece per passenger is permitted under this policy.

8) Additional Services Not Specified

Additional services may be requested upon availability and confirmation by ILSA. Requests must be made by email to grupos@iryo.eu

9) Transport Contract

These conditions do not constitute a transport contract. The ticket itself constitutes the transport contract, which may be presented either in paper or digital format.

Tickets issued under these conditions establish a transport contract between the traveler and ILSA. The customer's journey is governed by ILSA's general transport and sales conditions, as well as all applicable regulations.

10) Contact Information for Operational Notifications

If the group's full list of contact emails or phone numbers is not available, the contact information of the group leader or, alternatively, the purchaser of the group booking will be used. This person is responsible for communicating operational updates from ILSA to the rest of the group.

11) Contact Information for Delay Compensation Requests

In accordance with applicable regulations, delay compensation must be paid to each passenger in the group.

To request compensation, each passenger's email address is required.

If this information was not provided at the time of booking, the travel agency must send it to grupos@iryo.eu so passengers can later submit their compensation requests.

For minors, the email address of their legal guardian must be provided.

Compensation will be issued in the form of a voucher, as ILSA does not have a payment method for individual passengers. If passengers prefer to receive cash compensation, they must contact ILSA Customer Service at atencion.cliente@iryo.eu to exchange the voucher.

12) Data protection

To ensure the fundamental right to personal data protection, passengers are informed that providing the transport service requires ILSA to process their personal data. This includes identification details, travel information, and any expressed preferences.

ILSA will store customer and passenger data in compliance with applicable data retention laws or until the customer requests deletion or objects to processing. Data will not be shared with third parties except where legally required or by judicial/administrative order. Data may also be shared with service providers essential to transport operations, such as mobility assistance services or onboard catering.

In accordance with Regulation (EU) 2016/679 (GDPR) and Spanish Law 3/2018 on Personal Data Protection and Digital Rights, customers and passengers have the following rights: access, rectification, deletion, objection, restriction, portability, and the right not to be subject to automated decision-making, including profiling.

To exercise these rights, passengers must send an email with the subject line "EXERCISE OF RIGHTS" to protecciondedatos@iryo.eu or by post to:

Calle Méndez Álvaro 53, Edificio Boreal, 6th floor, 28045 Madrid, Spain.

If their rights are not duly respected, passengers may file a complaint with the Spanish Data Protection Agency (AEPD) through its official website.