

## THE SIX BASIC RIGHTS THAT APPLY TO ALL RAIL TRANSPORT SERVICES

### BUYING YOUR TICKET WITHOUT ANY HASSLE

You have the choice to purchase your ticket in staffed stations, for instance, at tickets counters or at selling machines, or, in most cases, also via the Internet. However, where none of these possibilities are available, you may instead also have the possibility to buy your ticket on the train.

### TRAVELLING IN SECURITY

Rail companies, infrastructure managers and station managers are legally obliged to take adequate measures to ensure your personal security in stations and onboard trains.

### RIGHT OF TRANSPORT FOR PASSENGERS WITH REDUCED MOBILITY

If you have a disability or if your mobility is reduced, you should be able to travel without difficulties. You are entitled to purchase tickets and reservations at no additional cost. In order to clarify the conditions of access, rail companies and station managers have to develop and apply non-discriminatory access rules.

### INFORMATION ON ACCESSIBILITY FOR PASSENGERS WITH REDUCED MOBILITY

Upon your request, rail companies, ticket vendors and tour operators shall inform you on the accessibility of rail transport services, on the access conditions of passenger coaches and facilities on board.

### COMPENSATION IN CASE OF INJURY OR DEATH AND LIABILITY FOR LUGGAGE

Provided the cause of death or injury is not outside the control of the railway, you or your relatives are entitled to compensation for the loss or damage resulting from death or personal injuries. The rail company is also liable in case of:

- loss of and damage to hand luggage in case of death/personal injury;
- loss of and damage to registered luggage.

### PROTECTION FROM RAIL COMPANIES FAILING TO MEET THEIR LIABILITY OBLIGATIONS

Rail companies have to be properly insured to cover their liabilities under EU passenger rights legislation in respect of their passengers and luggage. Therefore you are protected against any failure of the rail company to meet its liability obligations.

## List of National Enforcement Bodies (NEB Rail) to contact regarding your rail passenger rights

### BELGIUM

Service Public Fédéral  
Mobilité et Transports –  
Federale Overheidsdienst  
Mobiliteit en Vervoer  
(Federal Public Service  
Mobility and Transport)  
+32 2 277 48 91 (FR)  
+32 2 277 48 90 (NL)  
www.mobilite.fgov.be

### BULGARIA

Изпълнителна агенция  
«Железопътна  
администрация»  
(Railway Administration  
Executive Agency)  
+359 2 9 409 428  
+359 2 9 409 506  
www.iaja.government.bg

### CZECH REPUBLIC

Drážní úřad (Rail Authority)  
+420 224 229 937  
www.ducr.cz

### DENMARK

Sekretariatet for Ankenævnet  
for Bus, Tog og Metro  
(Appeal Board for Bus,  
Train and Metro)  
+45 36 13 18 91  
www.abtm.dk

### GERMANY

Eisenbahn-Bundesamt  
(Federal Railway Authority)  
+49 22830 795 400  
www.eisenbahn-bundesamt.de

### ESTONIA

Tarbijakaitseamet  
(Consumer Protection Board)  
+372 6 201 700  
www.tka.riik.ee

### IRELAND

Department of Transport  
+353 1 8798360  
www.transport.ie

### GREECE

Υπουργείο Υποδομών,  
Μεταφορών και Δικτύων  
(Ministry of Infrastructure,  
Transport and Networks)  
+30 210 65 08 488  
www.yme.gr

### SPAIN

Ministerio de Fomento  
(Ministry of Public Works)  
www.fomento.es

### FRANCE

Direction Générale  
de la Concurrence,  
de la Consommation et de  
la Répression des fraudes  
-D.G.C.C.R.F. (Directorate  
General for Competition,  
Consumption and Anti-Fraud)  
+33 144 871717  
www.service-public.fr

### ITALY

Ministero delle Infrastrutture  
e dei Trasporti (Ministry of  
Infrastructure and Transport)  
Direzione Generale  
del trasporto ferroviario  
(Directorate General  
for Rail Transport)  
+39 6 41 58 35 70  
www.mit.gov.it

### LATVIA

Sabiedrisko pakalpojumu  
regulēšanas komisija  
(Public Utilities Commission)  
+371 67097200  
www.sprk.gov.lv

### LITHUANIA

Susisiekimo Ministerija  
(Ministry of Transport)  
+370 5 2393999  
www.transp.lt

### LUXEMBOURG

Communauté des Transports  
(Regulatory Authority  
for Transport)  
+352 2465 2465  
(for national rail services)  
+352 2489 2489 (for  
international rail services)  
www.verkeiersverbond.lu  
www.cdt.lu

### HUNGARY

Nemzeti Közlekedési  
Hatóság (National  
Transport Authority)  
Tel.: +36 1 815 9679  
www.nkh.hu

### THE NETHERLANDS

Inspectie verkeer  
en Waterstaat  
(Inspectorate of Transport  
and Water Management)  
+31 88 489 00 00  
+31 70 456 41 50  
www.ivw.nl

### AUSTRIA

Schiene-Control GmbH  
(Rail Regulatory Body)  
+43 1 505 07 07  
www.scg.gov.at

### POLAND

Urząd Transportu Kolejowego  
(Office for Rail Transport)  
Tel.: +48 22 630 1945  
www.utk.gov.pl

### PORTUGAL

Instituto da Mobilidade  
e dos Transportes Terrestres  
(Institute for Mobility  
and Land Transport)  
+351 217 949 000  
www.imtt.pt

### ROMANIA

Autoritatea Feroviară  
Română (Romanian  
Railway Authority)  
+40 21 3077900  
www.afcr.ro

### SLOVENIA

Ministrstvo za promet,  
Direktorat za železnice  
in žičnice (Ministry of  
Transport, Directorate  
for Railways and Cableways)  
+386 1 478 8000  
www.mzp.gov.si/en/  
areas\_of\_work/railways\_  
and\_cableways

### SLOVAKIA

Úrad pre reguláciu  
železničnej dopravy (Railway  
Regulatory Authority)  
+42 12 50 255 202  
www.urzd.sk

### FINLAND

Kuluttajariitalautakunta  
(Consumer Disputes Board)  
+358 10 36 65200  
www.kuluttajariita.fi

### SWEDEN

Konsumentverket (Swedish  
Consumer Agency)  
+46 771 42 33 00  
www.konsumentverket.se  
Allmänna  
reklamationsnämnden  
(National Board for  
Consumer Complaints)  
+46 8 5088 6000  
www.arn.se

### UNITED KINGDOM

London TravelWatch (for in/  
around London, including  
international services)  
+44 (0)20 7505 9000  
www.londontravelwatch.org.uk  
Passenger Focus (for the  
rest of GB)  
+44 (0)300 123 2350  
www.passengerfocus.org.uk

> Northern Ireland  
Department for Regional  
Development  
+353 2890540540  
www.drndni.gov.uk

### NORWAY

Statens jernbanetilsyn  
(Norwegian Railway  
Authority)  
+47 4000 0093  
www.sjtt.no/Passasjerrettigheter

## RAIL PASSENGER RIGHTS



Your passenger rights  
when travelling by rail



What  
you need  
to know

Your  
passenger  
rights  
at hand



EUROPEAN COMMISSION

More information at  
[ec.europa.eu/passenger-rights](http://ec.europa.eu/passenger-rights)  
or via Europe Direct  
**00 800 6 7 8 9 10 11\***

\* Certain mobile telephone operators  
do not allow access to 00 800 numbers  
or these calls may be billed.



EUROPEAN COMMISSION

# Cancellation? Long delay? Difficulties with purchasing tickets?

Everyday, millions of people take the train throughout Europe. It is important to the European Union to ensure that people are able to travel in safety and comfort. European legislation that came into force in December 2009 intends offering better protection to rail passengers, thus resulting in more reliable and higher quality rail passenger services.

Rail passenger rights apply to all international rail transport services in the EU. Depending on decisions made by national governments, (see on <http://ec.europa.eu/passenger-rights>), they may also apply to urban, suburban, regional and other domestic train services. In any case, six basic rights apply to all rail transport services within the European Union.



## THESE RIGHTS APPLY TO ALL INTERNATIONAL RAIL TRANSPORT SERVICES WITHIN THE EUROPEAN UNION

### INFORMATION ABOUT YOUR RIGHTS

Rail companies and station managers are required to inform you about your rights. Rail companies will also keep you informed about their train offers and tickets as well as any delays and other disruptions which may occur on their international rail transport services.

### ASSISTANCE FOR PERSONS WITH REDUCED MOBILITY

Rail companies and station managers shall assist you when boarding international trains. You should provide at least a 48 hour notice of your intended journey, using the communication tool (e.g. phone number, website...) indicated by the rail company. Normally, you will also be assisted at connecting stations and at your station of destination.

### REIMBURSEMENT AND RE-ROUTING

When the delay in arrival at the final destination under the transport contract is expected to be more than 60 minutes, you shall be given the choice between:

- reimbursement of the full cost of the ticket for the part or parts of the journey not made and for the part already made if the journey is no longer serving any purpose in relation to your original travel plan and you prefer to abandon it and return immediately;
- continuation or re-routing, under comparable transport conditions, to the final destination at the earliest opportunity;
- continuation or re-routing, under comparable transport conditions, to the final destination at a later date at your convenience.

### COMPENSATION OF THE TICKET PRICE IN CASE OF DELAY/CANCELLATION DURING YOUR INTERNATIONAL JOURNEY

If, when travelling on board of an international rail transport service, your train arrives at least one hour late at the final destination under the transport contract, you are entitled to compensation, provided the cause of the delay was within the control of the railway, as follows:

- from 60 minutes to 119 minutes of delay:  
25% of the fare you paid for the delayed train;
- from 120 minutes of delay: 50% of the fare you paid for the delayed train.

The payment should be made within one month after submitting your claim in vouchers or in cash (on request).

As a rule, compensation will be paid only if it is at least equivalent to €4. Special compensation rules apply to passes such as InterRail, Eurail, etc. and season tickets.



### ASSISTANCE IN CASE OF DELAY/CANCELLATION

In case of a delay or cancellation, you must be informed of the situation and of the estimated departure time and estimated arrival time as soon as such information is available. In the case of any delay of more than 60 minutes, you shall be offered, free of charge:

- meals and refreshments, if they can reasonably be supplied;
- if need be, hotel or other accommodation and transportation between the station and place of accommodation and back;
- if the train is blocked on the track, transport from the train to the railway station or to the final destination of the service, where and when physically possible.

If the railway service cannot be continued any more, rail companies must organise alternative transport services for you as soon as possible.

### ADVANCE PAYMENT IN CASE OF DEATH OR INJURY

If a passenger is killed or injured in a train accident, the railway company, which was performing the transport service, is required to make an advance payment that meets the costs for the immediate needs of the affected passenger or of his or her dependants, within 15 days after the establishment of the identity of the natural person entitled to compensation. The payment shall amount to at least € 21 000 in the event of the passenger's death.

### RIGHT TO COMPLAIN

As a rule, complaints should be made to the rail company which issued the ticket, be it the ticket selling office or the central customer service department.

You can also submit your claim to any other rail company involved in the transport. However, special rules apply in the case of personal injury.

You may also lodge a complaint to the authority responsible for the enforcement of the passenger rights Regulation or another independent complaint handling body in your country. (list in this leaflet and on [ec.europa.eu/passenger-rights](http://ec.europa.eu/passenger-rights))

**For further information on your rights relating to national long-distance, regional, suburban and urban services, please contact your rail company or ticket vendor or turn to the National Enforcement Body in your country.**