



European Commission



Train late?

Your passenger rights at hand





Find out more:

Visit the website at europa.eu/youreurope/travel, download the passenger rights app or call Europe Direct on 00 800 6 7 8 9 10 11*

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



Train delayed or cancelled? Difficulties with purchasing tickets? Left without information?

Railway undertakings and railway stations have a legal obligation to inform you about your rights and where to complain

Ever experienced one of these problems? EU legislation protects your rights wherever you travel across Europe