



Brussels, XXX
[...] (2023) XXX draft

ANNEX

ANNEX

to the

Commission Implementing Regulation

establishing a common form for rail passengers' reimbursement and compensation requests for delays, missed connections and cancellations of rail services in accordance with Regulation (EU) 2021/782 of the European Parliament and of the Council

ANNEX

REIMBURSEMENT AND COMPENSATION FORM

Regulation (EU) 2021/782 of the European Parliament and of the Council¹

Passengers may use this form to request reimbursement or compensation from railway undertakings, ticket vendors and tour operators where they suffer delays, missed connections or cancellations of rail services.

Passengers have the right to use this form. At the same time, please note that the use of this form is not mandatory. Some railway undertakings, ticket vendors or tour operators might have an online form or similar system in place on their website or via a mobile application to process reimbursement or compensation requests.

1. Reason(s) of your request

Please indicate with a cross [X] the reason that applies to your request and fill out the relevant parts of the form clearly in block letters

<input type="checkbox"/> Delay	<input type="checkbox"/> Missed connection	<input type="checkbox"/> Cancellation
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2. Your journey details

<u>2.1. Name of railway company (and ticket vendor or tour operator, where relevant):</u>
<u>2.2. Scheduled journey</u> 2.2.1. Departure date (day/month/year):/...../..... 2.2.2. Departure station: 2.2.3. Destination station: 2.2.4. Scheduled time of departure (hour/minutes): : ... 2.2.5. Scheduled time of arrival at destination (hour/minutes): : ... 2.2.6. Category of train/train no.: 2.2.7. Booking Reference/Ticket Number: 2.2.8. Ticket price:
<u>2.3 Actual journey</u> 2.3.1. Date of actual arrival (day/month/year):/...../..... 2.3.2. Actual time of departure (hour/minutes): : ... 2.3.3. Actual time of arrival at final destination (hour/minutes): : ... 2.3.4. Category of train/train no.:

¹ Regulation (EU) 2021/782 of the European Parliament and of the Council of 29 April 2021 on rail passengers' rights and obligations (OJ L 172, 17.5.2021, p. 1)

3. Nature of your request

Please specify your claim(s) with a cross [X].

- Reimbursement from **railway undertaking** of the ticket*,**
- Due to a cancelled train or missed connection leading to a delay at arrival at the final destination of 60 minutes or more.
 - For a delay at arrival at the final destination of 60 minutes or more.
- Compensation from **railway undertaking****
- For a delay at arrival at the final destination of 60 to 119 minutes.
 - For a delay at arrival at the final destination of 120 minutes or more.
 - For recurrent delays or cancellations of more than 60 minutes suffered by a passenger holding a travel pass or season ticket.
 - For recurrent delays of less than 60 minutes suffered by a passenger holding a travel pass or season ticket.
- Reimbursement of the costs from **railway undertaking** for using other providers of transport services or other costs (bills for other railway undertaking, bus, coach, taxi, hotel or other accommodation, meals, refreshments, phone-call bills)
- Reimbursement of the ticket and compensation from **ticket vendor or tour operator** in the event of one or more missed connections

Please note that you cannot apply for compensation and reimbursement from railway undertakings, ticket vendors or tour operators where you missed one or more connections where all of the following conditions apply:

1. *You bought a ticket or tickets in a single commercial transaction for a journey including one or more connections;*
2. *It is mentioned on the tickets, or on another (electronic) document, that the tickets represent separate transport contracts;*
3. *You were informed of this prior to purchase.*

** You are not entitled to reimbursement of the ticket where the railway undertaking offered and made the necessary arrangements for your re-routing or journey continuation to your final destination, and you accepted this offer.*

*** You can apply either for compensation or for reimbursement of the ticket from a railway undertaking, but not both for the same journey .*

Find more information on your passenger rights and on the means to claim your rights on:

- The “Your Europe” website:
www.europa.eu/youreurope/citizens/travel
- The “Your Passenger Rights” app by scanning the QR code.
- Europe Direct by phone
00 800 6 7 8 9 10 11



Personal details

<p><u>4.1. Name</u> 4.1.1. First name: 4.1.2. Last Name:</p>
<p><u>4.2. Address</u> 4.2.2. Street name: 4.2.3. Nr: 4.2.3. Country:4.2.4 Postal code: 4.2.5. City/Town:</p>
<p><u>4.3. Contact details</u> 4.3.1. Email address: 4.3.2. Telephone number:</p>
<p><u>4.4. Preferred form of payment for reimbursement/compensation:</u> <i>(please mark only one box)</i> <input type="checkbox"/> Money <input type="checkbox"/> Vouchers and/or other services</p>
<p><u>4.5 Payment details</u> <i>(in case of preference for reimbursement/compensation in money)</i> 4.5.1. IBAN: 4.5.2. SWIFT/BIC: 4.5.3. Name of account holder <i>(first name, last name)</i>:</p>

PLEASE ATTACH RELEVANT DOCUMENTS

(e.g., copy of ticket or reservation, including its cost)

Data protection rules apply. **I hereby authorise the recipient of this common reimbursement and compensation form to share my personal data with other relevant parties if required for the processing of my request**

Please indicate with a cross [X]

YES NO

I hereby declare that all of the information provided in this form is true and accurate in all respects and for all the passengers

Date of application *(day/month/year)*:/..../....

Place of application:

.....

(signature)