



International Rail Transport Committee
Comité international des transports ferroviaires
Internationales Eisenbahntransportkomitee

Edition 15 December 2024

Agreement concerning Journey Continuation in respect of International Passenger Traffic by Rail (AJC)

Applicable with effect from 1 July 2019

This document is restricted to CIT members

In accordance with point 2.6 a) of the CIT Statutes, this document is a **recommendation** and only binds members to the extent that members adopt it (opting-in principle).

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Earlier versions are available here: <https://www.cit-rail.org/en/passenger-traffic/products/>

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Preamble

Railway undertakings commit themselves within the framework of this agreement to take action to support international passengers in the event of disruption to their journeys as a consequence of delay or cancellation. The objective of this agreement is to offer passengers the opportunity to continue their journeys to the final destination, without extra cost, as a commercial gesture. Therefore the content of this agreement shall not be disclosed.

1 General provisions

1.1 Subject-matter

This agreement is to govern the relationships between participating railway undertakings (in accordance with [point 1.2](#)) by specifying standard principles to support international passengers in the event of disruption to their journeys as a consequence of delay or cancellation.

1.2 Participation

1.2.1 Opting-in principle

Every railway undertaking which is a member of the CIT may be a party to this agreement.

A railway undertaking which is not a member of the CIT may also adhere to the agreement.

1.2.2 Procedure for participation and withdrawal

Railway undertakings may adhere to this agreement at any time by sending a written declaration to the CIT General Secretariat. The agreement is to take effect on the first day of the second month after it has been notified to the other participants.

Withdrawals from this agreement must be made in writing to the CIT General Secretariat by giving six months' notice to take effect on 1 January of the following year.

Even if a railway undertaking withdraws from the agreement, the agreement is nevertheless to remain applicable among the other participating railway undertakings.

1.2.3 List of participating railway undertakings

The CIT General Secretariat publishes a list of railway undertakings participating in the agreement as [Annex 1](#) to this agreement on the [CIT website](#).

1.3 Purpose and scope

This agreement aims at facilitating the continuation of the journey of international passengers who are stranded in between ¹ connecting trains, especially for those holding several tickets (several IRT or a mix of NRT, IRT, RPT, etc). It applies under the following conditions:

1.3.1 International passengers

This agreement is to apply only to international passengers (i.e. crossing a border between two states) whose journey is disrupted, regardless whether they have one or several contracts for their journey.

¹ Amendment No.4 from 7th June 2023.

1.3.2 Missed connection between ² trains

This agreement is to apply only to connections between ³ rail services operated by participating railway undertakings, which may be international, national long distance, regional, and/or suburban services. Participating railway undertakings may choose to restrict the scope of this agreement to specific services only (e.g. international and national long distance services), by giving a two months' written notice to the CIT General Secretariat. This information will be published in the [Annex 1](#) to this agreement on the [CIT website](#).

This agreement is also to apply between rail services and bus services when the latter are subject to the same special conditions of carriage – in particular to the SCIC-NRT – and are included in the rail ticket(s) as part of the journey.

1.3.3 Reasonable connecting time

This agreement is to apply only when passengers have allowed a reasonable time to make the connection between the two rail services involved, as provided for by the official railway planners (e.g. MERITS, Hafas, etc.).

1.3.4 Continuation ⁴ with the same carriers

This agreement is to allow for continuation ⁵ on the trains of the same carriers as those operating the trains that were missed. This includes continuation on trains with mandatory reservation (e.g. night trains, high speed trains), subject to the accommodation available. Participating railway undertakings may specify conditions to grant access to trains with mandatory reservation (as indicated in [point 2.4](#)), by giving a two months' written notice to the CIT General Secretariat.

1.3.5 Continuation with the original tickets and a confirmation of delay

This agreement is to allow for continuation only with the original tickets together with a proof that the incoming train was delayed, without extra costs for passengers.

1.4 **Derogations**

Railway undertakings may derogate from this agreement in order to offer better conditions to passengers. If a special agreement between two or more undertakings derogates from this agreement, then that agreement applies only to the relationship between those undertakings.

1.5 **Definitions**

The terms used in this agreement are defined in the [CIT Glossary](#) which forms an integral part of this agreement.

1.6 **Disputes and law applicable**

As far as is possible, railway undertakings participating in this agreement are to settle disputes on its interpretation and application amicably. In order to do this they may call on the CIT General Secretariat for assistance. The option to refer to arbitration tribunals or ordinary courts remains open.

This agreement is subject to Swiss law.

1.7 **Entry into force**

This agreement comes into effect on 1 January 2019.

² Amendment No.4 from 7th June 2023.

³ Amendment No.4 from 7 June 2023.

⁴ Amendment No.4 from 7th June 2023.

⁵ Amendment No.4 from 7th June 2023.

2 Continuation of the journey in case of missed connections

2.1 General principles

Railway undertakings ensure that the following procedures are in place internally:

1. information is delivered to passengers about the conditions for continuation ([point 2.2](#));
2. confirmation of the delay is delivered to passengers on request ([point 2.3](#));
3. railway staff are able to check that conditions for continuation are fulfilled ([points 1.3 and 2.4](#)).

2.2 Information to passengers

2.2.1 Duty to inform

Railway undertakings must inform passengers on delayed trains or in stations with cancelled trains of the procedures to be followed for continuation, taking particular care of passengers making international journeys with one or more connections.

2.2.2 Key information

Passengers need to know that continuation is possible, that they must ask for a proof of delay to be able to continue their journey and who they should ask for this proof.

The following information should therefore be passed on to passengers:

- the need to obtain a statement confirming delay to facilitate the continuation of the journey, particularly if the continuation involves trains on which reservations are required;
- details of the staff who are able to issue this statement: ticket examiner, train manager, station staff, booking office, specific helpdesk, etc.;
- the conditions set by operators for continuing the journey, as described in [point 2.4](#);
- the fact that continuation is provided as a commercial gesture from railway undertakings; the principles according to [points 3.4, 3.5 and 3.6 of the GCC-CIV/PRR](#) apply;
- the fact that continuation is possible only ⁶ with the same carriers;
- the fact that there is no guarantee of a seat on the next available train.

2.2.3 Information channels

It is up to the railway undertaking responsible for assistance to decide how to provide passengers with this information, in particular:

- on board of delayed trains in motion;
- in stations when trains are cancelled;
- at ticket offices, call centers or help desks, when passengers ask for information about their journeys.

⁶ Amendment No.4 from 7th June 2023.

2.2.4 Coordination between railway undertakings

Railway undertakings may coordinate with their neighboring partners the messages they deliver to passengers e.g. on cross-border trains or in important rail hubs.

2.3 **Proof of delay**

2.3.1 Duty to issue a confirmation of delay

In accordance with Articles 207 PRR and 11 CIV, railway undertakings must provide passengers with a confirmation of delay on request.

Railway undertakings are free to choose the form of proof of delay which they supply to passengers. Staff, who supply the proof of delay, also provide passengers with details of the arrangements for continuing their journey ([point 2.4](#)).

2.3.2 Exchange of information between participating railway undertakings

Railway undertakings are to exchange information about means of proof of delay in order for the staff of other undertakings to be able to recognise statements, stamps and other endorsements. They are to send examples of valid documentation issued to prove the delay to the CIT General Secretariat and to make sure they are updated as necessary.

The CIT General Secretariat publishes the list of confirmation of delay as [Annex 2](#) to this agreement on the [CIT website](#).

2.3.3 Staff training

Railway undertakings make sure that their staff are trained to provide passengers with confirmation of delay and recognise documentation issued by other operators to confirm delays, in particular documentation issued by neighboring railway undertakings (in stations and on-board of trains).

In order to avoid fraud, staff must be able to recognise valid documentation and to refuse invalid documentation.

2.4 **Special conditions for continuation**

2.4.1 Duty to provide continuation for free

Railway undertakings must provide continuation without extra costs for passengers, under the terms of this agreement.

2.4.2 Possible restrictions to continuation

As mentioned in [point 1.3.4](#), railway undertakings may place restrictions on the continuation of the journey, e.g. linked to the availability of accommodation or the need to get a new ticket (free of charge).

2.4.3 Exchange of information between participating railway undertakings

Railway undertakings are to exchange information about specific conditions for continuation in order for the staff of other undertakings to be able to inform their passengers about them. They are to send conditions for each type of train requiring reservations to the CIT General Secretariat and to make sure they are updated as necessary.

The CIT General Secretariat publishes the list of conditions for continuation as [Annex 3](#) to this agreement on the [CIT website](#).

⁷ Amendment No.4 from 7th June 2023.

2.4.4 Staff training

Railway undertakings make sure that their staff are trained so that they can inform passengers about special conditions for continuation quickly and effectively when passengers present their tickets and want to know how they can continue their journeys.

In order to reduce the number of claims, staff must be able to give clear and correct information on those conditions.

The CIT General Secretariat publishes the Information leaflet for railway personnel as [Annex 4](#) to this agreement on the [CIT website](#).

List of participating railway undertakings and contact persons

Participating RU	Contact Person Name	Email	Phone	Participating since
BLS	Hugo Furrer	Hugo.Furrer@bls.ch	+41 (0)58 327 3279	2017-07-01
ČD	Jana Peléšková	Peleskova@gr.cd.cz	+420 724 460 665	2017-07-01
CFL	Marc Loewen	marc.loewen@cfl.lu	+352 4990 4811	2017-07-01
DB	Oliver Hirschfeld	Oliver.Hirschfeld@deutschebahn.com	+49 69 265 14140	2017-07-01
	Volker Mertens	Volker.Mertens@deutschebahn.com	+49 69 265 59220	
DSB	Søren Hede Løgstrup	shl@dsb.dk	+45 24682545	2017-07-01
Eurostar International Limited	Sarah Jones	Sarah.jones@eurostar.com	+44 (1233)617534	2024-09-01
GYSEV	Ildiko Nemethne Gara	igara@gysev.hu	+36 30 23 77 589	2024-02-01
HŽPP	Sanja Poslončec Milanović	Sanja.Posloncec@hzpp.hr	+385 (0) 1 4534 391	2023-11-01
MÁV-START	Pál Haragos	haragos.pal@mav-start.hu	+36 (30) 606 5981	2023-04-01
NS	Willem Maarten van Luijn	maarten.vanluijn@ns.nl	+31617169994	2017-07-01
	Bob Vinke	bob.vinke@ns.nl	+31620252955	
ÖBB	Alfred Mandl	Alfred.Mandl@pv.oebb.at	+43 1 93000 36349 +43 6646175707	2017-07-01
PKP IC	Daria Dymowska-Zwierz	daria.dymowska@intercity.pl	+48 601 361 057	2024-01-01
	Piotr Pilski	piotr.pilski@intercity.pl	+48 697 016 647	
Renfe	Fátima Faustino	fmfaustino@renfe.es	+34 661 279 670	2017-07-01
	Amparo de Villar	adevillar@renfe.es	+34 661 279 581	
SBB/CFF	Thomas Schönfisch	thomas.schoenfisch@sbb.ch	+41 51 220 34 26 +41 79 876 29 92	2017-07-01
SJ	Malin Boshuis	malin.boshuis@sj.se	+46 (76) 10 20 881	2019-05-01
SNCB/NMBS	Kris Vierstraete	kris.vierstraete@b-rail.be	+32 2 528 25 37	2017-07-01
SNCF	Nathalie Thomas	Nathalie.thomas@sncf.fr	+33 6 21 90 18 13	2017-07-01
SZ	Miran Čuk	miran.cuk@slo-zeleznice.si	+386 1 29 12 517	2017-07-01
THI Factory	Sarah Jones	Sarah.jones@eurostar.com	+44 (1233)617534	2024-09-01
Trenitalia	Massimiliano Astrologo	M.Astrologo@trenitali.a.it	+335 7646099	2017-07-01
ZSSK	Alena Dolezalova	Dolezalova.Alena@slovakrail.sk	+421 55 229 5077	2017-07-01

1 CIT's harmonised confirmation of delay/cancellation/missing the connection

The harmonised confirmation was developed at CIT level and adopted in 2023 (meeting of the CIV Committee on 26 September 2023). It is recommended that all railway undertakings use it whenever possible.⁸

Issuing undertaking (logo/name)		Confirmation issued (Year/Month/Day/Place)	
Confirmation of delay/cancellation/missing the connection			
		Issued to ticket no*	
		Number/ID of confirmation*	
Travel date (Year/Month/Day/)		Train no. (and category)	
In station			
<input type="checkbox"/> Delayed by minutes			
<input type="checkbox"/> Cancelled			
<input type="checkbox"/> Missed connection for train no. to station			
from station*			
<input type="checkbox"/> Continuation or rerouting or authorization to travel by different train* (route or/and type and no. of train)			
Signature/ticket punch/date stamp/ID of confirmation			
<input type="checkbox"/> Other remarks (to be completed by rail staff)*			
*Optional fields			

2 Sample collection (alphabetic order)⁹

BLS

Ticket "Delay confirmation" issued on delayed train (similar to SBB confirmation of delay)

⁸ Amendment No. 5 from 10th December 2023.

⁹ Amendment No. 5 from 10th December 2023.

BESTÄTIGUNG NICHT ÜBERTRAGBAR
VOM: 07.06.2017

VERSÄTUNG/ANSCHL. BRUCH

GÜLTIG ZU BILLET-NR.
52522
Tanner Erich
CH-3232 INS
06.09.1969

Verspätung ZUG 358 (14Min),
Anschlüsse in Bern nicht
sichergestellt . .

UNTERSCHRIFT:
GILT NICHT ALS FAHRAUSWEIS. BEI
ANTRAG AUF RÜCKERSTATTUNG NUR BEI
GLEICHZEITIGER VORLAGE DES
DAZUGEHÖRIGEN BILLETTS SOWIE
UNTER BERÜCKSICHTIGUNG DER
GELTENDEN TARIFE/AGB.

04489 / 101 993971 07061607 / ARTIKEL-NR: 010691

F021214.02

Manual "Delay confirmation" issued at BLS stations or BLS Reisezentren:

bis

Bestätigung

Wir bestätigen, dass folgender Zug heute mit Verspätung verkehrt
ist. Wir bitten Sie um Entschuldigung.

Verkehrszeiten ab
..... an

Verspätung

Bemerkungen
.....

PZB 02/2005

ČD (1/2)

Ticket “Delay confirmation” issued on delayed trains (in CZ, DE and EN):

ČD České dráhy, a.s.
Nábřeží L. Svobody 1222, Praha 1,
PSC: 110 16 DIČ: CZ70994226

1154 ČD POP9709 255 171 *1111-706
15.1.2020 11:14 11111 Praha hl.n.

Potvrzení o zpoždění

Vlak č. 171
byl na svém příjezdu/odjezdu
dne 15.1.2020
ve stanici
Praha hl.n.
o 95 min opožděn.
K dokladu číslo: 123456789

ČD České dráhy, a.s.
Nábřeží L. Svobody 1222, Praha 1,
PSC: 110 16 DIČ: CZ70994226

1154 ČD POP9709 255 171 *1111-707
15.1.2020 11:15 11111 Praha hl.n.

Verspätungsbescheinigung

Zug Nr. 171
ist am 15.1.2020 in der Station
Praha hl.n.
mit 95 Minuten verspätet
angekommen/abgefahren.
Zum Fahrdokument Nr.: 123456789

ČD České dráhy, a.s.
Nábřeží L. Svobody 1222, Praha 1,
PSC: 110 16 DIČ: CZ70994226

1154 ČD POP9709 255 171 *1111-708
15.1.2020 11:15 11111 Praha hl.n.

Confirmation of delay

Train No. 171
was on 15.1.2020 at station
Praha hl.n.
about 95 minutes delayed.
To the ticket no.: 123456789

ČD České dráhy, a.s.
Nábřeží L. Svobody 1222, Praha 1,
PSC: 110 16 DIČ: CZ70994226

1154 ČD POP9709 255 170 *1111-709
15.1.2020 11:16 11111 Praha hl.n.

Potvrzení o odřeknutí

Vlak č. 170
byl
dne 15.1.2020
ve stanici
Praha hl.n.
odřeknut.
K dokladu číslo: 987654321

ČD České dráhy, a.s.
Nábřeží L. Svobody 1222, Praha 1,
PSC: 110 16 DIČ: CZ70994226

1154 ČD POP9709 255 170 *1111-710
15.1.2020 11:16 11111 Praha hl.n.

Zugausfallbescheinigung

Zug Nr. 170
war am 15.1.2020 am Bahnhof
Praha hl.n.
abgesagt.
Zum Fahrdokument Nr.: 987654321

ČD České dráhy, a.s.
Nábřeží L. Svobody 1222, Praha 1,
PSC: 110 16 DIČ: CZ70994226

1154 ČD POP9709 255 170 *1111-711
15.1.2020 11:16 11111 Praha hl.n.

Confirmation of cancellation

Train No. 170
was on 15.1.2020 at station
Praha hl.n.
cancelled.
To the ticket no.: 987654321

ČD (2/2)

Ticket "Delay confirmation" issued at ČD stations (in CZ, DE or EN):

DELAY CONFIRMATION	
Issuer	: 18561
Station	: 5457076 Praha hl.n.
Issued	: 15.01.2020 13:04
Trans. num.:	*0001-796
Ticket no.:	123645789
The EC 173 Hungaria train was delayed by 180 minutes at the Praha hl.n. Railway station on 14 January 2020.	

BESTÄTIGUNG DER VERSPÄTUNG	
Aussteller	: 18561
Bahnhof	: 5457076 Praha hl.n.
Ausgestellt:	15.01.2020 13:05
Transnummer:	*0001-797
Dokument Nr:	123456789
Zug EC 173 Hungaria hatte am 14.01.2020 am Bahnhof Praha hl.n. eine Verspätung von 180 Minuten.	

POTVRZENÍ O ZPOŽDĚNÍ	
Výdejce	: 18561
Stanice	: 5457076 Praha hl.n.
Vydáno	: 15.01.2020 13:03
Trans. č.	: *0001-794
K dokl. č.	: 5421368777
Vlak EC 173 Hungaria byl dne 14.01.2020 ve stanici Praha hl.n. 180 minut opožděn.	

POTVRZENÍ O ODŘEKnutí	
Výdejce	: 18561
Stanice	: 5457076 Praha hl.n.
Vydáno	: 15.01.2020 13:06
Trans. č.	: *0001-798
K dokl. č.	: 12345678
Vlak EC 173 Hungaria byl dne 14.01.2020 ve stanici Praha hl.n. odřeknut.	

CANCELLATION CONFIRMATION	
Issuer	: 18561
Station	: 5457076 Praha hl.n.
Issued	: 15.01.2020 13:07
Trans. num.:	*0001-799
Ticket no.:	123456789
The EC 173 Hungaria train was cancelled at the Praha hl.n. Railway station on 14 January 2020.	

BESTÄTIGUNG DER ABSAGE	
Aussteller	: 18561
Bahnhof	: 5457076 Praha hl.n.
Ausgestellt:	15.01.2020 13:07
Transnummer:	*0001-800
Dokument Nr:	123456789
Zug EC 173 Hungaria hatte am 14.01.2020 am Bahnhof Praha hl.n. abgesagt.	

CFL (1/3)

Delay confirmation issued at CFL stations:



Attestation de retard - Verspätungsbescheinigung - Confirmation of delay

Train Zug Train	<input type="text"/>	du vom from	<input type="text"/>
	(numéro, Nummer, Number)		(date, Datum, Date)
en provenance de kommend aus arriving from			
<input type="text"/>			
(gare origine du train, Ursprungsbahnhof des Zuges, origin station of the train)			
Heure d'arrivée réelle: Tatsächliche Ankunftszeit: Real Arrival Time:			
<input type="text"/>			
<input type="checkbox"/>	en retard de um delayed by	<input type="text"/>	minutes Minuten verspätet minutes
<input type="checkbox"/>	supprimé ausgefallen cancelled		
Gare de départ Abfahrtsbahnhof Departure station	<input type="text"/>	du voyageur des Reisenden of the passenger	
Gare destinataire Zielbahnhof Destination station	<input type="text"/>	du voyageur des Reisenden of the passenger	
Signature Unterschrift Signature	Timbre à date de la gare Datumsstempel des Bahnhofs Date stamp of the station		
<input type="text"/>	<input type="text"/>		

Stamp "Missed connection" or "Cancellation" issued at CFL stations:

Train No.....	correspondance manquée / supprimé;
valable via.....	par train No.....
en.....	classe jusqu'au

CFL (2/3)

Confirmation of delay (FR/EN and GER/EN):

CFL Attestation de retard	CFL Verspätungsbeleg
<p>Cher voyageur, <i>Dear passenger,</i></p> <p>Les CFL certifient que votre train 5104 circulant de Trier-Hbf vers Luxembourg le 03.01.2023 a eu un retard de 20 minutes à son arrivée à Luxembourg.</p> <p>Pour toute question, nous vous prions de bien vouloir vous adresser à notre service "Suggestions & Réclamations Clients" en appelant le +352 4990 5555 ou par e-mail à qualite@cfl.lu.</p> <p>Nous vous prions de bien vouloir nous excuser pour les désagréments engendrés par ce retard et vous souhaitons un agréable voyage à bord de nos trains.</p> <p><i>CFL hereby confirm that the train 5104 from Trier-Hbf to Luxembourg on 03.01.2023 has a delay of 20 minutes when arriving at Luxembourg</i></p> <p><i>If you have any questions, please contact our department "Suggestions & Reclamations Clients" by phone +352 4990 5555 or by email to qualite@cfl.lu</i></p> <p><i>We apologise for any inconvenience caused by this delay and wish you a pleasant journey on board our trains.</i></p> <p>SNCFL ***** TESTSYSTEM ***** 9, Pl. de la Gare L-1616 Luxembourg</p> <p>Kontrollleur Nr. / Controller nr. 7222 Erstellt am / Issued on 03.01.2023, 08:32</p>	<p>Sehr geehrter Fahrgast, <i>Dear passenger,</i></p> <p>Die CFL bestätigen hiermit, dass der Zug 5104 von Trier-Hbf nach Luxembourg am 03.01.2023 eine Verspätung von 20 Minuten bei der Ankunft in Luxembourg hatte.</p> <p>Bei Fragen wenden Sie sich bitte an unseren Service "Suggestions & Réclamations Clients" (Kunden Vorschläge & Beschwerden) per Anruf +352 4990 5555 oder per E-Mail an qualite@cfl.lu.</p> <p>Wir bitten um Entschuldigung für die Unannehmlichkeiten die durch diese Verzögerung entstanden sind und wünschen Ihnen weiterhin eine gute Fahrt an Bord von unseren Zügen.</p> <p><i>CFL hereby confirm that the train 5104 from Trier-Hbf to Luxembourg on 03.01.2023 has a delay of 20 minutes when arriving at Luxembourg</i></p> <p><i>If you have any questions, please contact our department "Suggestions & Reclamations Clients" by phone +352 4990 5555 or by email to qualite@cfl.lu</i></p> <p><i>We apologise for any inconvenience caused by this delay and wish you a pleasant journey on board our trains.</i></p> <p>SNCFL ***** TESTSYSTEM ***** 9, Pl. de la Gare L-1616 Luxembourg</p> <p>Kontrollleur Nr. / Controller nr. 7222 Erstellt am / Issued on 03.01.2023, 08:34</p>

Confirmation of cancellation (FR/EN and GER/EN):

<p>CFL Attestation de suppression</p> <p>Cher voyageur, <i>Dear passenger,</i></p> <p>Les CFL certifient que votre train 5104 circulant de Trier-Hbf vers Luxembourg le 03.01.2023 a été supprimé. Le retard est inconnu au moment de l'édition du justificatif.</p> <p>Pour toute question, nous vous prions de bien vouloir vous adresser à notre service "Suggestions & Réclamations Clients" en appelant le +352 4990 5555 ou par e-mail à qualite@cfl.lu.</p> <p>Nous vous prions de bien vouloir nous excuser pour les désagréments engendrés par cette annulation et vous souhaitons un agréable voyage à bord de nos trains.</p> <p><i>CFL hereby confirm that the train 5104 from Trier-Hbf to Luxembourg on 03.01.2023 has been cancelled. The delay for the passenger was indefinite at the time the receipt was issued.</i></p> <p><i>If you have any questions, please contact our department, "Suggestions & Reclamations Clients" by phone +352 4990 5555 or by email to qualite@cfl.lu</i></p> <p><i>We apologise for any inconvenience caused by this cancellation and wish you a pleasant journey on board our trains.</i></p> <p>SNCFL ***** TESTSYSTEM ***** 9, Pl. de la Gare L-1616 Luxembourg</p> <p>Kontrollleur Nr. / Controller nr. 7ZZZ Erstellt am / Issued on 03.01.2023, 08:33</p>	<p>CFL Zugausfallbeleg</p> <p>Sehr geehrter Fahrgast, <i>Dear passenger,</i></p> <p>Die CFL bestätigen hiermit, dass der Zug 5104 von Trier-Hbf nach Luxembourg am 03.01.2023 ausgefallen ist. Der Fahrgast hat dabei eine unbestimmte Verspätung zum Zeitpunkt der Belegausstellung bei der Ankunft erlitten.</p> <p>Bei Fragen wenden Sie sich bitte an unseren Service "Suggestions & Réclamations Clients" (Kunden Vorschläge & Beschwerden) per Anruf +352 4990 5555 oder per E-Mail an qualite@cfl.lu.</p> <p>Wir bitten um Entschuldigung für die Unannehmlichkeiten die durch diesen Ausfall entstanden sind und wünschen Ihnen weiterhin eine gute Fahrt an Bord von unseren Zügen.</p> <p><i>CFL hereby confirm that the train 5104 from Trier-Hbf to Luxembourg on 03.01.2023 has been cancelled. The delay for the passenger was indefinite at the time the receipt was issued.</i></p> <p><i>If you have any questions, please contact our department, "Suggestions & Reclamations Clients" by phone +352 4990 5555 or by email to qualite@cfl.lu</i></p> <p><i>We apologise for any inconvenience caused by this cancellation and wish you a pleasant journey on board our trains.</i></p> <p>SNCFL ***** TESTSYSTEM ***** 9, Pl. de la Gare L-1616 Luxembourg</p> <p>Kontrollleur Nr. / Controller nr. 7ZZZ Erstellt am / Issued on 03.01.2023, 08:34</p>
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DB (1/5)

DB Bescheinigung Fahrgastrechte	
Von:	Nach:
<input type="checkbox"/> Ankunft in _____	
mit _____ Min. Verspätung	
<input type="checkbox"/> Zugausfall ab _____	
<input type="checkbox"/> Rückbeförderung* von _____	
nach _____	
<input type="checkbox"/> Zugbindung für Weiterfahrt aufgehoben	
<input type="checkbox"/> Sonstiges:	
779629-205	13.07.19
MTx Entwickl	
Frankfurt	*In Zügen der DB ohne Erwerb einer neuen Fahrkarte

DB Bescheinigung für die Verspätung des Zuges
ICE 557 in Berlin Hbf am 21.10.2020

Zug	Bahnhof	Geplante Ankunftszeit	Verspätung	Tatsächliche Ankunftszeit
ICE 557	Berlin Hbf	15:10	45 Minuten	15:55
		Geplante Abfahrtszeit	Verspätung	Tatsächliche Abfahrtszeit
		15:14	44 Minuten	15:58


Gültigkeitsbeleg

Dieser Verspätungsbeleg ist ein offizieller Ausdruck der Deutschen Bahn AG und daher ohne Stempel und Unterschrift gültig. Zur Überprüfung der Gültigkeit rufen Sie bitte die unten stehende Validierungs-URL über Ihren Browser auf oder scannen Sie den unten stehenden QR-Code mit einem internetfähigen Endgerät ein.

Validierungs-URL

<https://www.bahnhof.de/bescheinigungsservice/1CWM1ANQ>

Bitte beachten Sie, dass die Validierungs-URL maximal 30 Tage nach Eintreten der Verspätung online verfügbar ist.



← Verspätungsbescheinigung

DB Bescheinigung über die Verspätung des Zuges ICE 599
in Frankfurt (Main) Hbf am 21.10.2020.

Zug ICE 599	Bahnhof Frankfurt (Main) Hbf
Geplante Ankunft 15:44	Verspätung 19 Minuten
Tatsächliche Ankunft 16:03	
Geplante Abfahrt 15:50	Verspätung 23 Minuten
Tatsächliche Abfahrt 16:13	

Validierungs-URL
<https://www.bahnhof.de/bescheinigungsservice/2W6IX7QZ>



Bitte beachten Sie, dass die Validierungs-URL maximal 30 Tage nach Eintreten der Verspätung online verfügbar ist.

Gültigkeitsbeleg

Dieser Verspätungsbeleg ist ein offizieller Ausdruck der Deutschen Bahn AG und daher ohne Stempel und Unterschrift gültig. Zur Überprüfung der Gültigkeit rufen Sie bitte die oben stehende Validierungs-URL über Ihren Browser auf oder scannen Sie den QR Code mit einem internetfähigen Endgerät ein.

Confirmation of the delay by the train staff on the backside of the ticket:

The image shows three examples of train tickets with handwritten delay confirmations on the backside. Each ticket has a barcode at the top with the number 15 02420132. The backside of each ticket contains the following text:

Es gelten die nationalen und internationalen Beförderungsbedingungen der jeweiligen Beförderer bzw. innerhalb von Verkehrsverbünden und Tarifgemeinschaften deren Beförderungsbedingungen. Den jeweiligen Beförderer finden Sie unter: www.DieBeforderer.de bzw. www.bahn.de/gb. Eine Fahrkarte entspricht grundsätzlich einem Beförderungsvertrag. Vertraglicher Beförderer können dabei ein oder mehrere Verkehrsunternehmen sein.

Informationen zu den Fahrgastrechten erhalten Sie bei Ihrem Zugbegleiter, einer Verkaufsstelle oder unter www.fahrgastrechte.info bzw. www.bahn.de/fahrgastrechte. Bitte beachten Sie: Ihre Fahrkarte wurde auf Thermopapier gedruckt. Schützen Sie das Papier vor Sonneneinstrahlung, Feuchtigkeit, Wärme und schädigenden Stoffen, die z.B. in Klarschichten/hüllen enthalten sind. ©/CT 2012 LIC 1080 DE F4330 (HAL 12/14)

The handwritten confirmations are:

- 12.06.2017: Zugbindung aufgehoben (12.06.2017)
- 12.06.2017: EC 100 + 180 Min. (12.06.2017)
- 12.06.2017: Ausfall ICE 370 (12.06.2017)

Form to confirm the missed connection and to allow the use of another train:

„Bescheinigung“ für Zugbegleitpersonal

Vordruck Nr. 601.4062V01

DB BAHN

Bescheinigung

Zug - Nr. _____ Anschluss versäumt
ausgefallen
gültig über _____¹⁾ für Zug - Nr. _____
bis _____²⁾ (Datum)

¹⁾ nur bei Beförderung über einen längeren Weg
²⁾ nur bei Verlängerung der Geltungsdauer der Fahrkarte

bei freier Rückbeförderung

Zug - Nr. _____ Anschluss versäumt
ausgefallen
gültig _____
von _____ nach _____
(Bahnhof, auf dem die Reise aufgegeben wird)
über _____ für Zug - Nr. _____ in der _____ Wagenklasse

Normalpreis
Fahrkarte(n)-Nr. _____
von _____ bis _____

nur von _____ Person(en), davon _____ Kinder/er von 6 bis einschl. 14 Jahren /
BC 25-Inhaber / BC 50-Inhaber /
teilweise ¹⁾ benutzt. ²⁾ nicht zutreffendes streichen

(Verkaufsstelle - stempeln) (Unterschrift des Zub / KiN, Verkehrsaufsicht
oder der örtlichen Verkaufsstelle)

Zugabdruck
Unterschrift und Zangenabdruck/Stempel erforderlich
V601.4062V01 Bescheinigung A5 Bk50 09.13

☐ ... Reisende(r) mit _____ Fahrkarte(n) 1. Klasse Nr. _____
Automatenfahrkarte(n)

oder

☐ Reisender mit Touch&Travel für die 1. Wagenklasse
mit Touch&Travel-Kundennr.: _____
angemeldet in _____

hat _____ am _____ 20 _____ den _____ Zug Nr. _____
haben _____ im _____

von _____ nach _____
die 2. Wagenklasse benutzt

☐ wegen Platzmangel in der 1. Wagenklasse
☐ wegen Fehlens der 1. Wagenklasse ☐ freiwillig

Reisende(r) _____ fährt _____ am _____ 20 _____
(Anzahl der Reisenden) fahren _____ von _____ nach _____

ohne Fahrkarte in der _____ Wagenklasse.
Grund: ☐ Verspätung ☐ Ausfall Zug-Nr. _____
☐ Passbeanstandung d. Passkontrolldienst _____

Fahrkarte(n) Nr. _____
von _____ nach _____

☐ irrtümlich entwertet - zur Rückfahrt noch gültig
☐ irrtümlich abgetrennt - noch gültig

Sonstiges

(Unterschrift des Zub / KiN, Verkehrs-
aufsicht oder der örtlichen Verkaufsstelle)

Zugabdruck
Zutreffendes ankreuzen ☒
Unterschrift und Zangenabdruck/Stempel erforderlich

DB (3/5)

Ticket "Missed connection" issued at stations:

DB NETZE
DB Station&Service AG
Service Point Würzburg

06. Aug. 2013

Zug-Nr. 116 584
Zug-Nr. 120 584

Zugbindung aufgehoben
Service Point Würzburg

DB

Bescheinigung

☐ Zugverspätung ¹⁾ ☒ Zugausfall ¹⁾

Zug 527, planmäßig Abfahrt ² 9:24 Uhr
Zugkategorie + Nummer Ankunft ²

ist heute mit Minuten Verspätung in abgefahren ²
eingetroffen ²
ausgefallen ²

☒ Anschlussregelung ¹⁾ (nur für Fahrkarten mit Zugbindung)

Weiterbeförderung mit Zug-Nr. 133

Ort, Datum

Unterschrift

1) Zutreffendes ankreuzen
2) Nichtzutreffendes streichen

DB Station&Service AG
Service Aschaffenburg Hbf

Stempel St&S

Bescheinigung über Zugverspätung / Anschlussregelung

Stamp “Missed connection” issued in DB Reisezentrum travel centres:

DB BAHN

DB Verkehr GmbH
Reisenzeitung Hamburg Hbf

193237 193237 193237

(C) CIT 1996

193237 001 08042

193237 001 08041

Es gelten die jeweiligen nationalen und internationalen Tarif- und Beförderungsbestimmungen der Deutschen Bahn AG sowie innerhalb von Verkehrsverbünden Tarifgemeinschaften der jeweiligen Bestimmungen.

Bei Fragen zu den Fahrgastrechten wenden Sie sich bitte an Ihren Zugbegleiter oder an eine Verkaufsstelle.

Bitte beachten Sie! Bei Ihrer Fahrkarte handelt es sich um Thermo-
papier. Schützen Sie das Papier vor Sonnenstrahlung, Feuer-
gefahr, Wärme und anderen schädlichen Stoffen wie Fetten oder
Lösungsmitteln, wie z.B. in Klebstoffen, Radiergummi oder
Lösungsmitte, die den Eintragungs- oder Manipulations-
änderungen der Eintragungen oder Manipulationen
machen die Fahrkarte ungültig.

Vielen Dank, dass Sie sich Thermo-Bahn entscheiden
haben! Wir wünschen Ihnen eine angenehme Reise.

DB Fernverkehr AG DB Fern AG
Stephensstrasse 1, 60328 Frankfurt am Main

Es gelten die jeweiligen nationalen und internationalen Tarif- und Beförderungsbestimmungen der Deutschen Bahn AG sowie innerhalb von Verkehrsverbünden Tarifgemeinschaften der jeweiligen Bestimmungen.

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gefahr, Wärme und anderen schädlichen Stoffen wie Fetten oder
Lösungsmitteln, wie z.B. in Klebstoffen, Radiergummi oder
Lösungsmitte, die den Eintragungs- oder Manipulations-
änderungen der Eintragungen oder Manipulationen
machen die Fahrkarte ungültig.

Vielen Dank, dass Sie sich Thermo-Bahn entscheiden
haben! Wir wünschen Ihnen eine angenehme Reise.

DB Fernverkehr AG DB Fern AG
Stephensstrasse 1, 60328 Frankfurt am Main

DB (5/5)

Stamp "Missed connection" issued in DB Reisezentrum travel centres (HOTNAT procedure):

DB ICE Fahrkarte
CIV 1080 **EUROPA-SPEZ. BELG**
GILT NUR IN GEDRUCKTEN
Gültigkeit: 10.05.14 - 02.06.14

Erwachsener

VON Hannover

<1080,1088> (19.05.2014) H-Hbf 8:31 ICE654/K-Hbf 11:43 ICE16

Europa-Spez. Belgien

Preis EUR ***89,00

822130661 Zur Fahrt 25
16.05.14 ungültig 00
10:31
© CIT 1996

186578036
370877762
19328429-91






Next Di: ***60,72 ***9,69

HOP ON THE NEXT TRAIN
HOP ON THE NEXT TRAIN
Railteam

Durch die Bescheinigung des HOTNAT-Stempel wird die Freigabe für den THA erteilt

DSB

DSB "Traffic disturbance ticket" (=«driftsforstyrrelse») issued for a SJ train (with compulsory reservation):

	DSB BILLET + RESERVATION				TESTESEN TEST		
	CIV 1186 HIGH-SPEED TRAIN				01 VOKSEN		
	DETTE ER IKKE EN GENNEMGAAENDE BILLET						
			FRA -> TIL				KLASSE
	20.11 *	07:07 *	MALMO C *	-> STHLM CENTRAL *	20.11 *	11:33 *	2 *
TOG 526 X2 VOGN 5 SIDDE				15			
IKKE RYGER							
01 ÆNDRING		DRIFTFORSTYRRELSE KUN GYLDIG MED ANDEN BILLET		TRANSPORTØR 1174		PRIS: DKK *****0.00 *****	
746838136455 IV DNR:TQPDDJB Ref:shl							
SUPPORT SL2606 281024 09:42				1/1			

Stamps issued to certify delays:

GTV-CIT 13.6.2a Missed connection Train nr. _____ cancelled Valid by train nr. _____ In _____ Class
--

GTV-CIT 13.6.2a Missed connection Train nr. _____ cancelled <i>LEFT WITHOUT CONNECTION</i> Valid by train nr. _____ In _____ Class

DSB Rejsecenter 18 OKT. 2014 Københavns Hovedbanegård 1570 København V	<i>PLEASE ACCEPT</i> <i>ONE TO DELAY FROM.....</i> <i>BITTE ANGEHMENEN</i> <i>KEBEN VERZÄTUNG AUS.....</i>
---	---



Proof of delay or cancellation for onward travel

Preuve de retard ou d'annulation pour la poursuite du voyage

Bewijs van vertraging of annulering voor de vervolgreis

Nachweis der Verspätung oder Annullierung für die Weiterreise

Date Datum	Length of delay Durée du retard Duur van de vertraging Dauer der Verspätung
Train number Numéro de train Treinnummer Zugnummer:	



If you miss your connecting train because of a delay or cancellation, this form will allow you to carry on with your journey at no extra cost. Just show the form and your original ticket to the train manager or station staff of your connecting train provider. The following conditions apply:



- You must travel with the same train provider on the same route as your original connecting train or on the next high-speed train if Railteam's HOTNAT scheme applies.
- The train manager or station team of your connecting train provider must issue a new ticket before you travel.
- Our usual ticket terms and conditions still apply.

Scan the QR code for more information



Si vous manquez votre correspondance en raison d'un retard ou d'une annulation, ce formulaire vous permettra de poursuivre votre voyage sans frais supplémentaires. Il vous suffit de présenter ce formulaire et votre billet original aux chef-fes de bord ou aux équipes en gare de la compagnie ferroviaire assurant votre correspondance. Sous réserve des conditions suivantes :

- Vous devez voyager avec la même compagnie ferroviaire sur la même ligne que votre correspondance initialement prévue ou à bord du prochain train à grande vitesse si le service HOTNAT de Railteam s'applique.
- Les chef-fes de bord ou l'équipe en gare de la compagnie ferroviaire assurant votre correspondance doivent émettre un nouveau billet avant votre voyage.
- Nos conditions générales habituelles restent en vigueur.

Scannez le QR code pour plus d'informations



Als je je aansluitende trein mist door een vertraging of annulering, kun je met dit formulier zonder extra kosten verder reizen. Toon gewoon het formulier en je originele ticket aan de treinmanager of het stationspersoneel van je aansluitende treinaanbieder. De volgende voorwaarden zijn van toepassing:

- Je moet met dezelfde treinaanbieder reizen op hetzelfde traject als je oorspronkelijke aansluitende trein of met de eerstvolgende hogesnelheidstrein als het HOTNAT-programma van Railteam van toepassing is.
- De treinmanager of het stationsteam van je aansluitende treinaanbieder moet een nieuw ticket uitgeven voordat je vertrekt.
- Onze gebruikelijke ticketvoorwaarden blijven van toepassing.

Scan de QR-code voor meer info



Wenn Sie Ihren Anschlusszug aufgrund einer Verspätung oder eines Zugausfalls verpassen, können Sie mit diesem Formular Ihre Reise ohne zusätzliche Kosten fortsetzen. Legen Sie einfach das Formular und Ihre Originalfahrkarte dem Zug- oder Bahnhofspersonal Ihres Anschlusszugbetreibers vor. Es gelten die folgenden Bedingungen:

- Sie müssen mit demselben Zuganbieter auf der gleichen Strecke wie Ihr ursprünglicher Anschlusszug reisen oder mit dem nächsten Hochgeschwindigkeitszug, wenn das HOTNAT-Programm von Railteam greift.
- Der Zugmanager bzw. die Zugmanagerin oder das Bahnhofsteam Ihres Anschlusszuganbieters müssen vor Ihrer Reise eine neue Fahrkarte ausstellen.
- Unsere üblichen Fahrkartenbedingungen gelten weiterhin.

Scannen Sie den QR-Code für weitere Informationen

NOTE: The delay confirmation for Eurostar International Limited and THI Factory is identical.

GYSEV (1/4)

Sample of confirmation of missed connection issued on board the train (EN, DE, HU):

4302246-S1/001
8907
2023.12.11. 10:58
IG4302246S1000013
CIV 0043

Igazolás
Utazásra jogosít az eredeti menetjeggyel együtt
Igazolás csatlakozás mulasztásról
Jegykiadó:
Győr-Sopron-Ebenfurti Vasút
Jegysorszám:
4302246S10000133
Csatlakozást mulasztott vonatszáma:
312
Érvényes vonat száma:
310
Érvényes útirány:
Szentgotthárd
Érvényes kocsiosztály:
2
céllállomás:
Graz Hbf.

A menetjegye(ke)t és az igazolást meg kell őrizni az esetleges igényérvényesítés céljából.

4302725-F1/041
985
2023.12.20. 11:12
IG4302725F1000001
CIV 0043

Confirmation
Valid for travel together with the original ticket
Certificate of failure to connect
Issuing undertaking:
MÁV-START Zrt.
Ticket number:
3223
Missed connection train number:
985
valid train number:
983
Class:
2
Destination point:
Budapest- Keleti
Proof of travel and statement of delay are to be presented for claim compensation.

4302725-F1/041
985
2023.12.20. 11:19
IG4302725F1000004
CIV 0043

Bescheinigung
Bescheinigung ist gültig mit originaler Fahrkarte.
Zertifikat über fehlgeschlagene Verbindung
Ausgebendes Unternehmen:
MÁV-START Zrt.
Fahrkarten nummer:
46533
Nummer des
Zuges:
985
gültige Zugnummer:
983
Klasse:
2
Bestimmungsbahnhof:
Budapest- Keleti
Fahrkarten und die Bescheinigung über Zugverspätung sind aufzubewahren zwecks eventueller Anspruchserhebung.

GYSEV (2/4)

Sample of confirmation of train delay issued on board the train (EN, DE, HU):

4302246-S1/001
8907
2023.12.11. 10:56
IG4302246S1000012
CIV 0043

Bescheinigung
Nicht gültig für Weiterfahrt
Zugverspätung
Ausgebendes Unternehmen:
Győr-Sopron-Ebenfurti Vasút
Fahrkarten nummer:
4302246S10000133
Ausgabeort der Fahrkarte:
ÖBB
Startbahnhof:
Sopron
Bestimmungsbahnhof:
Szentgotthárd
Nummer des verspäteten Zuges:
312
Ankunftszeit:
2023.12.11. 10:05
Verspätungszeit:
40
Neue Zugnummer:
310
Fahrkarten und die Bescheinigung über Zugverspätung sind aufzubewahren zwecks eventueller Anspruchserhebung.

4302246-S1/001
8907
2023.12.11. 10:54
IG4302246S1000011
CIV 0043

Confirmation
Not valid for travel
Train delay
Issuing undertaking:
Győr-Sopron-Ebenfurti Vasút
Ticket number:
4302246S10000133
Issuing place of the certificate:
ÖBB
Departure station:
Sopron
Destination point:
Szentgotthárd
Delayed train number:
312
Arrival time:
2023.12.11. 10:05
Time of delay:
40
New train number:
310
Proof of travel and statement of delay are to be presented for claim compensation.

4302246-S1/001
8907
2023.12.11. 10:52
IG4302246S1000010
CIV 0043

Igazolás
Utazásra nem jogosít
Vonatkésés
Jegykiadó:
Győr-Sopron-Ebenfurti Vasút
Jegysorszám:
4302246S10000133
Kiindulási állomás:
Sopron
Céllállomás:
Szentgotthárd
Késési vonat száma:
312
Érkezési idő:
2023.12.12. 10:03
Késés perc:
40
Ismeret út vonat száma:
310
A menetjegye(ke)t és az igazolást meg kell őrizni az esetleges igényérvényesítés céljából.

GYSEV (3/4)

Sample of confirmation of train delay issued at station (ticket-counter) (EN, DE, HU):

4302246-B6/20
Szombathely GYSEV
2023.12.11. 10:17
IG4302246B6000027

Confirmation
Not valid for travel
Train delay

Issuing undertaking: **Osztérak Vasutak**
Ticket number: **1234567890**

Departure station: **Sopron**
Destination point: **Szentgotthard**
Delayed train number: **9184**
Arrival time: **2023.12.11 10:01**
Time of delay: **40**

Proof of travel and statement of delay are to be presented for claim compensation.

4302246-B6/20
Szombathely GYSEV
2023.12.11. 10:17
IG4302246B6000028

Bescheinigung
Nicht gültig für Weiterfahrt
Zugverspätung

Ausgebendes Unternehmen: **Osztérak Vasutak**
Fahrkartennummer: **1234567890**

Startbahnhof: **Sopron**
Bestimmungsbahnhof: **Szentgotthard**
Nummer des verspäteten Zuges: **9184**
Ankunftszeit: **2023.12.11 10:01**
Verspätungszeit: **40**

Fahrkarten und die Bescheinigung über Zugverspätung sind aufzubewahren zwecks eventueller Anspruchserhebung.

4302246-B6/20
Szombathely GYSEV
2023.12.11. 10:15
IG4302246B6000026

Igazolás
Utazásra nem jogosít
Vonatkésés

Jegykiadó: **Osztérak Vasutak**
Jegysorszám: **1234567890**

Kiindulási állomás: **Sopron**
Célállomás: **Szentgotthard**
Készt vonat száma: **9184**
Érkezési idő: **2023.12.11 10:01**
Késés - perc: **40**

A menetjegye(ke)t és az igazolást meg kell őrizni az esetleges igényérvényesítés céljából.

GYSEV (4/4)

Sample of confirmation of missed connection (EN, DE, HU):

4302725-A2/41
Sopron
2023.12.20. 11:16
IG4302725A2000004

Confirmation
Valid for travel together with the original ticket

Certificate of failure to connect

Issuing undertaking: **MÁV-START Zrt.**
Ticket number: **1111**

Missed connection train number: **985**
Valid train number: **983**
Class: **2**
Destination point: **Budapest-Keleti**

Proof of travel and statement of delay are to be presented for claim compensation.

4302725-A2/41
Sopron
2023.12.20. 11:11
IG4302725A2000005

Bescheinigung
Bescheinigung ist gültig mit originaler Fahrkarte

Zertifikat über fehlgeschlagene Verbindung

Ausgebendes Unternehmen: **MÁV-START Zrt.**
Fahrkartennummer: **1111**

Nummer des Zuges: **985**
gültige Zugnummer: **983**
Klasse: **2**
Bestimmungsbahnhof: **Budapest-Keleti**

Fahrkarten und die Bescheinigung über Zugverspätung sind aufzubewahren zwecks eventueller Anspruchserhebung.

4302246-B6/20
Szombathely GYSEV
2023.12.11. 10:20
IG4302246B6000029

Igazolás
Utazásra jogosít az eredeti menetjeggyel együtt

Igazolás csatlakozás mulasztásáról


Jegykiadó: **Osztérak Vasutak**
Jegysorszám: **1234567890**

Csatlakozást mulasztott vonatszám: **312**
Érvényes vonat száma: **310**
Érvényes útirány: **Szentgotthard**
Érvényes kocsiosztály: **2**
Célállomás: **Graz Hbf.**

A menetjegye(ke)t és az igazolást meg kell őrizni az esetleges igényérvényesítés céljából.

HŽPP (1/3)

Manual confirmation issued on trains and at stations

**POTVRDA - CONFIRMATION**

Datum putovanja / Date of Travel _____

Vlak broj / Train No. _____

☐ kasnio / delayed by _____ minuta / minutes

☐ otkazan / cancelled

Kolodvor / Station _____

info:
060 333 444
+ 385 (0)1 472 4026
www.hzpp.hr

Potpis / Signature

Pečat / Stamp

HŽPP (2/3)

Confirmation of the delay by the train staff placed on the backside of the ticket

datum 12.05.2023.
vlak 412
kasnije +20

21612 020681493

© CIT 2012
HR117815

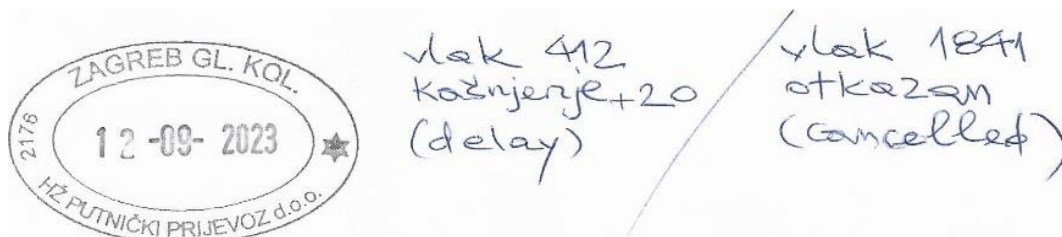
datum 20.07.2023.
vlak 1841
otkazao

21612 020681491

© CIT 2012
HR117815

HŽPP (3/3)

Sample of confirmation and stamps for continuation:



12

MÁV-START (1/4)

Sample of delay confirmation - on-board and ticket office (DE, EN, HU)

The blue text says "sample for educational purposes" in Hungarian, it will not be on the actual ticket.

DE	EN	HU
<p>MÁV-START Vasúti Személyszállító Zrt.</p> <p>5501016-KK/200 915</p> <p>2023.02.14. 15:03 IG5501016KK000034</p> <p>CIV 1155</p> <p>Bescheinigung Nicht gültig für Weiterfahrt Zugverspätung</p> <p>Ausgebendes Unternehmen: MÁV-START Zrt. Fahrkartennummer: 025020001654</p> <p>Startbahnhof: Székesfehérvár Bestimmungsbahnhof: Wien Hbf Nummer des verspäteten Zuges: 915 Ankunftszeit: 2023.02.14 16:30 Verspätungszeit: 39</p> <p>Fahrkarten und die Bescheinigung über Zugverspätung sind aufzubewahren zwecks eventueller Anspruchserhebung.</p>	<p>MÁV-START Vasúti Személyszállító Zrt.</p> <p>5501016-KK/200 915</p> <p>2023.02.14. 15:02 IG5501016KK000035</p> <p>CIV 1155</p> <p>Confirmation Not valid for travel Train delay</p> <p>Issuing undertaking: MÁV-START Zrt. Ticket number: 025020001654</p> <p>Departure station: Székesfehérvár Destination point: Wien Hbf Delayed train number: 915 Arrival time: 2023.02.14 16:30 Time of delay: 39</p> <p>Proof of travel and statement of delay are to be presented for claim compensation.</p>	<p>MÁV-START Vasúti Személyszállító Zrt.</p> <p>5501016-KK/200 915</p> <p>2023.02.14. 15:01 IG5501016KK000034</p> <p>CIV 1155</p> <p>Igazolás Utazásra nem jogosít Vonatkésés</p> <p>Jegykiadó: MÁV-START Zrt. Jegysorszám: 025020001654</p> <p>Kiindulási állomás: Székesfehérvár Célállomás: Wien Hbf Késett vonat száma: 915 Érkezési idő: 2023.02.14 16:30 Késés - perc: 39</p> <p>A menetjegye(ke)t és az igazolást meg kell őrizni az esetleges igényérvényesítés céljából.</p>
<p>MÁV-START Vasúti Személyszállító Zrt.</p> <p>5501032-A5/04 Budaörs</p> <p>2023.02.14. 08:38 IG5501032A5000009</p> <p>CIV 1155</p> <p>Bescheinigung Nicht gültig für Weiterfahrt Zugverspätung</p> <p>Ausgebendes Unternehmen: MÁV-START Zrt. Fahrkartennummer: 025020001653</p> <p>Startbahnhof: Székesfehérvár Bestimmungsbahnhof: Budapest-Kelenf. Nummer des verspäteten Zuges: 909 Ankunftszeit: 2023.02.14 11:00 Verspätungszeit: 69</p> <p>Fahrkarten und die Bescheinigung über Zugverspätung sind aufzubewahren zwecks eventueller Anspruchserhebung.</p>	<p>MÁV-START Vasúti Személyszállító Zrt.</p> <p>5501032-A5/04 Budaörs</p> <p>2023.02.14. 08:37 IG5501032A5000008</p> <p>CIV 1155</p> <p>Confirmation Not valid for travel Train delay</p> <p>Issuing undertaking: MÁV-START Zrt. Ticket number: 025020001653</p> <p>Departure station: Székesfehérvár Destination point: Budapest-Kelenf. Delayed train number: 909 Arrival time: 2023.02.14 11:00 Time of delay: 69</p> <p>Proof of travel and statement of delay are to be presented for claim compensation.</p>	<p>MÁV-START Vasúti Személyszállító Zrt.</p> <p>5501032-A5/04 Budaörs</p> <p>2023.02.14. 08:36 IG5501032A5000007</p> <p>CIV 1155</p> <p>Igazolás Utazásra nem jogosít Vonatkésés</p> <p>Jegykiadó: MÁV-START Zrt. Jegysorszám: 025020001653</p> <p>Kiindulási állomás: Székesfehérvár Célállomás: Budapest-Kelenf. Késett vonat száma: 909 Érkezési idő: 2023.02.14 11:00 Késés - perc: 69</p> <p>A menetjegye(ke)t és az igazolást meg kell őrizni az esetleges igényérvényesítés céljából.</p>

MÁV-START (2/4)

Sample of confirmation of the missed connection – on board and ticket office (DE, EN, HU)

The blue text says “sample for educational purposes” in Hungarian, it will not be on the actual ticket.

<p>MÁV-START Vasúti Személyszállító Zrt.</p> <p>5501016-KK/200 915 2023.02.14. 15:12 IG5501016KK000042</p> <p>CIV 1155</p> <p>Bescheinigung Bescheinigung ist gültig mit originaler Fahrkarte.</p> <p>Zugausfall Ausgehendes Unternehmen: MÁV-START Zrt. Fahrkartennummer: 025020001654 Nummer des ausgefallenen Zuges: 68 Startbahnhof: Kelenföld [Budapest-Kelenföld] Bestimmungsbahnhof: Wien Hbf Nummer des ausgewiesenen Zuges: 148</p> <p>Fahrkarten und die Bescheinigung über Zugverspätung sind aufzubewahren zwecks eventueller Anspruchserhebung</p>	<p>MÁV-START Vasúti Személyszállító Zrt.</p> <p>5501016-KK/200 915 2023.02.14. 15:11 IG5501016KK000041</p> <p>CIV 1155</p> <p>Confirmation Valid for travel together with the original ticket</p> <p>Train cancellation Issuing undertaking: MÁV-START Zrt. Ticket number: 025020001654 Cancelled train number: 68 Departure station: Kelenföld [Budapest-Kelenföld] Destination point: Wien Hbf Number of assigned train: 148 Proof of travel and statement of delay are to be presented for claim compensation.</p>	<p>MÁV-START Vasúti Személyszállító Zrt.</p> <p>5501016-KK/200 915 2023.02.14. 15:11 IG5501016KK000040</p> <p>CIV 1155</p> <p>Igazolás Utazásra jogosít az eredeti menetjeggyel együtt</p> <p>Vonatkimaradás Jegykiadó: MÁV-START Zrt. Jegysorszám: 025020001654 Kimaradt vonat száma: 68 Kiindulási állomás: Kelenföld [Budapest-Kelenföld] Célállomás: Wien Hbf Kijelölt vonat száma: 148 A menetjegye(ke)t és az igazolást meg kell őrizni az esetleges igényérvényesítés céljából.</p>
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<p>MÁV-START Vasúti Személyszállító Zrt.</p> <p>5501032-A5/04 Budaörs 2023.02.14. 08:31 IG5501032A5000006</p> <p>CIV 1155</p> <p>Bescheinigung Bescheinigung ist gültig mit originaler Fahrkarte.</p> <p>Igazolás csatlakozás mulasztásról Ausgehendes Unternehmen: MÁV-START Zrt. Fahrkartennummer: 025020001653 Nummer des Zuges: 62 gültige Zugnummer: 142 Klasse: 2 Bestimmungsbahnhof: Wien Hbf.</p> <p>Fahrkarten und die Bescheinigung über Zugverspätung sind aufzubewahren zwecks eventueller Anspruchserhebung.</p>	<p>MÁV-START Vasúti Személyszállító Zrt.</p> <p>5501032-A5/04 Budaörs 2023.02.14. 08:30 IG5501032A5000005</p> <p>CIV 1155</p> <p>Confirmation Valid for travel together with the original ticket</p> <p>Igazolás csatlakozás mulasztásról Issuing undertaking: MÁV-START Zrt. Ticket number: 025020001653 Missed connection train number: 62 valid train number: 142 Class: 2 Destination point: Wien Hbf.</p> <p>Proof of travel and statement of delay are to be presented for claim compensation.</p>	<p>MÁV-START Vasúti Személyszállító Zrt.</p> <p>5501032-A5/04 Budaörs 2023.02.14. 08:30 IG5501032A5000004</p> <p>CIV 1155</p> <p>Igazolás Utazásra jogosít az eredeti menetjeggyel együtt</p> <p>Igazolás csatlakozás mulasztásról Jegykiadó: MÁV-START Zrt. Jegysorszám: 025020001653 Csatlakozást mulasztott vonatszám: 62 Érvényes vonat száma: 142 Érvényes kocsiosztály: 2 célállomás: Wien Hbf.</p> <p>A menetjegye(ke)t és az igazolást meg kell őrizni az esetleges igényérvényesítés céljából.</p>
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MÁV-START (3/4)

Sample of confirmation of train cancellation – on board and ticket office (DE, EN, HU)

The blue text says "sample for educational purposes" in Hungarian, it will not be on the actual ticket.

MÁV-START
Vasúti Személyszállító Zrt.

5501016-KK/200
2023.02.14. 15:12
IG5501016KK000042

CIV 1155

Bescheinigung
Bescheinigung ist gültig mit originaler Fahrkarte.

Zugausfall
Ausgebendes Unternehmen:
MÁV-START Zrt.
Fahrkartennummer:
025020001654
Nummer des ausgefallenen Zuges:
68
Startbahnhof:
Kelenföld [Budapest-Kelenföld]
Bestimmungsbahnhof:
Wien Hbf
Nummer des ausgewiesenen Zuges:
148

Fahrkarten und die Bescheinigung über Zugverspätung sind aufzubewahren zwecks eventueller Anspruchserhebung

MÁV-START
Vasúti Személyszállító Zrt.

5501016-KK/200
2023.02.14. 15:11
IG5501016KK000041

CIV 1155

Confirmation
Valid for travel together with the original ticket

Train cancellation
Issuing undertaking:
MÁV-START Zrt.
Ticket number:
025020001654
Cancelled train number:
68
Departure station:
Kelenföld [Budapest-Kelenföld]
Destination point:
Wien Hbf
Number of assigned train:
148
Proof of travel and statement of delay are to be presented for claim compensation.

MÁV-START
Vasúti Személyszállító Zrt.

5501016-KK/200
2023.02.14. 15:11
IG5501016KK000040

CIV 1155

Igazolás
Utazásra jogosít az eredeti menetjeggyel együtt

Vonatkimaradás
Jegykiadó:
MÁV-START Zrt.
Jegysorszám:
025020001654
Kimaradt vonat száma:
68
Kiindulási állomás:
Kelenföld [Budapest-Kelenföld]
Célállomás:
Wien Hbf
Kijelölt vonat száma:
148
A menetjegye(ke)t és az igazolást meg kell őrizni az esetleges igényérvényesítés céljából.

MÁV-START
Vasúti Személyszállító Zrt.

5501032-A5/04
Budaörs
2023.02.14. 08:44
IG5501032A5000012

CIV 1155

Bescheinigung
Bescheinigung ist gültig mit originaler Fahrkarte.

Zugausfall
Ausgebendes Unternehmen:
MÁV-START Zrt.
Fahrkartennummer:
025020001653
Nummer des ausgefallenen Zuges:
909
Startbahnhof:
Szekesfehervar
Bestimmungsbahnhof:
Budapest-Kelenf.
Nummer des ausgewiesenen Zuges:
847

Fahrkarten und die Bescheinigung über Zugverspätung sind aufzubewahren zwecks eventueller Anspruchserhebung

MÁV-START
Vasúti Személyszállító Zrt.

5501032-A5/04
Budaörs
2023.02.14. 08:43
IG5501032A5000011

CIV 1155

Confirmation
Valid for travel together with the original ticket

Train cancellation
Issuing undertaking:
MÁV-START Zrt.
Ticket number:
025020001653
Cancelled train number:
909
Departure station:
Szekesfehervar
Destination point:
Budapest-Kelenf.
Number of assigned train:
847
Proof of travel and statement of delay are to be presented for claim compensation.

MÁV-START
Vasúti Személyszállító Zrt.

5501032-A5/04
Budaörs
2023.02.14. 08:42
IG5501032A5000010

CIV 1155

Igazolás
Utazásra jogosít az eredeti menetjeggyel együtt


Vonatkimaradás
Jegykiadó:
MÁV-START Zrt.
Jegysorszám:
025020001653
Kimaradt vonat száma:
909
Kiindulási állomás:
Szekesfehervar
Célállomás:
Budapest-Kelenf.
Kijelölt vonat száma:
847
A menetjegye(ke)t és az igazolást meg kell őrizni az esetleges igényérvényesítés céljából.

MÁV-START (4/4)

Manual missed connection

407 sz. vonat csatl. mulasztott ; érvényes Bikarakeresztés (Gr) on át a 347 sz. vonatra 2 osztályon Brasov -ig.
 kimaradt
 Zug Nr. Anschluss versäumt ; gültig über für Zug Nr. in ... Klasse bis
 ausgefallen
 Train Nr. missed connection ; valid via by train Nr. in ... class until
 cancelled
 Eng. szám: Gy. -0000/20 23 Sorszám: **AM 000004**

Csatlakozásmulasztás miatt érvényes München Hbf. -ig.
 Vonatkimaradás
 Wegen Anschlussversäumnis gültig bis
 Zugausfall
 Owing to missed connection valid until
 cancellation of train
 Eng. szám: Gy. -0000/20 23 Sorszám: **BM 000005**

Budapest-Nyugati Debrecen -ig nem használta, mivel a 352 sz. vonathoz a csatlakozást elmulasztotta
 sz. vonat miatt kimaradt
 Von bis nicht benutzt, weil Anschluss an Zug Nr. versäumt
 Zug Nr. infolge ausgefallen
 Not used from to owing to missing connecting train Nr.
 Cancellation of train Nr. by reason of
 Eng. szám: Gy. -0000/20 23 Sorszám: **CM 000001**

NS (1/3)

Multifunctional delay/cancellation/missing the connection that can be sent to passenger electronically or issued at NS service desk.

Bewijs van Vertraging /Uitval /Missen van de aansluiting Confirmation of delay/cancellation/missing the connection

Datum uitgifte	
Ticket nr/DNR	
Medewerker	

Reisdatum		Treinnr + cat.		Op station	
-----------	--	----------------	--	------------	--

<input type="checkbox"/>	Vertraagd/ Delayed + min		<input type="checkbox"/>	Uitgevallen/ Cancelled
--------------------------	--------------------------	--	--------------------------	------------------------

<input type="checkbox"/>	Treinbinding vervalt/no trainbinding*
--------------------------	---------------------------------------

<input type="checkbox"/>	Treinnr gemiste aansluiting/train no missed connection	
--------------------------	--	--

van/from		naar/to	
----------	--	---------	--

<input type="checkbox"/>	Rerouting: Toestemming om te reizen met /permission to travel with treinnr/train no	
--------------------------	---	--

van/from		naar/to	
----------	--	---------	--

<input type="checkbox"/>	U kunt terugreizen naar uw beginstation/ You can return to your station of origin	
--------------------------	---	--

<input type="checkbox"/>	Niet gebruikt van / Not used from		tot /to	
--------------------------	-----------------------------------	--	---------	--

<input type="checkbox"/>	Overige opmerkingen/ other remarks (in te vullen door medewerker)
--------------------------	---



Dit bewijs van vertraging maakt uw ticket geldig op een beschikbare trein zoals aangegeven. Toon dit bij controle samen met uw oorspronkelijke vervoerbewijs. Meld u bij de Trainmanager. Dit bewijs van vertraging geeft geen zitplaatsgarantie. Let op: deze bevestiging van vertraging is geen vervangend ticket.

How to use this form?

With this proof of delay you can use the mentioned train(s). Show this together with your original ticket. You are requested to go to the train manager. This proof of delay gives you no seat guarantee. Please note: this confirmation of delay does not constitute a ticket.

Comment utiliser ce formulaire?

Cela vous permettez de voyager dans le train marqué. Montrer cela à contrôle avec votre billet original. Présentez-vous aux chef du train. Sans garantie de place assise. Attention: cette confirmation de retard ne constitue pas un billet.



Wie verwende ich dieses Formular?

Mit dieser Nachweis der Verspätung wird Ihre Fahrkarte in einem verfügbaren Zug wie angegeben gültig. Wenn diese Option aktiviert ist, zeigen Sie dies zusammen mit Ihrem Originalticket vor. Melden Sie sich beim Zugbegleiter. Dieser Nachweis der Verspätung garantiert keinen Sitzplatz. Bitte beachten Sie, dass es sich bei dieser Verspätungsbestätigung nicht um ein Ersatzticket handelt.

Signature/ticket punch/date stamp/ID of confirmation

--

Openen en invullen met Adobe Acrobat



NS International

NS 2024

CIT

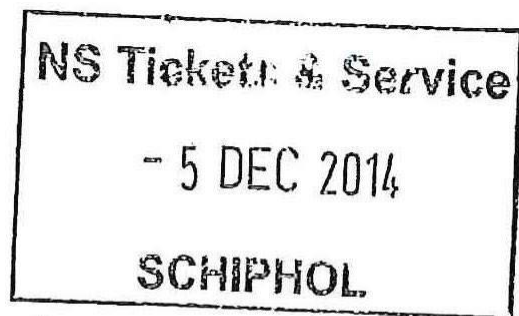
NS (2/3)

Travellers who missed a connecting DB-train, and travelling with a ticket with “Zugbindung” (tied to one selected train):

Anschlussversäumnis wegen Zugverspätung NS
Wegen Zugverspätung am:
wurde Zug-Nr..... nicht erreicht.
Zur Weiterfahrt gültig mit Zug-Nr.....
Bahnhof:.....

Travellers who missed a connecting Thalys train:

THALYS :	THALYS : Toegangsbewijs
Datum :	Datum : Boarding Authorization
Date :	Date : Zitplaats niet gewaarborgd
Nº 0025504	Nº 0025504 Seat not guaranteed



NS Tickets & Service

- 5 DEC. 2014

train 4631
delay 25

- Stamps issued at NS service desks in stations to confirm delays on feeder trains. Very frequent in practice.
- Placed on tickets or in case of an electronic ticket on a sheet of paper in annex.

ÖBB (1/2)

Ticket "Delay confirmation" issued on delayed trains:

ÖBB PV AG	60503797	462190
	765	BAR 952614
		27.01.15/11:51
Bestätigung einer Zugverspätung		
Confirmation of Delay		
Datum/Date	27.01.15/11:51	
Zug/Train	765	
Verspätung/Delay	In Min	10
In/at	WIEN WESTBAHNHOF	
bestätigt	Muster	****0,00
	<small>10% UST</small>	

ÖBB (2/2)

Ticket "Delay confirmation" issued at stations:



Bestätigung über Zugverspätung

Zug-Nr. RJ 49 , Fahrtrichtung Budapest-Keleti ,
mit der Planankunft in Salzburg Hbf
um 08:07 Uhr, ist am 28.10.2014 um 6 Minuten
verspätet angekommen.

Fahrkartennummer für Inhaber von Zeitkarten: _____

Ausgabe am: 28.10.2014, 09:16

Station / Servicestelle _____
(Stempel der Verkaufsstelle / Ausgabestelle)

ÖBB-Personenverkehr AG, Wagramer Straße 17-19, 1220 Wien, FN 248742y, Handelsgericht Wien, DVR 2111135, UID
ATU58044146, ÖVK, Biz 18190, 10014000007, IBAN AT391819010014000007, BIC OVERATWW

PKP IC (1/3)

Confirmation of delay (PL/EN)

Issued at stations

"PKP Intercity" Spółka Akcyjna
POŚWIADCZENIE O OPÓŹNIENIU POCIĄGU

Dnia 30.11.2023 Pociąg 246
jest opóźniony. Przewidywany przyjazd
do stacji BERLIN HBF
z opóźnieniem: około 65 min.
Poświadczenie wydano w pociągu nr: 1525
do biletu nr: TZ5688

14/99999/17/14/1525/AA00002134 30.11.2023 11:21

"PKP Intercity" Spółka Akcyjna
CONFIRMATION OF DELAY

On 30.11.2023 Train No.: 246
is delayed. Estimated arrival
at BERLIN HBF is expected to be delayed
by approximately 65 minutes.
Confirmation issued on train No.: 1525
To the ticket No.: TZ5688

14/99999/17/14/1525/AA00002134 30.11.2023 11:21

Issued on board of trains

PKP INTERCITY S.A.
AL. JERZOLIMSKIE 142 A
02-305 WARSZAWA
BFW3
KASA 141
NIP: 526-25-44-258
29-11-2023 09:23 W003472

NIEFISKALNY

"PKP Intercity" Spółka Akcyjna

POŚWIADCZENIE (13)
Nr: PB191254/141/2023/00038

O OPÓŹNIENIU POCIĄGU

Bilet nr: AR 1234567890
Pociąg nr 1800 dnia 29.11.2023,
przewidywany przyjazd do stacji Poznań Gł.,
z opóźnieniem około 245 min.

CONFIRMATION (13)
No: PB191254/141/2023/00038

DELAY CONFIRMATION

Ticket No: AR 1234567890
Train No. 1800 on 29.11.2023,
estimated arrival at Poznań Gł. station
with a delay of about 245 min.

NIEFISKALNY

29-11-2023 09:23

PKP IC (2/3)

Confirmation of cancellation (PL/EN)

Issued at stations

"PKP Intercity" Spółka Akcyjna
POŚWIADCZENIE O ODWOŁANIU POCIĄGU

Dnia 30.11.2023 Pociąg 103
został odwołany od stacji WARSZAWA CENTR
do stacji WIEN HBF.
Stacja docelowa MUENCHEN HBF. Utracono
skomunikowanie z pociągami nr 46
na stacji WIEN HBF.
Poświadczenie wydano w pociągu nr: 1525
do biletu nr: TZ5676

14/99999/17/14/1525/AA00002134 30.11.2023 11:18

"PKP Intercity" Spółka Akcyjna
CONFIRMATION OF CANCELLATION

On 30.11.2023 train No.: 103
was cancelled from WARSZAWA CENTR station
to WIEN HBF station.
Destination point MUENCHEN HBF Connection
with train No. 46 was missed
at WIEN HBF station.
Confirmation issued on train No.: 1525
To the ticket No.: TZ5676

14/99999/17/14/1525/AA00002134 30.11.2023 11:18

Issued on board of trains

PKP INTERCITY S.A.
AL. JERZOLIMSKIE 142 A
02-305 WARSZAWA
BFW3
KASA 141
NIP: 526-25-44-258
29-11-2023 09:27 W003477

NIEFISKALNY

"PKP Intercity" Spółka Akcyjna

POŚWIADCZENIE (23)
Nr: PB191254/141/2023/00043

O ODWOŁANIU POCIĄGU

Bilet nr: AR 1234567890
Pociąg nr 1800 dnia 29.11.2023 został odwołany
od stacji Warszawa Wsch. do stacji Konin.
Stacja docelowa: Szczecin Gł.
Utracono skomunikowanie z pociągami nr 5600
na stacji Poznań Gł.

CONFIRMATION (23)
No: PB191254/141/2023/00043

CANCELLATION CONFIRMATION

Ticket No: AR 1234567890
Train No. 1800 on 29.11.2023 was cancelled
from Warszawa Wsch. station to Konin station.
Destination station: Szczecin Gł.
Connection with train No. 5600 was missed
at Poznań Gł. station.

NIEFISKALNY

29-11-2023 09:28

Renfe

Ticket “Delay confirmation” issued at Renfe stations for customers requiring a confirmation on paper:

renfe Dirección General de Viajeros
Dirección de Viajeros AVE-Larga Distancia
Gerencia de Corredor Este-Mediterráneo

Justificante de retraso

El tren _____ procedente de/con destino a* _____ ha llegado/salido a/de esta estación con una demora de _____ minutos. Rogamos disculpe las molestias que le hayamos podido ocasionar.

Sello/Segell _____ a _____ de _____ de _____

* Táchese lo que no proceda

renfe Dirección General de Viajeros
Dirección de Viajeros AVE-Larga Distancia
Gerencia de Corredor Este-Mediterráneo

Justificante de retraso
Justificant de retard

El tren _____ procedente de/con destino a* _____ ha llegado/salido a/de esta estación con una demora de _____ minutos. Rogamos disculpe las molestias que le hayamos podido ocasionar.

El tren _____ procedent de/amb destinació _____ ha arribat/sortit a/de esta estació amb una demora de _____ minuts. Prèguem disculpe les molèsties que li hàgem pogut ocasionar.

Sello/Segell _____ a _____ de _____ de _____

* Táchese lo que no proceda

SBB (1/2)

Ticket “Missed connection” issued on delayed train:

Attestation
Train 2125
Du 15.12.2013

Interruption du voyage

À: Neuchâtel
Numéro du billet
123456789

Remarques:
Dommages sur la voie sur tronçon
Neuchâtel Chambrelieu.

N'est pas valable comme
titre de transport. Demande de
remboursement uniquement
sur présentation du billet
correspondant et en respectant
les tarifs/CG en vigueur.

U135148 15122240
INCL. 0.0% TVA/ SBB
2125 CHE-102.909.703 TVA

Ticket “Delay confirmation” and “Missed connection” issued at SBB stations:

BESTÄTIGUNG NICHT ÜBERTRAGBAR
VOM: 10.04.2014

VERSÄTUNG/ANSCHL.BRUCH

GÜLTIG ZU BILLET-NR.
CC789456123
Muster Martin
CH-3000 Bern
01.01.1980

Anschlussbruch Zug 700; Gültig
zur Rückfahrt nach Bern.

UNTERSCHRIFT:

GEHT NICHT ALS FAHRAUSWEIS. BEI
ANTRAG AUF RÜCKERSTATTUNG NUR BEI
GLEICHZEITIGER VORLAGE DES
DAZUGEHÖRIGEN BILLETTS SOWIE
UNTER BERÜCKSICHTIGUNG DER
GELTENDEN TARIFE/AGB.

00111 102 000017 10041014 / ARTIKEL-NR: 010691

ATTESTAZIONE NON CEDIBILE
DEL: 10.04.2014

RITARDO/ROTTURA COINC.

VALEVOLE CON BIGL.NO.:
CC789456123
Muster Martin
CH-3000 Bern
01.01.1980

Rottura die coincidenza treni N.
700; valevole per il ritorno a
Zürigo via Olten.

FIRMA:

NON VALE COME TITOLO DI
TRASPORTO. IN CASO DI RICHIESTA
DI RIMBORSO, IL RIMBORSO È
POSSIBILE SOLO SU PRESENTAZIONE
DEL RISPETTIVO BIGLIETTO NONCHÉ
NEL RISPETTO DELLE TARIFFE/CG
VIGENTI.

00111 102 000022 10041329 / NO ARTICOLO: 010691

SBB (2/2)

Stamp “Missed connection” at SBB stations (example Basel SBB):

Anschlussbruch in _____	
Weiterreise mit Zug/Zügen _____	
Bahnhof Basel SBB	
Basel SBB	
Ticket Nr _____	
NICHT BENUTZT - NOT USED	
NON UTILISÉ - NON UTILIZZATO	
From _____	To _____
DATE _____	
TIME _____	
Signature _____	

SJ (1/2)

SJ Ticket sample of Delay Confirmation

Delay confirmation issued in the affected train (from train staff) and available via SJ Customer Service kundservice@sj.se or via telephone.

Confirmation of Delay on SJ Operation

Date of Travel

Train nr


Cancelled ☐

Delayed ☐

Delayed with

minutes

SJ signature



SJ (2/2)

Ticket «traffic disturbance» (=«trafikstörning»): SJ distribution system enables to issue a new ticket when there is a disturbance, free of charge.

Stockholm Central–Göteborg Central

Stefan Edberg

Booking no: MDSXBWE4

Ticket no: MDSXBWE4-001





Monday, 28 October 2024



05:34 Stockholm Central



08:35 Göteborg Central



 Train 419

 Carriage 6

 Seat 67 Window

SJ High-speed train, X 2000

Adult, 2 class, Refundable

Your journey

 Bistro

 Wheelchair lift

 WiFi

Terms and conditions of purchase and travel

The ticket is non-transferable. On the journey, you need to show a valid ID document (passport, Nordic driving license or ID card, national ID card from an EU country or the Migration Agency's LMA card that shows that you are an asylum seeker).

When purchasing a journey via SJ's channels, you enter into an agreement with SJ. Which regulations apply are regulated in the purchase and travel conditions that you can find via sj.se.

In case of traffic disruptions affecting your journey or upcoming transfers, please contact the staff on board or the customer service of the transport operator where the disruption occurred. If you wish to make a complaint, please contact the operator to which the complaint relates.

The ticket was sold by SJ AB, registration number: 556196-1599

SNCB/NMBS (1/3)

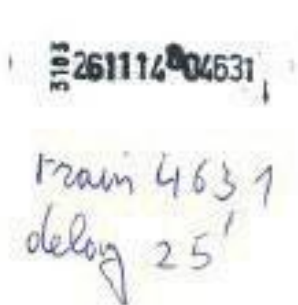
Stamp HOTNAT issued in case of delay or missed connection in the "Departure Today Zone" in Brussels Midi:

The agent will manually add the number of the delayed train, the date and the exact delay.




Punch issued by train manager on board of SNCB train:

(Logically the number of the train will be the same on the stamp and in writing, but if a train is cancelled, the written number will be of the cancelled train, whereas the stamp will be of the replacement train):




SNCB/NMBS (2/3)

Confirmation issued at stations in case of strikes:

	SNCB Mobility
ATTESTATION SUITE À UNE ACTION DE GRÈVE INDÉPENDANTE DE LA VOLONTÉ DE LA SNCB	
<u>Gare de:</u>	BRUXELLES-NORD Rue du Progrès, 76 1030 Bruxelles
Date de délivrance :	
Par suite d'une action de grève le indépendante de la volonté de la SNCB,	
(1) aucun train n'a circulé de àh.	
(1) aucun train n'a circulé sur le réseau.	
(1) aucun train n'a circulé au départ de en direction de	
(1) les trains ont eu un retard moyen de minutes.	
(1) le train n° a eu un retard de minutes, sur la liaison entre (gare de départ) et (gare d'arrivée).	
(1) la correspondance avec le train n° vers n'a pu être assurée.	
Pour le chef de gare, Par ordre,	
(1) Biffer les mentions inutiles.	
<u>ASTUCE</u> : Afin de ne pas faire la file au guichet pour attendre une attestation de retard et par conséquent aggraver votre arrivée tardive au travail, nous vous conseillons de retrouver les données de votre train sur le site www.railtime.be .	
<u>Procédure</u> : Insérer le numéro de votre train (qui se retrouve sur les affiches jaunes et la date de votre voyage. Vous apercevrez l'itinéraire complet de votre train avec son éventuel retard dans les diverses gares.	

SNCB/NMBS (3/3)

Confirmation issued at stations in case of delay or missed connection:

	
ATTESTATION DE RETARD DE TRAIN	
<u>Gare:</u>	BRUXELLES-NORD Rue du Progrès, 76 1030 Bruxelles
<u>Date du retard de train:</u>	
(1) Le train n°	
en provenance de	
est arrivé avec un retard de minutes.	
(2) La correspondance en gare de	
avec train n° à destination de	
n'a pu être assurée.	
Pour le chef de gare, Par ordre,	
<small>(*) Biffer la mention inutile.</small>	
<u>ASTUCE</u> : Afin de ne pas faire la file au guichet pour attendre une attestation de retard et par conséquent aggraver votre arrivée tardive au travail, nous vous conseillons de retrouver les données de votre train sur le site www.railtime.be .	
<u>Procédure</u> : Insérer le numéro de votre train (qui se retrouve sur les affiches jaunes et la date de votre voyage. Vous apercevrez l'itinéraire complet de votre train avec son éventuel retard dans les diverses gares.	

SNCF delay confirmation (1/2)

Most used specimen, in particular in small railway stations:



Examples of delay confirmation, particular to a few large railway stations and rather heterogeneous (at least 5 different models found, 2 presented here):

SNCF Bulletin de retard
Attestation d'un retard à l'arrivée
à Paris Gare de Bercy

Paris Bercy
48bis, bd de Bercy
75012 Paris

N° du train	Arrivée	N° du train	Arrivée	N° du train	Arrivée
891150	09h28	891158	13h22	17766	22h22
891040	07h28	5966	13h57	5990	22h57
5900	07h32	891160	15h22		
17750	08h28	17758	16h22		
5904	08h32	5912	16h49		
5950	08h57	5970	16h57		
5954	09h01	891062	17h22		
891154	09h22	17762	18h22		
892654		891164	19h22		
5908	09h49	5978	19h57		
17754	10h22	17764	20h22		
891156	11h36	5916	20h49		
5962	11h57	5982	20h57		
17756	12h22	5990	21h44		
5910	12h49	891166	21h48		

Retard
5 mn
10 mn
15 mn
20 mn
25 mn
30 mn
35 mn
40 mn
45 mn
50 mn
55 mn
1 h
1 h 15
1 h 30
supprimé

Intercités

T.A.D.
SNCF
20 MAI 2014
Escale

SNCF VOUS REMERCE DE VOTRE COMPRÉHENSION

Rue de 03b3/2014

BULLETIN DE RETARD
S.N.C.F.
01/03/2014
PARIS-NORD

Pour votre information
les bulletins de retard TER et Intercités sont disponibles sur
www.ter-sncf.com
rubrique "Se déplacer en TER / bulletin de retard"

N° TRAIN	Gare d'origine	Heure d'arrivée	Retard
2032	BOULOGNE	19h56	supprimé
848530	AMIENS	20h32	

AVARIE MATERIEL LE TRAIN 2032 EST SUPRIME LES VOYAGEURS
SONT REPORTEES DANS 848530 (20h32)

La SNCF vous prie d'accepter ses excuses pour les désagréments occasionnés et vous remercie de votre compréhension.

Ce document, distribué à la demande de la clientèle, ne peut en aucun cas donner lieu à l'application de la "Garantie Voyageur" SNCF.
Cette garantie est applicable pour un retard TGV ou Intercités, imputable à la SNCF, d'au moins 30 minutes.

SNCF

SNCF (2/2)

Stamp “Missed connection” and authorisation to continue the journey:

SNCF Train Manager makes an on-board announcement inviting passengers with a connection (including an international connection) to come to him. After checking the conditions set for the Pilot (especially the reasonable MCT), the Train Manager:

1. Endorses himself the ticket to prove the delay (train number, time of delay and stamp), if it is a paper ticket (or if it has some paper confirmation for e-tickets for example), or
2. Invites the passenger to contact SNCF Ground Staff (“escale”) at the arrival station if the ticket is completely dematerialised (e.g. M-ticket), to have the delay issued, as he cannot do it by himself with today’s equipment.
3. Pass on to the passenger, on a case to case basis depending on the OD concerned, the instructions disclosed by the relevant “receiving” Partner RU in the context of the Pilot (go to a specific help desk of that RU, go and see the TM of that RU etc...)

BILLET à composer avant l'accès au train

PARIS MONT 1 ET 2 → ANGERS ST LAUD PASQUIER/VALENTIN
01ADULTE

Départ 19/08 à 21H55 de PARIS MONT 1 ET 2 Classe 2 VOITURE 20
Arriv. à 23H29 à ANGERS ST LAUD PLACE ASSISE 87
PERIODE NORMALE TGV 8893 01FENETRE
CARTE 12-25 A PRESENTER-ECH/REMB SOUS CONDITIONS DUO


Départ à **RUPTURE DE CORRESPONDANCE** Service d'Accueil au Train
Arriv. à **Retard de 30 minutes** 19 AOÛT 2012
Autorisé à emprunter le train suivant


Prix par voyageur : 25.00 Escale de Paris Est Prix EUR **25.00
BC CJ11 876736142921 25.00 3008 PN DV 673614292 TS 204517449
PARIS EST 0871361564 020712 19H39 8DED80 Dossier SQUTQO Page 1/1

SNCF PARIS GARE DE LYON ESCALE

Le client possédant le e-billet référence , a subi un retard du train numéro ne lui permettant pas de poursuivre son trajet.

Merci de l'accepter à bord du train numéro à destination de
à h pour une arrivée à h en gare de



Tampon UO Escale - Date 

SZ

Delay confirmation issued on board of train:



A yellow and white train delay confirmation form from Slovenske železnice. The form includes the company logo and name, contact information for SŽ-Potniški promet, d.o.o., and a reference number. It states the delay occurred at Zidani Most station for 18 minutes on October 24, 2024, at 08:26, on train 600258.

Slovenske železnice
SŽ-Potniški promet, d.o.o.
Kolodvorska 11
1506 Ljubljana
ID št. za DDV: SI 89393686

**POTRDILO O ZAMUDI
VLAKA**

Ref: 10070658124951
Zamuda na postaji:
Zidani Most
Minute: 18
Izdano na vlaku: 2200
24.10.2024 08:26 600258 21

Delay confirmation issued at station:



A yellow and white train delay confirmation form from Slovenske železnice. The form includes the company logo and name, contact information for SŽ Potniški promet d.o.o., and a reference number. It states the delay occurred at Litiya station for 7 minutes on October 1, 2024, at 10:59, on train 501 501.DAU.

Slovenske železnice
SŽ Potniški promet d.o.o.
Kolodvorska 11
1000 Ljubljana
ID za DDV: 89393686

Potrdilo o zamudi vlaka

Št. potrdila: 15100820520736
CUID: 36132663186696708
Zamuda na postaji: Litiya
Številka vlaka: 2259
Čas zamude: 7
1. 10. 2024 10:59 Ljubljana 501 501.DAU

THI Factory


See Eurostar International Limited.

Trenitalia

Not used ticket:

DIVISIONE PASSEGGERI L/H	
VENDITA DIRETTA	
CUSTOMER SERVICE LE	
FRECCHE CENTRO SUD-ROMA	
 <i>Biglietto non utilizzato. Unused ticket. Ungenutzte Tickets. Billet non utilisé. Billete no utilizado</i>	
Data,	Matricola

Missed connection:

 TRENITALIA	
GRUPPO FERROVIE DELLO STATO ITALIANO	
Vendita Diretta e Customer Service Le Frecche	
Nord Ovest NI	
Gestione CS Le Frecche Milano	
Causa mancata coincidenza	
per ritardo treno n. _____	
si autorizza il proseguimento	
sul treno n. _____	
del _____	
Operatore Assistenza _____	

Not used ticket:

 TRENITALIA	
GRUPPO FERROVIE DELLO STATO ITALIANO	
Vendita Diretta e Customer Service Le Frecche	
Nord Ovest NI	
Gestione CS Le Frecche Milano	
Non utilizzato	da _____
Non utilisé	
Nicht benutzt	a _____
Not used	
Operatore Assistenza _____	

ZSSK

Confirmation “Missed connection” and other purposes (train + station):

		Železničná spoločnosť Slovensko, a.s. Rožňavská 1, 832 72 Bratislava 3		Peňažná dopl. pokladnice	
POTVRDENIE / VYMÁHANIE CESTOVNÉHO					
Vlák č. dňa /20...		číslo: 000010			
Za trať: z do EUR					
Meno a priezvisko cestujúceho:				dátum narodenia:	
Adresa bydliska:					
Totožnosť zistená:					
<input type="checkbox"/> podľa č. vydaného (kým) v dňa /20...					
druh dokladu					
<input type="checkbox"/> za asistencie príslušníka PZ číslo sídlo PZ					
Predložený cest. doklad: druh č. z do tr. vl.					
Príčina:					
A) Cesta bez platných cestovných dokladov:					
<input type="checkbox"/> cestovný doklad <input type="checkbox"/> úhrada - nehlásená cesta <input type="checkbox"/> povinná rezervácia <input type="checkbox"/> doplatok k neoprávnenému zľavnenému cestovnému					
<input type="checkbox"/> odobralie BČK č. <input type="checkbox"/> iné:					
B) Porušenie PP ZSSK: <input type="checkbox"/> zákaz fajčenia <input type="checkbox"/> poškodenie, znečistenie (vozňa, kupé) <input type="checkbox"/> vulgárne správanie					
<input type="checkbox"/> zastavenie, zdržanie vlaku v stanici: minút <input type="checkbox"/> iné:					
C) Rôzne: <input type="checkbox"/> meškanie vlaku min. <input type="checkbox"/> nevyužitie vyššieho druhu/vozňovej triedy vo vlaku <input type="checkbox"/> menší počet cestujúcich v skupine					
o +15 -15 <input type="checkbox"/> iné:					
Meno a priezvisko člena sprevádzajúceho personálu:					
Podpis člena sprevádzajúceho personálu:			Podpis cestujúceho: *		
<small>* Cestujúci je informovaný o tom, že Železničná spoločnosť Slovensko, a.s. bude spracovávať jeho osobné údaje v rozsahu, ktorý je nevyhnutný na vymáhanie cestovného podľa § 7 ods. 4 písm. b) zákona č. 428/2002 Z.z. o ochrane osobných údajov (zákon) po dobu do úplného zaplata cestovného s príslušným, ležby budú jeho osobné údaje bezodkladne likvidované. Cestujúci počas doby spracovania má aj ďalšie práva podľa zákona.</small>					
ZSSK 073524173/33252		IV-12		Považská tlačiareň s.r.o.	

Stamp “Delay confirmation” (station):

POTVRDENIE O MEŠKANÍ VLAKU	
Vlák č. v	
dňa meškal minút	
..... podpis a podpis	
ZSSK 073514184/33090	

DELAY CONFIRMATION FROM OTHER RAILWAY UNDERTAKINGS (not participating in the AJC – only for information)

CFR Calatori

Delay confirmation issued at CFR stations:

Confirmare de întârziere / Confirmation of delay		
Se completează de personalul feroviar / To be completed by rail staff		
Trenul / Train	De la / From	În stația / In
Întârziere de/ minute / Delayed by minutes		
Stația de plecare / Passenger's departure station		
Stația de destinație / destination station		A călătorului / of the passenger
Tren de zi / Day service		
Întârziere de minute sau mai mult / Delay of.....minutes or more		
Tren / Train no.		
Semnătura și ștampila stației cu dată / Signature and ticket punch or date stamp		

RDG (Rail Distribution Group, ex ATOC)

- There is no standardised delay stamp or ticket in Great Britain.
- Indeed GB passenger undertakings are already obligated under their Passenger License to provide carriage to passengers delayed by other operators' services, and this is done without the need for the passenger to have any specific document.

VR

Delay confirmation issued either on board the delayed train or in a VR station, stating that the customer can use the original ticket for travel on the same route in another train and also on another date:



A green and white patterned card titled "Delay report 2" with a large green VR logo. The text states: "The original train ticket is valid for one week on the route indicated on the ticket with this certificate of delay." Below this, there are fields for "Train" and "Date". At the bottom, it shows "Order No. 1254033327406" and "09.10.2014 13:57:01".

Delay report 2

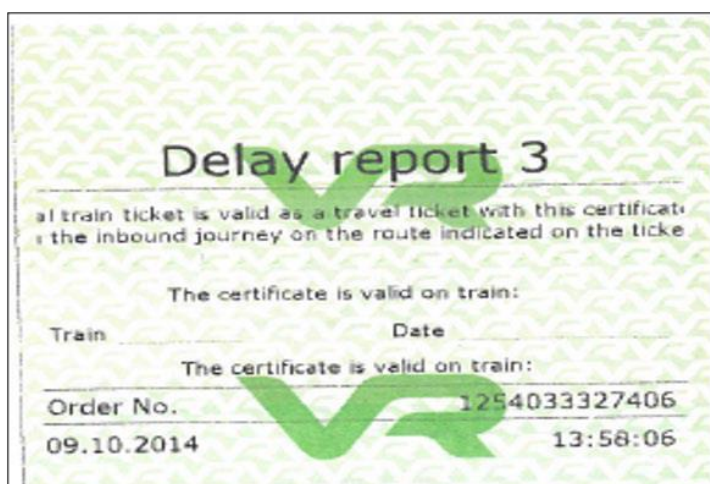
The original train ticket is valid for one week on the route indicated on the ticket with this certificate of delay.

Train _____ Date _____

Order No. 1254033327406

09.10.2014 13:57:01

Another possibility is that the customer decides to return to his departure station. Also in those cases a certificate of delay is issued on board the delayed train or in a VR station:



A green and white patterned card titled "Delay report 3" with a large green VR logo. The text states: "The original train ticket is valid as a travel ticket with this certificate of delay for the inbound journey on the route indicated on the ticket." Below this, there are fields for "Train" and "Date". At the bottom, it shows "Order No. 1254033327406" and "09.10.2014 13:58:06".

Delay report 3

The original train ticket is valid as a travel ticket with this certificate of delay for the inbound journey on the route indicated on the ticket.

The certificate is valid on train:

Train _____ Date _____

The certificate is valid on train:

Order No. 1254033327406

09.10.2014 13:58:06

Conditions for continuation

Name of railway undertaking	BLS AG
Abbreviation	<i>BLS</i>
Carrier's code (RICS)	1185 ¹
Country or field of operation	Switzerland
General remark on validity of the AJC	<ul style="list-style-type: none"> • Applicable public transport companies according to «Anwendungsbereich» of «Tarife und Vorschriften des Nationalen Direkten Verkehrs». All services which indicate "yes" under the header "T601" are permitted. • Passengers with non-reservation-tickets (NRT) may continue their journey on the most direct way possible without any formalities with any kind of tickets. Train-linked-tickets - Saver Fare tickets (Sparbillett, Supersaver ticket, Billet dégriffé etc.) require a delay confirmation. • Trains on which only integrated reservation tickets (IRT) are valid (e.g. TGV Lyria between Switzerland and France or EuroCity between Switzerland and Italy) always require a new seat reservation. • Certain trains of DB, require a seat reservation during specific periods (e.g. EuroCity trains between Zurich and Munich in summer and during Oktoberfest). • Passengers with original tickets on EC-trains between Zürich and Munich (carriers SBB, ÖBB, DB) may also travel between Switzerland and Germany via Basel, Schaffhausen or Waldshut (carriers SBB/ DB) and vice versa.
Where to obtain delay/cancellation confirmation	<ul style="list-style-type: none"> • On the delayed train (from train staff). • Staffed stations in Switzerland. • Where available, at InfoPoints at bigger stations in Switzerland.
Where to obtain new reservation (booking) if applicable.	<ul style="list-style-type: none"> • Staffed stations in Switzerland.
Exclusion of the scope	Touristic trains with a compulsory seat reservation (Glacier Express, Bernina Express, Gotthard Panorama Express, Jungfraubahn, Golden Pass etc.) when they were not part of the original itinerary.
Special remarks	When a night train of ÖBB/ SBB was missed in Switzerland, customers may travel on the next available day train of DB the following day when travel is to Germany and on the next available day train of ÖBB the following day when travel is to Austria.

¹ BLS has its own RICS code (1163), nevertheless SBB (RICS code 1185) acts as leading carrier in Switzerland in context of international ticketing.

Name of railway undertaking	České dráhy, a.s. (Czech Railways, JSC)
Abbreviation	CD
Carrier's code (RICS)	1154
Country or field of operation	Czech Republic
General remark on validity of the AJC	Applicable in all CD trains; passengers can continue their journey without any formalities with any kind of tickets (non-reservation-tickets/NRT, integrated reservation tickets/IRT, including train linked tickets/TLT, e.g. Sparpreis, SparSchiene, SparDay, First Minute Europe).
Where to obtain delay/cancellation confirmation	<ul style="list-style-type: none"> • In the affected train (from train staff). • Staffed stations at CD-booking windows.
Where to obtain new reservation (booking) if applicable.	Reservation free of charge at any booking windows at staffed station available for SC Pendolino trains (with compulsory reservation) and for EC/EN with compulsory reservation.
Exclusion of the scope	Night trains; those which start/terminate in the Czech Republic: passengers can use night services using seating accommodation only; for sleeper and couchettes the extra fee is to be paid on board of the train.
Special remarks	

Name of railway undertaking	Société Nationale des Chemins de fer Luxembourgeois
Abbreviation	CFL
Carrier's code (RICS)	1182
Country or field of operation	Luxembourg
General remark on validity of the AJC	Applicable in all CFL trains; passengers can continue their journey without any formalities. Bus Luxembourg to Saarbrücken: passengers can continue their journey without any formalities if places are available.
Where to obtain delay/cancellation confirmation	<ul style="list-style-type: none"> • In the affected train (from train staff). • Staffed stations (Luxembourg and Belval-Université).
Where to obtain new reservation (booking) if applicable.	Reservation free of charge if applicable for IC (Luxembourg-Germany) and TGV (Luxembourg-France) trains in Luxembourg Central Station.
Exclusion of the scope	Bus Luxembourg – Lorraine TGV
Special remarks	

Name of railway undertaking	Deutsche Bahn AG (German Railways, JSC)
Abbreviation	DB
Carrier's code (RICS)	1080
Country or field of operation	Germany Germany – Belgium (ICE routes)
General remark on validity of the AJC	Applicable in all DB trains; passengers can continue their journey without any formalities with non-reservation (NRT) tickets in day trains - without delay confirmation. Train-linked-tickets/TLT (special offers) – delay confirmation required.
Where to obtain delay/cancellation confirmation	DB Reisezentrum. Station Info points. Train staff of affected train. Via web/mobile interface (http://www.bahn.de/fahrgastrechte).
Where to obtain new reservation (booking) if applicable.	DB Reisezentrum
Exclusion of the scope	Night trains and trains with extra fee: <ul style="list-style-type: none"> • the extra fee is to be paid on board of the train; • if a reservation can still be made, it can be fetched at DB Reisezentrum; • the booking fee is to be paid by the customer; • extra fees, supplements and booking fees won't be refunded.
Special remarks	

Name of railway undertaking	DSB (Danish Railways)
Abbreviation	DSB
Carrier's code (RICS)	1186
Country or field of operation	Denmark
General remark on validity of the AJC	Applicable in all DSB trains; passengers can continue their journey without any formalities with any kind of tickets (non-reservation-tickets/NRT, including train linked tickets/TLT, e.g. Sparpreis, SparSchiene, Orange Europa).
Where to obtain delay/cancellation confirmation	At the DSB booking windows in the staffed station Copenhagen Central, Odense or Aarhus H.
Where to obtain new reservation (booking) if applicable.	Reservation free of charge at the call center or at the booking windows at the staffed station Copenhagen Central, Odense or Aarhus H.
Exclusion of the scope	
Special remarks	SJ High Speed trains (IRT), in connection to/from Copenhagen: the customer needs a special "Traffic disturbance" reservation for the next available train (can be issued at Copenhagen Central station).

Name of railway undertaking	Eurostar International Limited (Eurostar)
Abbreviation	EIL
Carrier's code (RICS)	0019
Country or field of operation	United Kingdom, France, Belgium and the Netherlands
General remark on validity of the AJC	Applicable in all Eurostar trains. Depending on seat availability and normal check-in conditions apply (see the special remark section). All passengers have to be seated to cross the channel: no surbooking is allowed.
Where to obtain delay/cancellation confirmation	<ul style="list-style-type: none"> • In the affected train (from train staff). • Staffed stations.
Where to obtain new reservation (booking) if applicable.	Passengers have to proceed to check-in: their ticket will be exchanged in Eurostar check-in system and they will receive a new boarding pass.
Exclusion of the scope	This annex only concerns the cross-channel routes of Eurostar.
Special remarks	Specific requirements on the MTC required for passengers boarding a Eurostar on a cross channel route to allow all checks (border, security) to be carried. MTC depends on the class of travel.

Name of railway undertaking	Győr-Sopron-Ebenfurti Railway Co.
Abbreviation	GYSEV Zrt.
Carrier's code (RICS)	0043
Country or field of operation	Western Hungary
General remark on validity of the AJC	<i>In the event of a missed connection due to the delay or cancellation of an international train on a railway that is part of the AJC agreement, the onward journey in the direction of the railway that is part of the AJC agreement is ensured based on the delay certificate or missed connection certificate issued by the railway(s) for the original ticket. In case of a missed connection, seat reservation cannot be guaranteed for the passenger travelling onward. The journey can only be continued on the same route and with the same railway company.</i>
Where to obtain delay/cancellation confirmation	At the passenger's request, GYSEV Zrt. issues a certificate for the passenger: <ul style="list-style-type: none"> • on the train about the delay, • at the ticket office at the station or at the personal customer service points (during the opening hours) about train delays and missed connections
Where to obtain new reservation (booking) if applicable.	At the international ticket offices.
Exclusion of the scope	GYSEV cannot provide trains of non-AJC member carriers.
Special remarks	

Name of railway undertaking	HŽ Putnički prijevoz d.o.o.
Abbreviation	HŽPP
Carrier's code (RICS)	1178
Country or field of operation	Republic of Croatia
General remark on validity of the AJC	<i>Applicable in all HŽPP trains: passengers can continue their journey without any formalities with any kind of tickets (non-reservation-tickets/NRT and integrated reservation tickets/IRT), including train linked tickets/TLT, e.g. Sparpreis.</i>
Where to obtain delay/cancellation confirmation	<ul style="list-style-type: none"> • In the affected train (from train staff). • Staffed stations at HŽPP-booking windows.
Where to obtain new reservation (booking) if applicable.	Staffed stations at HŽPP-booking windows for EuroCity/EuroNight and tilting InterCity trains (with mandatory reservation).
Exclusion of the scope	<i>Night trains; those which start/terminate in Croatia: passengers can also use night services using seating accommodation only; for sleeper and couchettes the extra fee is to be paid on board of the train.</i>
Special remarks	<i>Tilting InterCity trains: passengers can also use them with reservation only.</i>

Name of railway undertaking	MÁV-START Zrt. (MÁV-START Railway Passenger Transport Co.)
Abbreviation	MÁV-START
Carrier's code (RICS)	1155
Country or field of operation	Hungary
General remark on validity of the AJC	<p>Applicable in all MÁV-START trains.</p> <p>Passenger with <u>NRT (Flex) ticket</u> on day trains without compulsory reservation can continue the journey without any formalities within the validity period of the ticket.</p> <p>Passenger with <u>train-linked ticket</u> (Sparpreis, SparSchiene, START Europa, etc.): can continue the journey with valid delay/missed connection confirmation, (s)he is accepted on the next available train.</p> <p><u>Using trains with compulsory seat reservation</u> (i.e. IC trains): passengers with valid delay/missed connection confirmation are accepted on board if seats are available.</p> <p><u>Using night trains (operated by MÁV-START)</u>: passengers with valid delay/missed connection confirmation are accepted on board in 2nd class seating accommodation only (irrespective of original class of travel) if seats are available. In case of upgrade to a sleeping / couchette service, passenger has to pay the service fee.</p>
Where to obtain delay/cancellation confirmation	<ul style="list-style-type: none"> • From the staff of delayed train. • In the staffed connection station (ticket counter or information desk).
Where to obtain new reservation (booking) if applicable.	Passenger can get information on seat availability either at the ticket counter or from train manager at the carriage door.
Exclusion of the scope	MÁV-START cannot provide trains of other carriers.
Special remarks	MÁV-START can also provide another route (re-routing) within Hungary.

Name of railway undertaking	Nederlandse Spoorwegen (NS)
Abbreviation	NS
Carrier's code (RICS)	1184
Country or field of operation	Netherlands
General remark on validity of the AJC	Applicable in all NS trains; passengers can continue their journey without any formalities with any kind of tickets (non-reservation-tickets/NRT, integrated reservation tickets/IRT, including train linked tickets/TLT).
Where to obtain delay/cancellation confirmation	<ul style="list-style-type: none"> • In the affected train (from train staff). • At staffed stations at NS Tickets and Service shops.
Where to obtain new reservation (booking) if applicable.	<ul style="list-style-type: none"> • At staffed stations at NS International Tickets and Service locations. (Amsterdam CS; Rotterdam; Schiphol; Utrecht; Arnhem) • At the NS International Customer services (call-center).
Exclusion of the scope	Night trains (NJ); on presentation of a valid delay confirmation passengers can also use night services using seating accommodation only; for sleeper and couchettes the extra fee is to be paid on board of the train.
Special remarks	

Name of railway undertaking	ÖBB-Personenverkehr AG (Austrian Railways)
Abbreviation	ÖBB
Carrier's code (RICS)	1181
Country or field of operation	Austria Routes outside Austria where the trains are operated by ÖBB as carrier.
General remark on validity of the AJC	Applicable in all ÖBB day trains; passengers can continue their journey without any formalities with any kind of tickets (non-reservation-tickets/NRT). Low-cost "train-linked tickets" (e.g. SparSchiene, Sparpreis): on presentation of a valid delay confirmation, the link with the specific train is cancelled and the passenger can travel on the next available train.
Where to obtain delay/cancellation confirmation	<ul style="list-style-type: none"> • In the affected train (from train staff). • Staffed stations at ÖBB-booking windows.
Where to obtain new reservation (booking) if applicable.	Reservation for continuation of the journey is not required.
Exclusion of the scope	ÖBB-Night trains; on presentation of a valid delay confirmation passengers can also use night services using seating accommodation only; for sleeper and couchettes the extra fee is to be paid on board of the train.
Special remarks	

Name of railway undertaking	PKP Intercity S.A.
Abbreviation	PKP IC
Carrier's code (RICS)	1251
Country or field of operation	Poland
General remark on validity of the AJC	Applicable in all PKP IC trains; passengers can continue their journey based on the confirmation of a delay, cancellation or missed connection and the origin ticket (non-reservation-tickets/NRT, integrated reservation tickets/IRT, including train linked tickets/TLT, e.g. Sparpreis, SparSchiene, SparDay).
Where to obtain delay/cancellation confirmation	<ul style="list-style-type: none"> In the affected train (from train staff). Staffed stations at PKP IC- ticket office or information desk.
Where to obtain new reservation (booking) if applicable.	Reservation free of charge at any booking windows at staffed station available for trains with compulsory seat reservation (including EIP – Express InterCity Premium trains) is possible subject to seat availability.
Exclusion of the scope	Night trains; those which start/terminate in Poland: passengers can also use night services using seating accommodation only; continuation of the journey in a coach with couchettes or in a sleeper car is possible subject to availability, once a reservation for such a seat has been purchased.
Special remarks	Continuation of the journey is possible if the time for the scheduled change was at least 10 minutes.

Renfe

- All Renfe trains are held in an application (Copernico), to which the “customer service” (Centros de Servicio) managed by Renfe and the “information desk” managed by ADIF have access to verify delays.
- In case of missed connection due to delays, staff in the station block a seat in next operating train (usually in same class free of charge).
- Once the delayed train arrives in the station, the staff in the station (as shown in the picture) goes straight to the train to provide a new ticket or countermark (depending on the availability of time) to the passenger and to show the passenger out to the next train. Meanwhile the ticket controller for the new train is informed about the overall situation (number of customers, new tickets/countermark, etc.).





Name of railway undertaking	Schweizerische Bundesbahnen SBB Chemins de fer fédéraux suisses CFF Ferrovie federali svizzere FFS
Abbreviation	SBB CFF FFS
Carrier's code (RICS)	1185
Country or field of operation	Switzerland
General remark on validity of the AJC	<ul style="list-style-type: none"> • Applicable public transport companies according to «Anwendungsbereich» of «Tarife und Vorschriften des Nationalen Direkten Verkehrs». All services which indicate “yes” under the header “T601” are permitted. • Passengers with non-reservation-tickets (NRT) may continue their journey on the most direct way possible without any formalities with any kind of tickets. Train-linked-tickets - Saver Fare tickets (Sparbillett, Supersaver ticket, Billet dégriffé etc.) require a delay confirmation. • Trains on which only integrated reservation tickets (IRT) are valid (e.g. TGV Lyria between Switzerland and France or EuroCity between Switzerland and Italy) always require a new seat reservation. • Certain trains of DB, require a seat reservation during specific periods (e.g. EuroCity trains between Zurich and Munich in summer and during Oktoberfest). • Passengers with original tickets on EC-trains between Zürich and Munich (carriers SBB, ÖBB, DB) may also travel between Switzerland and Germany via Basel, Schaffhausen or Waldshut (carriers SBB/ DB) and vice versa.
Where to obtain delay/cancellation confirmation	<ul style="list-style-type: none"> • On the delayed train (from train staff). • Staffed stations in Switzerland. • Where available, at InfoPoints at bigger stations in Switzerland.
Where to obtain new reservation (booking) if applicable.	<ul style="list-style-type: none"> • Staffed stations in Switzerland.
Exclusion of the scope	Touristic trains with a compulsory seat reservation (Glacier Express, Bernina Express, Gotthard Panorama Express, Jungfraubahn, Golden Pass etc.) when they were not part of the original itinerary.
Special remarks	When a night train of ÖBB/ SBB was missed in Switzerland, customers may travel on the next available day train of DB the following day when travel is to Germany and on the next available day train of ÖBB the following day when travel is to Austria.

Name of railway undertaking	SJ AB (Swedish railways, SJ)
Abbreviation	SJ
Carrier's code (RICS)	1174
Country or field of operation	Sweden SJ high speed trains (X 2000) to Denmark (Copenhagen) SJ Euronight to Germany (Hamburg/Berlin)
General remark on validity of the AJC	Applicable in cross border Sweden/Denmark SJ trains; passengers can continue their journey with a new reservation and a delay confirmation for integrated reservation tickets/IRT, including train linked tickets/TLT, e.g. Sparpreis.
Where to obtain delay/cancellation confirmation	<ul style="list-style-type: none"> • In the affected train (from train staff). • SJ Customer Service kundservice@sj.se or via telephone +46 (0)771 75 75 75. • Link to sj.se Contact our customer service if you need help – SJ.
Where to obtain new reservation (booking) if applicable.	Reservation free of charge at SJ Customer Service; kundservice@sj.se or via telephone +46 (0)771 75 75 75. Also available at DSB in Denmark (staffed station in Copenhagen H) and DB Germany (staffed station in Hamburg A, Berlin G).
Exclusion of the scope	Not applicable on Sweden/Norway cross border trains.
Special remarks	Night trains (SJ Nattåg, SJ Euronight); passengers can also use night services, seating accommodation only. For a couchette or sleeper an extra fee has to be paid onboard.

Name of railway undertaking	Société Nationale des Chemins de fer belges Nationale Maatschappij der Belgische Spoorwegen
Abbreviation	SNCB / NMBS
Carrier's code (RICS)	1088
Country or field of operation	Belgium
General remark on validity of the AJC	Applicable to all SNCB trains; passengers can continue their journey without any formalities in day trains. Train-linked-tickets/TLT (special offers) – delay confirmation required.
Where to obtain delay/cancellation confirmation	The delay/cancellation confirmation can be obtained from the train manager or from the international ticket desk.
Where to obtain new reservation (booking) if applicable.	SNCB/NMBS does not provide passengers with new bookings or reservations. The passenger has to ask the Train Manager if he/she can occupy a free seat; if seat is not available, the passenger must take next available train to reach his/her final destination.
Exclusion of the scope	No exclusions applied.
Special remarks	Most passengers start the international part of their train journey in Brussels (Midi / North). However, passengers who go to France can, when there are problems on the High Speed Line, use the alternative route via Lille, and there continue their travel by TGV.

Name of railway undertaking	SNCF VOYAGEURS
Abbreviation	SNCF V
Carrier's code (RICS)	
Country or field of operation	France
General remark on validity of the AJC	Applicable in all SNCF Voyageurs trains (except Transilien trains). Passengers who have tickets with mandatory reservation need to get a new reservation free of charge to be able to continue their journey.
Where to obtain delay/cancellation confirmation	In station → Issuance of an RC00 (reservation) or delay confirmation.
Where to obtain new reservation (booking) if applicable.	Reservation free of charge at any SNCF Voyageurs booking windows at staffed station available for TGV Inoui, OUIGO and IC (with mandatory reservation).
Exclusion of the scope	The agreement is not valid for passengers from Transilien trains (RER and suburb train in the Parisian area) to international trains or for international passengers from international trains to Transilien trains (RER and suburb train in the Parisian area); no other restriction. Night trains; on presentation of a valid delay confirmation passengers can also use night services using seating accommodation only.
Special remarks	

Name of railway undertaking	Slovenske železnice-Potniški promet, d.o.o. (Slovenian Railways-Passenger Transport)
Abbreviation	SZ-PP
Carrier's code (RICS)	1179
Country or field of operation	Republic Slovenia
General remark on validity of the AJC	Applicable in all SZ trains; passengers can continue their journey without any formalities with any kind of tickets (NRT, IRT, including train linked tickets/TLT, e.g. SparSchiene, First Minute Europe).
Where to obtain delay/cancellation confirmation	<ul style="list-style-type: none"> • In the affected train (from train staff). • Staffed stations at SZ-booking windows.
Where to obtain new reservation (booking) if applicable.	
Exclusion of the scope	Night trains; passengers can use night services using seating accommodation only; for sleeper and couchettes the extra fee is to be paid on board of the train.
Special remarks	

Name of railway undertaking	THI Factory SA (Eurostar)
Abbreviation	THIF
Carrier's code (RICS)	0018
Country or field of operation	France, Belgium, Germany and the Netherlands
General remark on validity of the AJC	Applicable on all Eurostar trains, depending on seat availability.
Where to obtain delay/cancellation confirmation	<ul style="list-style-type: none"> • In the affected train (from train staff). • Staffed stations (SPI, BMI, PNO and AMS)
Where to obtain new reservation (booking) if applicable.	Passengers should present themselves to the Train Manager (TM) of the continuation train prior to board the train.
Exclusion of the scope	This annex only concerns the continental routes of Eurostar.
Special remarks	

Name of railway undertaking	Trenitalia S.p.A.
Abbreviation	TI
Carrier's code (RICS)	1183
Country or field of operation	Italy
General remark on validity of the AJC	Applicable to EC/EN/high speed international trains and all domestic high-speed trains (Frecciarossa and Frecciargento) in case of a delay over 15 minutes.
Where to obtain delay/cancellation confirmation	<ul style="list-style-type: none"> • In staffed stations: passengers are invited to go to Customer Service staff. • In unattended stations: passengers are invited to go to the train manager of the delayed train.
Where to obtain new reservation (booking) if applicable.	<ul style="list-style-type: none"> • In staffed stations: rebooking will be provided by Customer Service staff. • In unattended stations: rebooking will be done by the train manager of the connecting train.
Exclusion of the scope	Not applicable to domestic Intercity/Intercity Notte and domestic and international Regional trains.
Special remarks	

Name of railway undertaking	Železničná spoločnosť Slovensko, a.s.
Abbreviation	ZSSK
Carrier's code (RICS)	1156
Country or field of operation	Slovak Republic
General remark on validity of the AJC	Applicable in all ZSSK trains; passengers can continue their journey without any formalities with any kind of tickets (non-reservation-tickets/NRT, integrated reservation tickets/IRT, including train linked tickets/TLT, e. g. EUROPA EXPRES, Sparpreis, SparSchiene, START Europa, SparDay).
Where to obtain delay/cancellation confirmation	<ul style="list-style-type: none"> • In the affected train (from train staff). • Staffed stations.
Where to obtain new reservation (booking) if applicable.	Reservation at any booking windows at staffed station.
Exclusion of the scope	<p>SC trains; passengers can use only if it is the last possible connection to reach the destination station (no seat entitlement).</p> <p>Night trains; passengers can use seating accommodation only (no seat entitlement); for sleepers and couchettes the extra fee has to be paid.</p>
Special remark	

Information leaflet for railway personnel

In autumn 2019 the RU Dialogue Passenger Subgroup suggested that the CIT develops a standard leaflet to be distributed to the staff being trained about the AJC procedure.

1 The AJC

- AJC = Agreement on Journey Continuation
- Started in December 2014 (pilot)
- Applicable between BLS (Switzerland), CD (Czech Republic), CFL (Luxembourg), DB (Germany), DSB (Denmark), *Eurostar International Limited** (United Kingdom, France, Belgium and the Netherlands), GYSEV (Hungary), HŽPP (Croatia), MÁV-START (Hungary), NS (Netherlands), ÖBB (Austria), PKP IC (Poland), Renfe (Spain), SBB/CFF (Switzerland), SJ (Sweden), SNCB/NMBS (Belgium), SNCF (France), SZ (Slovenia), THI Factory* (France, Belgium, Germany and the Netherlands), Trenitalia (Italy) and ZSSK (Slovakia) [status 2024-09-01]

2 The essential rules of the AJC

- Main goal = delayed international passengers who missed their connections can continue their rail journey, at no extra cost, with their original tickets together with a proof that the incoming train was delayed, on the next available train.
- Conditions to be fulfilled:
 - ✓ international passengers
 - ✓ missed connection between trains of participating railway undertakings, due to delay or cancellation of incoming train
 - ✓ connecting time was reasonable enough to allow for connection
- Procedure in 2 steps:
 - ✓ a confirmation of delay is delivered to delayed passengers
 - ✓ continuation on board the next train(s) of the same carrier(s) on the same route or an alternative route only, with no guarantee of a seat → 🚶🚶 conditions for continuation may be different for various types of service (e.g. night trains, high speed trains, etc.)!

3 Giving the right information to delayed passengers

International passengers must be reassured that they will be taken care of in case of missed connections. They need very basic information: what to do in case of missed connection? who to ask for assistance?

Staff of the “delayed trains” must be able to answer passengers’ questions with:

- ✓ General information on the AJC procedure, presented as a commercial gesture of the companies involved

* Eurostar International Limited (EIL) and THI Factory (THIF) run their trains using the commercial brand of “Eurostar”.

- ✓ Information on how to find the staff delivering confirmation of delays, either on board, in station, online or on the phone, etc. within their own company
- ✓ Once passengers have their delay confirmation: information on whom they shall address (in station, on board, online or on the phone) to make sure they can continue their journey on the neighboring railway undertakings' trains (e.g. train manager, help desk)

4 Providing delayed passengers with continuation

Staff of the “missed trains” must be able to:

- ✓ recognise the delay confirmation delivered by the neighbouring railway undertakings
- ✓ explain the conditions for continuation (e.g. for night trains, high speed trains) and how to proceed (e.g. bed only for supplement, new boarding pass necessary), for their own company's trains and for the neighbouring railway undertakings' trains

5 Conclusion

One common goal but various procedures in place to make it happen locally → a regular training on the information to be delivered to passengers is key!