

## NOT SATISFIED WITH HOW YOUR RIGHTS HAVE BEEN APPLIED?

1. First contact the rail undertaking which issued the ticket (you can also submit your claim to any other rail undertaking involved in the transport).
2. Briefly summarise your complaint – do not forget to provide dates, booking references, details of anyone you may have spoken to and any relevant documentation.
3. Remember to keep a copy of your documents and to allow a reasonable period for investigation.

If you're not satisfied with the rail undertaking's response, you can complain to one of the national enforcement bodies listed on the back page of the leaflet. Remember to provide copies of relevant correspondence.

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



### → Find out more:

Visit the website at [europa.eu/youreurope/travel](http://europa.eu/youreurope/travel), download the passenger rights app or call Europe Direct on 00 800 6 7 8 9 10 11\*. European Consumers Centres are also there to help you: [ec.europa.eu/consumers/ecc/](http://ec.europa.eu/consumers/ecc/)

\* Certain telephone operators may deny or charge for access to 00 800 numbers.

This leaflet is for information purposes only. Any legal claim or action taken in the event of a dispute should be based solely on the legal texts concerned. These may be found in the Official Journal of the European Union. Published by: European Commission, Directorate-General for Mobility and Transport, B-1049 Brussels.

## NATIONAL ENFORCEMENT BODIES

### Austria

Schienen-Control GmbH  
Tel.: +43 1 5 05 0 7 07  
[www.schienencontrol.gv.at](http://www.schienencontrol.gv.at)

### Belgium

Service Public Fédéral Mobilité et Transports  
Fédérale Overheidsdienst –  
Mobiliteit en Vervoer  
Tel.: +32 2 2 774 891 (FR)  
+32 2 2 774 890 (NL)  
[www.mobiliteit.fgov.be](http://www.mobiliteit.fgov.be)

### Bulgaria

Измънителна агенция  
"Железопътна администрация"  
Tel.: +359 29409428  
+359 29 409 506  
[www.iaja.government.bg](http://www.iaja.government.bg)

### Croatia

Agencija za regulaciju tržišta željezničkih usluga  
Tel.: +385 1 4878 500  
[www.artzu.hr](http://www.artzu.hr)

### Czech Republic

Drážní úřad  
Tel.: +420 224 229 937  
[www.ducr.cz](http://www.ducr.cz)

### Denmark

Sekretariatet for Ankenævnet for Bus, Tog og Metro  
Tel.: +45 36 131 891  
[www.abtm.dk](http://www.abtm.dk)

### Estonia

Tarbijakaitseamet  
Tel.: +372 620 1700  
[www.tka.nik.ee](http://www.tka.nik.ee)

### Finland

Kuluttajariitlautakunta  
Tel.: +358 295 665 200  
[www.kuluttajariita.fi](http://www.kuluttajariita.fi)

### France

Direction Générale de la Concurrence, de la  
Consommation et de la Répression des  
fraudes – D.G.C.C.R.F.  
Tel.: +33 144 871 717  
[www.service-public.fr](http://www.service-public.fr)

### Germany

Eisenbahn-Bundesamt  
Tel.: +49 228 307 95 400  
[www.eba.bund.de](http://www.eba.bund.de)

### Greece

Ρυθμιστική Αρχή Σιδηροδρόμων  
Tel.: +30 210 3860141-2  
[www.ras-el.gr](http://www.ras-el.gr)

### Hungary

Nemzeti Közlekedési Hatóság  
Tel.: +36 1 8 15 9 6 79  
[www.nkh.hu](http://www.nkh.hu)

### Ireland

Department of Transport  
Tel.: +353 16 707 444  
[www.transport.ie](http://www.transport.ie)

### Italy

Autorità di Regolazione dei Trasporti  
Tel.: +39 0110908500

### Latvia

Sabiedrisko pakalpojumu regulēšanas komisija  
Tel.: +371 67 097 200  
[www.sprk.gov.lv](http://www.sprk.gov.lv)

### Lithuania

Valstybinė vartotojų teisių apsaugos tarnyba  
Tel.: +370 5 262 6751  
[www.vttat.lt](http://www.vttat.lt)

Valstybinė geležinkelio inspekcija prie  
Susisiekimo ministerijos  
Tel.: +370 3 243 0362  
[www.vgi.lt](http://www.vgi.lt)

### Luxembourg

Communauté des Transports  
Tel.: +352 268 6571  
[www.verkeersverbond.lu](http://www.verkeersverbond.lu)

### The Netherlands

Inspectie Leefomgeving en Transport  
Tel.: +31 88 489 0000  
[www.ilent.nl](http://www.ilent.nl)

### Poland

Urząd Transportu Kolejowego  
Tel.: +48 226 301 830  
+48 226 301 844  
[www.utk.gov.pl](http://www.utk.gov.pl)

### Portugal

Instituto da Mobilidade e dos Transportes Terrestres  
Tel.: +351 217 949 000  
[www.imtt.pt](http://www.imtt.pt)

### Romania

Autoritatea Feroviară Română  
Tel.: +40 2130 77 900  
[www.aferry](http://www.aferry)

### Slovakia

Dopravný úrad  
Tel.: +42 125 02 55 202  
[www.nisat.sk](http://www.nisat.sk)

### Slovenia

Agencija za komunikacijska omrežja in storitve  
Republike Slovenije  
Tel.: +386 1 583 63 00  
[www.akos-rs.si](http://www.akos-rs.si)

### Spain

Ministerio de Fomento  
Tel.: +34 915 977 000  
[www.fomento.es](http://www.fomento.es)

### Sweden

Konsumentverket  
Tel.: +46 771 423 300  
[www.konsumentverket.se](http://www.konsumentverket.se)

### United Kingdom

Office of Rail Regulation  
Tel.: +44 207 282 2000  
[www.rail-reg.gov.uk](http://www.rail-reg.gov.uk)

### United Kingdom – Northern Ireland

Department for Regional Development  
Tel.: +353 289 0540 540  
[www.drdni.gov.uk](http://www.drdni.gov.uk)

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# Rail passenger rights

Norway has appointed a National Enforcement body

WHAT YOU NEED TO KNOW

Mobility and  
Transport



Publications Office



# Long delay? Cancellation? Difficulties with purchasing tickets?



The European Union is working to ensure that the millions of citizens who travel by train across Europe do so in safety and comfort. There are laws in place to provide you with more reliable and better quality rail services.

These rights apply to **all international Rail Transport Services within the European Union**. Depending on decisions made by national governments, they may also apply to urban, suburban, regional and other domestic train services.

## NON DISCRIMINATION

You are protected against discrimination based on your nationality, place of residence or disability when you buy a ticket or during travel.

## DISABLED PERSONS AND PERSONS WITH REDUCED MOBILITY

You have the same right to travel as other passengers and you should be able to travel without difficulties at no extra cost.

Upon request, rail undertakings, ticket vendors and tour operators will inform you about the accessibility of rail services, the access conditions applied and the facilities on board. Rail undertakings and station managers will assist you at stations and when getting on or off trains. You should give notice to the rail undertaking, ticket vendor or tour-operator about your assistance needs at least 48 hours before your journey. If any of your mobility equipment or other specific equipment is lost or damaged due to a fault of the rail undertaking, you have the right to compensation.

## INFORMATION RIGHTS

Rail undertakings, tour operators and station managers need to inform you about your rights. Rail undertakings will also keep you informed about their offers and tickets as well as delays and other disruptions on their rail transport services. This information will be made accessible to disabled passengers where possible.

## ASSISTANCE IN THE CASE OF DELAY OR CANCELLATION

You should be kept informed of any delays, the estimated departure and arrival times as soon as the information becomes available. In the event of a delay of more than an hour, you will be offered meals and refreshments (if they can be reasonably supplied), accommodation (if necessary) and transport to and from where you're staying. This should be supplied free of charge. If the train is blocked on the track, transport from the train to the railway station or to your final destination will be made available, where and when physically possible.

If a railway service cannot go on, rail undertakings must organise alternative transport services for you as soon as possible.

## RE-ROUTING OR REIMBURSEMENT IN CASE OF DELAYED ARRIVAL

When arrival to your final destination under the transport contract is expected to be delayed by more than 60 minutes, you will be given the choice between:

- refund of the full price of the ticket if you decide not to keep travelling and, if necessary, a return trip to your first point of departure;
- continuation or re-routing to the final destination at the earliest opportunity;
- rebooking the trip to the final destination for a later date at your convenience.

## COMPENSATION IN CASE OF DELAY OR CANCELLATION

You're entitled to 25% of your ticket price in compensation for a delay in arrival to your final destination of between one and two hours. For any delays longer than this, you should receive 50% of your fare in compensation. You should receive the payment within one month after submitting your claim in vouchers or in cash (on request). Compensation will be paid only if it amounts to at least €4, with special rules for passes such as InterRail, Eurail, etc. and season tickets.

## LIABILITY TOWARDS THE PASSENGER AND LUGGAGE

Rail undertakings can be held liable and must be properly insured in the case of injury or death as the result of an accident or (subject to certain criteria) loss and damage to hand and/or registered luggage. You or your relatives are entitled to compensation for loss or damage resulting from death or injury, unless the cause is outside the control of the railway.

An advance payment to meet the costs of the immediate needs of the affected passenger or his or her dependents will be made by the railway undertaking. The amount will be at least €21,000 in the event of a passenger's death.

