

General information regarding the compensation in case of train`s delay in international traffic

If the train arrives at its destination delayed due the carrier`s fault, you are entitled to compensation for delay. The compensation is equivalent to:

- 25% of the tariff transport for the delayed train, if the delay is between 60 to 119 minutes;
- 50% of the tariff transport for the delayed train, if the delay is 120 de minutes or more.

You are not entitled to compensation if you are informed of the delay before buying the travel card or if the delay is due to the continuation of another journey aboard another train or redirection does not exceed 60 minutes.

No compensation will be paid if the value will be less than the equivalent of 4 Euro.

The issuing carrier of the travel card is responsible for compensation payment.

In principle, the compensation request for delay shall be sent to the issuing carrier of the travel card but the application may be submitted to one of the carriers participating in the carriage which will forward the carrier responsible for settlement.

Names and addresses of carriers may be identified at www.railpassenger.info.

In the event of requesting additional information it is recommended to be stated in the claim for compensation an email address where you can be reached.

The maximum deadline for registration the claim of compensation for delay to one of the carriers participating in the contract of carriage is more than 2 months after the end of the trip or the last validity day of the ticket.

A response to the claim of compensation will be sent by the issuing carrier of the travel card within a period of 1 month to 3 months (where required supporting documents for settlement).

The application for delay`s compensation – dedicated form, can be requested at the railway stations and travel agents where they sell tickets for international traffic or can be downloaded from the CFR Calatori website.

Compulsory condition for granting compensation: the compensation request for train delays will refer to the duration of train delay, validated by the railway staff of the station where the delay was recorded.

The tickets of **'pass'** type (Interrail, Eurail, etc) are subject to particular conditions imposed by offer manager, Eurail Group GIE, and if you are de holder of such a ticket, please contact the CFR Calatori in writing or by email: RelPublic.CALATORI@cfrcalatori.ro.

Excerpt from the Regulation (EC) No. 1371/2007 of the European Parliament and the Council on passengers' rights and obligations - Article 17