



Compensation Request Form Eurail & InterRail Pass

Introduction

General

This document will lead you through the steps to fill in the compensation request.

As per 03 December 2009 the **Passenger Rights and Regulations (PRR)** came into force. This means that in several cases the European Railway Companies need to offer assistance or need to offer compensation. The PRR is focussed on point to point tickets and the contract which is applicable on this transportation. For **Eurail and InterRail Passes** the situation is complex. As a point to point ticket (e.g. Paris – Berlin) clearly shows the contract and its partners this is not the case when travelling the same route with a Eurail or InterRail Pass. As the pass holder is free to choose when and where to travel and the ticket price is not directly related. However within the PRR there is an obligation to offer compensation for Rail passes too. This compensation is always a **financial** compensation and only **applicable on delays encountered** within European Union (EU) member countries.

The participating Railway Companies in Eurail and InterRail Pass have defined the terms and conditions (additional to the General Conditions of Carriage (**GCC**), Conditions Of Use **Eurail Pass** and Conditions of Use **InterRail Pass**) under which compensation is possible:

Terms & Conditions

You can apply for Compensation under the following circumstances:

Compensation only in case of delays:

In case of **3 (three) or more delays over 60 minutes each** (in EU-member states) the traveller can apply for compensation. These delays may be spread over the period of validity of your pass.

The applicable Passes:

Eurail Passes	InterRail Passes
Eurail Global Pass	InterRail Global Pass
Eurail Select Pass (3-, 4 or 5 countries)	
Eurail Regional Passes	

Requests for **Eurail and InterRail One Country Passes** can be sent to Eurail Group GIE but are forwarded to the respective Railway. In some cases non European Union Members will not pay any compensation.

Validity date:

The first day of validity must include 03 December 2009 or later.

Compensation always financial:

The bottom level for compensation is € 16 (sixteen Euro) which means that compensations under this level of € 16 level will not be paid.

Disclaimer:

Eurail Group GIE has the right, without any further notice, not to accept the compensation request in case of incomplete details or missing attachments.

Application form:

The requested information is used for this compensation request only.

Please note there is a distinction between Eurail and InterRail Pass for the pass details.

Personal Details

First name/initials *	
Last name *	
Address *	
City (+state) *	
Zip code *	
Country *	
Bank Name	
Swift/BIC **	
Bank Code **	
Account number *	
IBAN (Europe) **	

* This is compulsory to fill out.

** In case of a European bank account IBAN is required otherwise Swift/BIC and BankCode.

Pass details Eurail Pass please tick the box

Pass details Eurail Pass ³			
Pass type	<input type="radio"/> Global	<input type="radio"/> Select ¹	<input type="radio"/> Regional <input checked="" type="radio"/> One Country ²
Countries (1 - 3)			
Countries (4 - 5)			
Pass validity			
Continuous Pass ³	Days: <input type="text"/>	or Months: <input type="text"/>	
Flexi Pass ³	<input type="text"/>	Days within <input type="text"/>	Months <input type="text"/>
Class	<input type="radio"/> 1 st Class	<input type="radio"/> 2 nd Class	
Price in Euro	<input type="text"/>		

¹ Please fill out the country names in the country box, also applicable on One Country Pass .

² You can send in the request but will be handled by the respective country.

³ Please check your pass for the details.

Pass details InterRail Pass please tick the box



Pass details InterRail Pass ³			
Pass type	<input type="radio"/> Global	<input checked="" type="radio"/> One Country ²	
Pass validity			
Continuous Pass ³	Days: <input type="text"/>	or Months: <input type="text"/>	
Flexi Pass*	<input type="text"/>	Days within <input type="text"/>	Months <input type="text"/>
Class	<input type="radio"/> 1 st Class	<input type="radio"/> 2 nd Class	
Price in Euro	<input type="text"/>		

² You can send in the request but will be handled by the respective country.

³ Please check your pass for the details.

Address Eurail Group GIE:

Your request and attachments can, free of charge, be sent to the following address:

 I.B.R.S./C.C.R.I. N°: Numéro 52000	
<hr/> Réponse payée / Reply Paid Pays-Bas / Netherlands <hr/>	
Eurail Group GIE Int. Business Reply Service I.B.R.S. / C.C.R.I. Numéro 52000 3500 VB UTRECHT PAYS-BAS / NETHERLANDS	