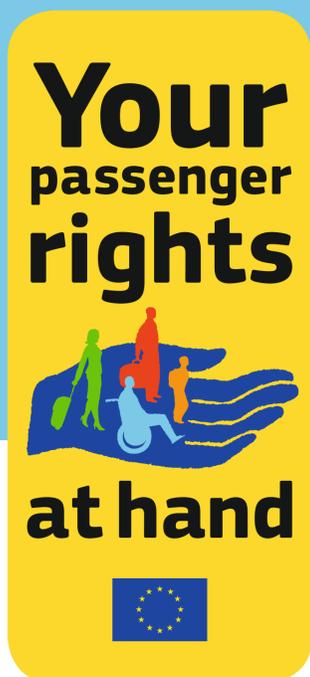


CANCELLATION? LONG DELAY? DIFFICULTIES PURCHASING TICKETS?
Railway undertakings and ticket vendors have a legal obligation to inform you about



YOUR RIGHTS



and where
to complain



Note that this legislation applies to international train services between EU countries and that some countries have exempted their domestic services from parts of it.

GENERAL PASSENGER RIGHTS

TICKETS AND NON-DISCRIMINATION

You can choose to buy your ticket at a ticket counter or vending machine, by phone or via the internet. You're protected against discrimination notably based on nationality, residence or disability when buying tickets and travelling.

REDUCED MOBILITY

If you're disabled or have reduced mobility, you have the right to be assisted at no additional cost at stations, when boarding, disembarking and when on board the train. Make sure you notify the rail undertaking or station manager of your needs at least 48 hours before departure. General information regarding your journey has to be provided in appropriate format.

INFORMATION

Upon request, rail undertakings must provide information about the service both before departure and during your journey. Ticket vendors shall provide pre-journey information.

LIABILITY

Rail undertakings can be held liable for injury or death as the result of an accident and, subject to certain criteria, loss and damage to hand luggage (including mobility equipment).

PACKAGE HOLIDAYS

Package tour operators must give accurate information on the holiday booked, comply with contractual obligations and protect passengers in case of the organiser's insolvency.

LONG DELAY? OR TRAIN CANCELLED?

INFORMATION

You have the right to be informed about the disruption and the estimated departure and arrival times as soon as this information becomes available.

ASSISTANCE

While waiting to continue your trip, you may have the right to receive meals and refreshments if they can reasonably be supplied, accommodation (if necessary) and transportation to and from the accommodation. Note that the rail undertaking will have no further obligation to provide assistance once you accept a refund of the ticket or a rebooking at a later date.

RENOUCE TRAVELLING

If your trip is delayed for more than an hour and you decide not to travel, you have the right to a refund of your ticket price and, if necessary, a return service free of charge to the point of departure as soon as possible.

CONTINUATION OR REROUTING

You have the right to be rerouted to your final destination as soon as possible under comparable transport conditions. Alternatively, you can rebook at a later date if this is more convenient for you.

COMPENSATION

You may have the right to compensation of 25% or 50% of the ticket price depending on the delay in arrival at your final destination indicated on your rail ticket. Compensation is not due if you're informed of the delay before buying the ticket, if the delay from a continuation on a different service or rerouting is less than 60 minutes, for delays occurred outside the EU territory or where the cause of the delay is outside the control of the railway company.



Passengers holding a travel pass or season ticket may be subject to different rules in accordance with the railway undertaking's contract condition. More information on exemptions, specific rules and the lists of national authorities responsible for enforcing these rights are available at: <http://ec.europa.eu/transport/passenger-rights/>

This poster 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.