

## 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 [ec.europa.eu/passenger-rights](http://ec.europa.eu/passenger-rights), 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**  
Schiene-Control GmbH  
(Rail Regulatory Body)  
Tel.: +43 1 505 07 07  
[www.schienecontrol.gv.at](http://www.schienecontrol.gv.at)

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

**Bulgaria**  
Изпълнителна агенция "Железопътна  
администрация" (Railway Administration  
Executive Agency)  
Tel.: +359 2 9 409 428  
+359 2 9 409 506  
[www.iaja.government.bg](http://www.iaja.government.bg)

**Czech Republic**  
Dražní úřad (Rail Authority)  
Tel.: +420 224 229 937  
[www.ducr.cz](http://www.ducr.cz)

**Denmark**  
Sekretariatet for Ankenævnet for Bus, Tog og Metro  
(Appeal Board for Bus, Train and Metro)  
Tel.: +45 36 13 18 91  
[www.abtm.dk](http://www.abtm.dk)

**Estonia**  
Tarbijajakaitseamet  
(Consumer Protection Board)  
Tel.: +372 6 201 700  
[www.tka.riik.ee](http://www.tka.riik.ee)

**Finland**  
Kuluttajajärjälautakunta  
(Consumer Disputes Board)  
Tel.: +358 29 56 65200  
[www.kuluttajajarjela.fi](http://www.kuluttajajarjela.fi)

**France**  
Direction Générale de la Concurrence, de la Consom-  
mation et de la Répression des fraudes - D.G.C.C.R.F.  
(Directorate General for Competition, Consumption  
and Anti-Fraud)  
Tel.: +33 144 871 717  
[www.service-public.fr](http://www.service-public.fr)

**Germany**  
Eisenbahn-Bundesamt  
Federal Railway Authority  
Tel.: +49 228 30 795 400  
[www.eisenbahn-bundesamt.de](http://www.eisenbahn-bundesamt.de)

**Greece**  
Ρυθμιστική Αρχή Σιδηροδρόμων  
(Rail Regulatory Body)  
Tel.: +30 210 65 08 488  
[www.yme.gr](http://www.yme.gr)

**Hungary**  
Nemzeti Kozlekedési Hatóság  
(National Transport Authority)  
Tel.: +36 1 815 9679  
[www.nkh.hu](http://www.nkh.hu)

**Ireland**  
Department of Transport  
Tel.: +353 1 67 07 444  
[www.transport.ie](http://www.transport.ie)

**Italy**  
Ministero delle Infrastrutture e dei Trasporti (Ministry of  
Infrastructure and Transport) Direzione Generale del tra-  
sporto ferroviario (Directorate General for Rail Transport)  
Tel.: +39 06 41 58 35 70  
[www.mit.gov.it](http://www.mit.gov.it)

**Latvia**  
Sabiedrisko pakalpojumu regulēšanas komisija  
(Public Utilities Commission)  
Tel.: +371 670 97 200  
[www.sprk.gov.lv](http://www.sprk.gov.lv)

**Lithuania**  
Susisiekimo Ministerija  
(Ministry of Transport)  
Tel.: +370 5 239 3865  
[www.transp.lt](http://www.transp.lt)

**Luxembourg**  
Communauté des Transports  
(Regulatory Authority for Transport)  
Tel.: +352 26 86 57 1  
[www.verkeiersverband.lu](http://www.verkeiersverband.lu)

**The Netherlands**  
Inspectie verkeer en Waterstaat  
(Inspectorate of Transport and Water Management)  
Tel.: +31 88 489 00 00  
+31 70 456 41 50  
[www.ivw.nl](http://www.ivw.nl)

**Poland**  
Urząd Transportu Kolejowego  
(Office for Rail Transport)  
Tel.: +48 22 630 1830  
+48 22 630 1844  
[www.utk.gov.pl](http://www.utk.gov.pl)

**Portugal**  
Instituto da Mobilidade e dos Transportes Terrestres  
(Institute for Mobility and Land Transport)  
Tel.: +351 217 949 000  
[www.imtt.pt](http://www.imtt.pt)

**Romania**  
Autoritatea Feroviară Română  
(Romanian Railway Authority)  
Tel.: +40 21 307 79 00  
[www.aferr.ro](http://www.aferr.ro)

**Slovakia**  
Úrad pre reguláciu železničnej dopravy  
(Railway Regulatory Authority)  
Tel.: +42 12 50 255 202  
[www.urzd.sk](http://www.urzd.sk)

**Slovenia**  
Ministrstvo za promet, Direktorat za železnice in žičnice  
(Ministry of Transport, Directorate for Railways and  
Cableways)  
Tel.: +386 1 478 8218  
[www.mzp.gov.si/en/areas\\_of\\_work/railways\\_and\\_cableways](http://www.mzp.gov.si/en/areas_of_work/railways_and_cableways)

**Spain**  
Ministerio de Fomento (Ministry of Public Works)  
[www.fomento.es/konsumentverket](http://www.fomento.es/konsumentverket)

**Sweden**  
(Swedish Consumer Agency)  
Tel.: +46 771 42 33 00  
[www.konsumentverket.se](http://www.konsumentverket.se)

**United Kingdom**  
Office of Rail Regulation  
Tel.: +44 20 7282 2000  
[www.rail-reg.gov.uk](http://www.rail-reg.gov.uk)

**United Kingdom – Northern Ireland**  
Department for Regional Development  
Tel.: +353 28 9054 0540  
[www.drdrn.gov.uk](http://www.drdrn.gov.uk)



European  
Commission



# Rail passenger rights

Noway has appointed a National Enforcement body

WHAT YOU NEED TO KNOW

Mobility and  
Transport



# 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.

