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Rail Passenger Rights

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As a rail passenger, you have rights granted by the EU Regulation n°2021/782 of 29 April 2021 on rail passengers' rights and obligations.

Right to information and access to tickets

Before your journey, you must be informed about:

- The fastest journeys
- The lowest fares
- On-board services

During the journey, you must be informed about:

- Main connections
- Service delays or interruptions
- On-board services
- Complaint procedures

Railway companies must also facilitate ticket sales via physical/automatic ticket offices or widely available technologies such as the Internet. On-board sales may, however, be refused or restricted.

Disabled people and people with reduced mobility

Access to stations and trains must be non-discriminatory for people with disabilities and reduced mobility. They are entitled to special assistance free of charge before, during and after their train journey. The railway company must be informed at least 24 hours in advance to take appropriate measures, but even if this deadline is not met, the carrier must provide the best possible assistance.

Delays and cancellations

If you are informed that you will arrive at your destination at least 1 hour late, or in the event of cancellation, you can choose between:

- Cancel your trip and request a full refund of the ticket if your trip is no longer of interest (including the parts already completed) otherwise a refund for the parts not completed. If necessary, you can also ask to be re-routed to your point of departure.
- Continue your journey to your final destination with re-routing as soon as possible or on the date of your choice.

You are entitled to a meal and refreshments and, if you have to stay overnight, you must also be accommodated (obligation limited to 3 nights).

If you decide to continue your journey, you are also entitled to compensation:

- 25% of the ticket price, if your train is between 60 min and 119 min late ;
- 50% of the ticket price, if your train is 120 min or more late;

The rail company may grant you a higher amount if it so wishes.

Please note: compensation is not payable in the event of exceptional circumstances (extreme weather conditions, natural disaster or major health crisis, etc.), of the passenger's fault or of the fault of a third party (personal accident, cable theft, etc.). Please note that strikes by railway staff are not considered exceptional circumstances, and you can claim compensation in this case.

Nor can you claim compensation if you were informed of the delay before purchasing your ticket, and rail companies may refuse to pay compensation of less than 4 €.

Luggage

When you travel by train with a checked-in luggage, a minimum compensation is provided in the event of loss, damage or delayed delivery (up to approximately 1500 € per bag if you can prove the value of the damage, and approximately 330 € per bag if you cannot prove the value).

However, this compensation is only possible if your baggage has been checked in, i.e. if the carrier has given you a baggage check. Otherwise, your baggage is your responsibility.

The case of Luxembourg

In principle, the Regulation applies to international and domestic travel throughout the European Union. However, member states may provide for derogations for certain types of journeys, notably urban, suburban and regional lines.

In Luxembourg, a Grand-Ducal regulation limits rail passengers' rights for journeys within Luxembourg and to the Grande Région, i.e. the French region of Lorraine, the Belgian provinces of Luxembourg and Liège, and the German regions of Saarland and Rhineland-Palatinate.

As a result, you cannot claim compensation of 50% of the ticket price if, for example, your train from Luxembourg to Nancy, Arlon or Trier arrives two hours late. Certain provisions of the regulation apply, but these are not the provisions relating to delays and cancellations (e.g. the right to a non-discriminatory fare, rules on the carriage of bicycles and rules on the handling of complaints).

For other types of international travel, you benefit from all the rights granted by the European regulation.

Complaints and claims

Railway companies must have a complaints department where passengers can lodge complaints. Complaints should preferably be made in writing, with all supporting documentation. (Please note: check the relatively short deadlines imposed: 3 months for compensation in the event of train delays or cancellations, 21 days for baggage delays, 3 days maximum for damaged baggage).

If you have any doubts or problems with your train journeys, don't hesitate to contact the European Consumer Centre Luxembourg or the European Consumer Centres Network (ECC-Net).



Contactez-nous

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