

# TCDI 2025

## Terms and Conditions for Eurail and Interrail Pass distribution and issuance

### Updates for TCDI 2025 1.0

- Several stylistic changes. Please see version with Tracked changes for details
- § 4, more detailed instruction on the issuance and purpose of Complimentary Passes
- § 4.6, New text about issuance of Complimentary Pass for a Travel Companion
- § 9, Removal of paragraph on Replacement Passes
- § 9.4.4 adjustment of timeframes for requesting a refund

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## Participating Companies 2023

### Railway undertakings and shipping companies.

The main companies participating in the Interrail and Eurail Passes are listed in Appendix 2. Please refer to the Rail Network Guide in the Rail Planner App for a complete overview of which companies and routes are covered in the offer.

## Definitions

For the purpose of this document:

A **mobile Pass** is a digital Eurail/Interrail Pass that can be managed in the Eurail/Interrail Rail Planner application and allows to create day tickets for certain travel days;

Eurail and Interrail **Paper Passes** are Rail Passes printed on value paper;

**Benefits** means price reductions offered to the Pass holders by partner companies;

**Benelux** means Belgium, the Netherlands and Luxembourg;

**Distributor(s)** means any party, person or entity other than Eurail B.V., who sells or otherwise provides Eurail and/or Interrail Passes to any other third-party person(s);

**Eurail and Interrail Pass Conditions of Use** means a separate document, named "Eurail and Interrail Conditions of Use" outlining the conditions for using a pass product, by the Pass holder, made available to the public;

**Open date paper Pass issuance** means that the first and last day of validity are not filled in at the time of issue and must be filled in later, by a railway official in Europe;

**Rail Planner App** means a Eurail proprietary app available for free for iPhone and Android which provides, among other services, an offline timetable, information on benefits, and allows customers to manage the mobile Pass.

**TCDI** means these Terms and Conditions for Eurail and Interrail Pass distribution and issuance.

# 1. Introduction

## 1.1. What does the TCDI apply to?

This TCDI applies to and regulates the distribution and issuance of all Eurail and Interrail Passes sold and/or issued by the Distributor. When selling and/or issuing a Eurail or Interrail Pass, all Distributors must adhere to the conditions found in the TCDI, which comprises the following documents:

<b>TCDI Documentation</b>
This TCDI document
Appendix 1 – Pricing
Appendix 2 – Participation in the Pass offer
Appendix 3 – This appendix no longer exists
Appendix 4 – Order form ticket paper & Pass Covers
Appendix 5 – Product eligibility per country
Appendix 6 – Ticket layout instructions paper Pass
Appendix 7 – Promotion conditions
Appendix 8 – Mobile Pass concept & Ticket inspection guidelines Paper and Mobile Pass
Appendix 9 – Paper Pass open date activation calendar
Appendix 10 – Tour Pass conditions

## 1.2. What is the purpose of the TCDI?

The TCDI aims to ensure that customers and travellers are issued the appropriate Pass and receive a uniform level of service, regardless of the Distributor from which they buy or obtain their Pass.

## 1.3. The legal framework and inconsistency of conditions

The TCDI forms an intrinsic part of the legal framework (incl. Distribution Framework, Sales Agreement, Marketing Guidelines where relevant) between the Distributor and Eurail B.V.. To the extent of any inconsistency between the TCDI and the remaining legal framework documents (if applicable), the legal framework shall prevail.

## 2. Interrail and Eurail Pass target customers

### 2.1. Interrail Pass eligible customers

Interrail Passes may be issued to citizens from one of the countries of the European Union and the countries listed hereafter, or persons officially residing in one of the countries of the European Union and the countries listed hereafter:

*Albania, Andorra, Belarus, Bosnia-Herzegovina, North Macedonia, Gibraltar, Iceland, Kosovo, Liechtenstein, Moldova, Monaco, Montenegro, Northern Ireland, Norway, Russian Federation, San Marino, Serbia, Switzerland, Turkey, Ukraine, United Kingdom of Great Britain, and Vatican City.*

The Interrail customer or traveller may prove their Country of Residence with a valid passport/identity card, provided that their Country of Residence is the same country of their valid passport/identity card. Proof of residence can also be established with government issued residency documents. An e-residency document (like e.g. Estonia offers) is not accepted as proof of residency. See [CoU](#) for more details, including additional information on determining the Country of Residence where the country in which the customer or traveller resides is different to the country of their valid passport/identity card.

### 2.2. Eurail Pass eligible customers

Eurail Passes may be issued to citizens from countries outside the European Union or outside the countries listed hereafter, or to persons officially residing outside the European Union or outside the countries listed hereafter:

*Albania, Andorra, Belarus, Bosnia-Herzegovina, North Macedonia, Gibraltar, Iceland, Kosovo, Liechtenstein, Moldova, Monaco, Montenegro, Northern Ireland, Norway, Russian Federation, San Marino, Serbia, Switzerland, Turkey, Ukraine, United Kingdom of Great Britain and Vatican City.*

The Eurail customer or traveller may prove their Country of Residence with a valid passport/identity card. Proof of residence can also be established with government issued residency documents. An e-residency document (like e.g. Estonia offers) is not accepted as proof of residency. See [CoU](#) for more details, including additional information on determining the Country of Residence where the country in which the customer or traveller resides is different to the country of their valid passport/identity card.

### 3. The Pass Offer

#### 3.1. General description of the Eurail and Interrail product

The phrases 'Interrail Pass' and 'Eurail Pass' are used to describe the total range of Passes, consisting of:

- Interrail Global Passes & Eurail Global Passes, available both in paper and mobile Pass formats; and
- Interrail One Country Passes & Eurail One Country Passes. Most One Country Passes are available both as paper and mobile Pass. Some One Country Passes will be available as a mobile Pass in due course. Please check [Eurail.com](https://www.eurail.com) or [Interrail.eu](https://www.interrail.eu) for the most up to date information on availability as a mobile Pass.

The Interrail and Eurail Pass are Passes which, depending on the category and validity chosen, gives the customer the right to travel on the lines of the companies for which his/her Pass is valid during a defined period. Seat reservations or surcharges are not included.

All Interrail and Eurail Passes, with the exception of the "Continuous" Eurail and Interrail Passes, are "Flexi" Passes, which entitle the holder to a specified number of days of travel within a fixed overall period. The Continuous Pass entitles travelling daily within the period of validity of the Pass.

The Passes in the Eurail and Interrail offer are all available for 1<sup>st</sup> and 2<sup>nd</sup> class, except for the Interrail Norway Pass and the Interrail Greek Islands Pass 4 days, which are available for 2<sup>nd</sup> class only.

Interrail and Eurail Passes also entitle the holder to price reductions (Benefits) on the lines of some companies and non-transportation organisations as made available through a dedicated [Pass Benefits Portal](#), available through this [link](#).

#### 3.2. The Pass Conditions of Use

All customers and travellers must use their Pass in compliance with the conditions set out in the [Eurail and Interrail Pass Conditions of Use](#). The Conditions of Use also addresses Pass activation and other product-specific topics, including those pertaining

to the contractual relationship between Eurail B.V. and the customer and may also be found via the Eurail.com, Interrail.eu and the Eurail Extranet.

All Distributors must be familiar with the Conditions of Use and to inform all customers about these conditions before a Pass is issued. If requested by the customer, a copy of the same should be provided.

### 3.3. Traveller categories

#### 3.3.1. The traveller categories

There are five categories of traveller:

- Youth – for travellers aged 12 to 27 years, but available to be used by a traveller eligible for a Child Pass if the maximum of two Child Passes has been reached – see 3.3.2. for more details.
- Adult – 28 to 59 years, but available to be used by any traveller of any age.
- Child – 4 to 11 years (There are restrictions on ordering and using Child Passes – see 3.3.2. for these additional conditions).
- Senior – 60 years and older. \*
- Twin (German Rail Pass Only – see 3.3.3. for additional conditions).

\* There is no Senior category for the German Rail Pass. Instead, all persons aged 28 years and older, when travelling with a German Rail Pass, must use an Adult category German Rail Pass.

The age of the traveller must fit within the age category of their Pass on the start date of their selected Validity Period, unless an exception applies. If the age of the traveller changes from one age category to another during the Validity Period, they may continue to use their Pass for the remainder of the Validity Period.

#### 3.3.2. Child Passes

The additional conditions for Child Passes are as follows:

- Up to two Child Passes may be ordered per Adult Pass. Ordering a Child Pass in combination with a Youth or Senior Pass is not permitted unless an Adult Pass is also purchased.

- The issued Child Pass must have the same validity as the Adult Pass it was ordered in combination with based on the Pass type (mobile or paper), class of travel, number of travel days, validity period and geographical validity.
- The Country of Residence of the Child Pass must be the same as the Adult Pass it is ordered in combination with. If the Country of Residence of the adult is different to the child, however, the Country of Residence of the Adult should be entered when issuing the Child Pass.
- The Pass Holder of the Child Pass must travel accompanied by another person who is travelling with an Adult Pass, up to a maximum of two Child Passes per one Adult Pass.
- If an Adult Pass holder wishes to travel with more than two children simultaneously, they should purchase a Youth Pass for each additional child they wish to travel with.
- Children aged 0 to 3 years do not require a Pass to travel unless they are to travel in their own seat or bed. If a child aged 0 to 3 will travel in their own seat or bed, they may be required to travel with their own Child Pass (or a Youth Pass if there are more than two per Adult Pass) or ticket.

### 3.3.3. Twin (German Rail Pass\* only)

A Twin category Pass is available on the following conditions:

- The Twin category Pass is available for a party of 2 travellers travelling together.
- The price of a Twin Pass is based on the Adult category pricing. There are no separate Youth or Senior Twin categories available.
- Up to 2 children per adult can travel for free with a Twin Pass. That is, a maximum of 4 Child Passes can be issued together with a Twin Pass.
- The category is available for both 1st and 2nd class of travel.
- The Twin Pass may be issued in paper Pass format only (there is no mobile German Rail Twin Pass available).
- At issuance, the name and passport details of the 1st traveller are printed on the paper Pass only. The second person will only have their name printed on the paper Pass (see Appendix 6c for more details).



### 3.4. Description of Pass validities

#### 3.4.1. Interrail and Eurail Global Pass

##### Geographical validity

Interrail and Eurail Global Passes are valid in the following countries:

1. Austria,	18. Latvia
2. Belgium	19. Lithuania
3. Bosnia-Herzegovina	20. Luxemburg
4. Bulgaria	21. Montenegro
5. Croatia	22. the Netherlands
6. Czech Republic	23. Norway
7. Denmark	24. Poland
8. Estonia	25. Portugal
9. Finland	26. Romania
10. France	27. Serbia
11. North Macedonia	28. Slovakia
12. Germany	29. Slovenia
13. Great Britain	30. Spain
14. Greece*	31. Sweden
15. Hungary	32. Switzerland
16. Ireland**	33. Turkey
17. Italy*	

\* Includes crossings operated by Attica Group between Greece and Italy if the Pass is valid in both countries

\*\*Republic of Ireland and Northern Ireland

##### Validity in time

The following **Global Pass** validities are available for sale:

**Continuous:** 15, 22 days, 1 month, 2 months, 3 months

**Flexi:**

- 4 days within 1 month
- 5 days within 1 month
- 7 days within 1 month
- 10 days within 2 months
- 15 days within 2 months

### 3.4.2. Interrail and Eurail One Country Passes

Participating Companies generally offer a One Country Pass valid in a single country. For some One Country Passes a combination of countries is defined as “one country” (i.e. Benelux and Scandinavia)

For detailed information on the actual Pass coverage per country\* see the Rail Planner App under Rail Network Guides, or check the product information file on Sharepoint.

\* where can the Pass be used.

The following One Country Passes are available:

One Country Pass	Main carriers
- Interrail/Eurail AUSTRIA PASS	ÖBB, WB
- Interrail/Eurail BENELUX PASS*	CFL, NS, SNCB
- Interrail/Eurail BULGARIA PASS	BDZ
- Interrail/Eurail CROATIA PASS	HZ
- Interrail/Eurail CZECH REPUBLIC PASS	CD, LEO EXPRESS, REGIOJET
- Interrail/Eurail DENMARK PASS	DSB
- Interrail/Eurail ESTONIA PASS	ELRON
- Interrail/Eurail FINLAND PASS	VR
- Interrail/Eurail FRANCE PASS	SNCF
- Interrail/Eurail NORTH MACEDONIA PASS	ZRSM
- Interrail/Eurail GERMAN RAIL PASS	DB
- Interrail GREAT BRITAIN PASS	ATOC
- Interrail/Eurail GREECE PASS	HELLENIC TRAIN S.A.
- Interrail/Eurail GREEK ISLANDS PASS****	ATTICA GROUP
- Interrail/Eurail HUNGARY PASS	MÁV-START, GYSEV
- Interrail/Eurail IRELAND PASS**	IE, NIR
- Interrail/Eurail ITALY PASS	TRENITALIA
- Interrail/Eurail LATVIA PASS	PV
- Interrail/Eurail LITHUANIA PASS	LTG Link
- Interrail/Eurail NORWAY PASS	NSB
- Interrail/Eurail POLAND PASS	PKP
- Interrail/Eurail PORTUGAL PASS	CP
- Interrail/Eurail ROMANIA PASS	CFR
- Interrail/Eurail SERBIA PASS	SV
- Eurail SCANDINAVIA PASS***	DSB, VR, VY SJ GOA
- Interrail/Eurail SLOVAKIA PASS	ZSSK
- Interrail/Eurail SLOVENIA PASS	SZ
- Interrail/Eurail SPAIN PASS	RENFE

- |                                |                                      |
|--------------------------------|--------------------------------------|
| - Interrail/Eurail SWEDEN PASS | SJ                                   |
| - Interrail SWITZERLAND PASS   | SBB/CFF, see also Rail Network Guide |
| - Interrail/Eurail TURKEY PASS | TCDD                                 |

\* Residents of Belgium, the Netherlands or Luxemburg are entitled to buy the Interrail BENELUX PASS, but cannot use the Pass in their country of residence.

The One Country Benelux Pass is valid for selected Eurostar journeys between Brussels and Amsterdam, provided the traveller holds a mandatory reservation. Residents of Belgium or the Netherlands cannot use these trains as for travel with Eurostar, the Pass must be valid in the country of departure and arrival.

\*\*Republic of Ireland and Northern Ireland

\*\*\*Denmark, Finland, Norway, Sweden

\*\*\*\*The 6 days pass can be used for 2 days for an international journey between Italy and Greece. The other 4 days can be used for domestic boat trips, between Greece and the islands. The 2 International days cannot be used to travel domestically.

#### The following One Country Passes are for sale:

- 1 day within 1 month \*\*\*
- 2 days within 1 month\*\*\*
- 3 days within 1 month
- 4 days within 1 month
- 5 days within 1 month
- 7 days within 1 month \*/\*\*\*
- 6 days within 1 month\*\*
- 8 days within 1 month\*\*
- 10 days within 1 month\*
- 15 days within 1 month\*

#### Continuous Passes

- 3 days continuous\*
- 4 days continuous\*
- 5 days continuous\*
- 7 days continuous\*
- 10 days continuous\*
- 15 days continuous\*

\*Interrail/Eurail German Rail Pass only

\*\*Not available for German Rail Pass.

\*\*\*Available for Eurail France Pass only

### 3.4.3. Promotional Passes

Promotional Passes are Passes with a discounted price or a diverging promotional validity. Specific issuing, sales, accounting and layout instructions that apply for Promotional Passes are communicated via Appendix 7 and through a separate Newsletter.

## 4. Complimentary, AD75 and Tour Passes

### 4.1. General

Each Distributor may issue Complimentary Passes subject to this clause 4.

The maximum number of Complimentary Passes that each Distributor may issue per calendar year (January to December) is 1% of the net number of Eurail and Interrail Global Passes sold by that Distributor in the year N-1, up to a maximum of 300 Complimentary Passes per year.

The entitlement to issue Eurail AD75 Passes is defined in the distribution agreement between each Distributor and Eurail B.V. Interrail AD75 is not available. See also the Eurail and Interrail Marketing Guidelines.

Complimentary Passes can never be sold, either by the Distributor, or by the recipient of such a Complimentary Pass.

### 4.2. Purpose of Complimentary Passes

Within the regular 1% quota, Complimentary Passes are allocated primarily for the purpose of training staff but also to gain commercial advantage, stimulate direct or indirect revenues, and enhance Eurail and Interrail product reputation and brand awareness.

- **Familiarization/Business trips of staff:** Complimentary Passes can be issued to employees of the Distributor who intend to travel through Europe on business or familiarization trip.
- **Promotional Purposes:** Complimentary Passes issued for promotional purposes should be aimed to increase attention of Eurail and Interrail brand, e.g. competition or contest in a newspaper or magazine, where the prize is mentioned using the Pass name.
- **Media/PR:** Complimentary Passes can be issued to media staff travelling in Europe by train in exchange for publicity for the Eurail and Interrail Pass products (e.g. newspaper articles, television reports, blog entries, photographs) of which the journalist/influencer must give proof after his trip

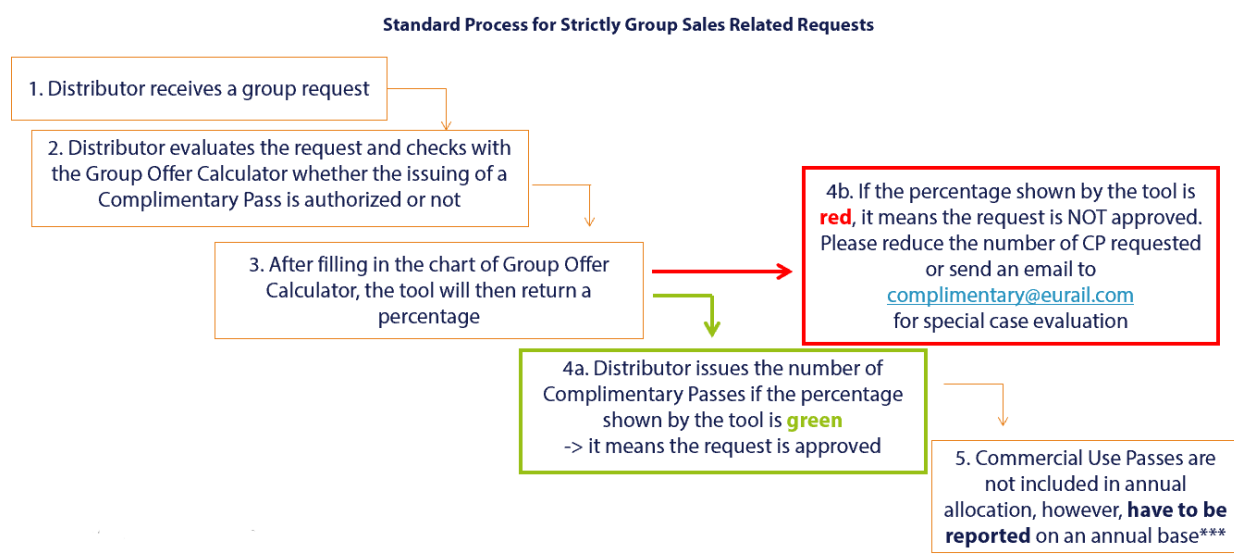
to Europe. Eurail B.V.'s PR department shall be involved upfront by writing email address [press@eurail.com](mailto:press@eurail.com) to coordinate the activity together with the relevant Business Manager.

### 4.3. Additional Complimentary Pass requests

On top of the 1% quota, additional Complimentary Passes can be allocated for commercial use if supported from a concrete, sales driven commercial proposal. Any additional request should be addressed to [reporting@eurail.com](mailto:reporting@eurail.com) and will be reviewed by Eurail B.V. Management within 5 business days from the receipt of the request.

### 4.4. Group offers

For **group offers** (10 Passes or more), additional Complimentary Passes up to a value of a 10% discount on the whole order may be issued without approval of Eurail B.V.; these cases shall be authorized by using Eurail B.V.'s **Group Offer Tool** and comply with the following standard procedure:



### 4.5. Available Complimentary Passes

The following main categories of Passes may be issued as a Complimentary Pass:

Eurail and Interrail Global Pass:

Continuous: 15, 22 days or 1 month

- Flexi:
- 4 days within 1 month
  - 5 days within 1 month
  - 7 days within 1 month

- 10 days within 2 months
- 15 days within 2 months

Eurail and Interrail Greek Islands Pass:

- 4 days within 1 month (2nd class only)
- 6 days within 1 month

Complimentary Passes may be issued in 1<sup>st</sup> or 2<sup>nd</sup> class for the category Adult.

## 4.6. Travel companion Passes

In order to support travel possibilities for Persons with Reduced Mobility\*, Eurail can offer a Complimentary Pass for one travel companion that travels with a Person with Reduced Mobility, on the following conditions:

- A Complimentary Pass for a travel companion may only be requested and issued in relation to a Pass which has already been purchased.
- Only one (1) Complimentary Pass may be issued per Pass.
- The person who is to be the Pass holder of the Complimentary Pass must be at least 17 years of age or older.
- A Complimentary Pass may only be issued in relation to a Youth, Adult or Senior Pass. If the Person with Reduced Mobility is eligible to travel with a Child Pass, they must travel with a Youth Pass instead. A Complimentary Pass may then be issued in relation to that Youth Pass.
- A Complimentary Pass may only be issued in mobile Pass format and as the same type of Pass that it is issued in relation to based on class of travel and validity (i.e., number of travel days, period of validity and geographical validity).
- A request for a Complimentary Pass must be made using the procedure set out in 4.6.1. below.

\* A Person with Reduced Mobility is a person who has a permanent physical, mental, intellectual or sensory impairment which, in interaction with various barriers, may hinder the person from full and effective use of transport on an equal basis with other passengers.

#### 4.6.1. Procedure to issue a Complimentary Pass for a travel companion.

To request a Complimentary Pass for a travel companion of a Person with Reduced Mobility, the Distributor must follow this procedure:

1. The Person with Reduced Mobility must first purchase a Pass, or a person must purchase a Pass for them.
2. The Person with Reduced Mobility must then provide proof to the Distributor that verifies that they will be travelling as a Person with Reduced Mobility. Generally, there are four (4) types of acceptable proof (varies from country to country), which are as follows:
  - (a) Statements or letters on a physician's/medical professional's letterhead stationary.
  - (b) Statements, records or letters from a Federal Government agency that issues or provides disability benefits.
  - (c) Statements, records or letters from a State Vocational Rehabilitation Agency counselor.
  - (d) Certification from a private Vocational Rehabilitation or other Counselor that issues or provides disability benefits.
3. The Distributor must submit a request for authorization to issue a Complimentary Pass to the travel companion of the Person with Reduced Mobility to the Eurail Customer Service team via [this link](#). A scanned copy of the proof provided to the Distributor must also be submitted to Eurail for assessment.
4. Eurail will assess each request on a case-by-case basis and then communicate a decision to the Distributor.
  - (a) Eurail has the sole discretion to approve or not approve each request.
  - (b) Once the decision has been communicated to the Distributor, Eurail will remove the received proof from its systems in order to comply with the General Data Protection Regulation of the European Union.

#### 4.6.2. Additional assistance for persons travelling as a Person with Reduced Mobility

Please find [here](#) more information on how to arrange assistance and where to make reservations for travellers who travel as a Person with Reduced Mobility.

## 4.7. Issuance of Complimentary Passes

If a Distributor or carrier cannot issue Complimentary Passes, mobile Complimentary Passes can be ordered from Eurail B.V. using Annex 3 of the Eurail and Interrail Marketing Guidelines. Please allow 2 weeks for processing the requested Complimentary Passes.

## 4.8. Misuse of Complimentary Passes

The usage of Complimentary Products for purposes other than those described in the TCDI or the Marketing Guidelines will be deemed a misuse. Eurail will give the Distributor notice for any misuse of Complimentary Products.

After three notices with regards to misuse over a period of six months and no agreed remedy between Parties, if the Distributor has not rectified the incorrections within 30 days after the last notice was received, Eurail will disable the Complimentary Passes and administer a penalty of EUR 10,000 in addition to claims related to the loss of sales associated with the misused Complimentary Products.

## 4.9. AD75– Eurail Passes

AD75–Passes are Eurail Passes issued at a 75% reduced price. Detailed conditions regarding the issuance of AD75–Passes and applicable eligibility is defined in the Eurail Marketing Guidelines. The authorisation to sell AD75 Passes is arranged through a distribution agreement.

## 4.10. Tour Pass

Tour Passes are Eurail and Interrail Passes which can be sold as part of a package with a minimum of one other component. For more details and conditions, see appendix 10. The authorisation to sell Tour Passes is arranged through a distribution agreement.

## 4.11. Reporting

Each Distributor must report on the usage of Complimentary Passes using the Interrail Pass Reporting Form. Reports should be sent to Eurail B.V. via [reporting@eurail.com](mailto:reporting@eurail.com) and [silvia.festa@eurail.com](mailto:silvia.festa@eurail.com) at the latest 15 days after end of each quarter.

If a Distributor does not report their Complimentary Pass Reporting on a regular basis, Eurail B.V. reserves the right to cut down the amount available to that Distributor in the following year.



## **5. Prices**

### **5.1. General**

Pass prices are set out in Appendixes 1a and further. Prices are in EUR and are subject to change from time to time, with a notice period of at least 2 months, unless otherwise agreed (applicable to non-promotional Passes only).

### **5.2. Promotional Passes**

Eurail B.V. may decide to offer special promotional passes with prices and conditions that deviate from the regular prices and with a dedicated validity period. In addition, Eurail B.V. can introduce dedicated promotions for specific markets or distributors. Such promotional prices will be communicated separately and can be made available throughout the year. Please ensure there is no communication on a promotion to (potential) customers or media before the actual start of the promotion.

### **5.3. Currency**

A Pass may be sold and paid for in either EUR or in the currency of the country of sale. The conversion from EUR into local currency must be calculated by the Distributor concerned using the exchange rate determined by the method stated in UIC Leaflet 311 or, if applicable, as defined in the distribution agreement. In case of non-compliance Eurail B.V. will ask the relevant distributor to adapt the prices.

## **6. Issuing Instructions Paper Pass and mobile Pass**

### **6.1. General**

The issuing of Paper Passes and Mobile Passes are subject to the following conditions:

- Passes may be sold at a maximum of 11 months before the first day of validity. Promotional Passes may have a different pre-sales period.
- Interrail Passes may be sold to any traveller eligible for an Interrail Pass. Eurail Passes can be sold to any traveller eligible for a Eurail Pass. See point 2.
- All Passes are personal and non-transferable.
- At the moment of purchase, the traveller must give proof of their citizenship/residence and date of birth by means of a passport/identity card or government-issued residency document. For online sales, the traveller should be asked to accept terms and conditions (including the Pass

Conditions of Use), before the actual sale is executed, in which similar conditions are defined.

Please note that the Country of Residence of the traveller must be indicated when the traveller orders a Pass and this country will show on the actual Pass. In case the country where the traveller lives or works –the official Country of Residence – is different than the nationality in their passport or legal equivalent, the country where he or she actually lives and or works prevails and should be indicated on the Pass.

When using the Pass, the traveller must be able to give proof of the correctness of these data to ticket inspectors. See [conditions of use](#) for more detailed conditions on country of residence.

## 6.2. Pass issuance

### 6.2.1. Paper Pass

Interrail paper Passes may only be printed and issued electronically and the ticket design must comply with the RCT2, or RCT2 compressed layout. Detailed instructions can be found in the Layout Instructions (see Appendix 6c).

Eurail paper Passes may only be printed and issued electronically, while the ticket design must comply with either the RCT2 layout or the Overseas layout (see Appendix 6a and 6b).

The paper used for electronic issue must comply with the GTT-CIT rules. As from 2022, only CIT2012 ticket paper is allowed for issuing Eurail or Interrail paper Passes.

A Eurail paper Pass may be issued open-date, which means that the first and last day of validity and the passport or ID number, are not filled in at the time of issue and must be filled in by a railway official in Europe. The following Passes cannot be issued open date:

- Eurail and Interrail paper Complimentary Passes
- Eurail paper AD75 Passes
- Eurail paper Passes issued with the RCT2 layout
- Interrail paper Passes

### 6.2.2. Mobile Pass

Eurail and Interrail mobile Passes are available via the Eurail B.V. distribution platform through API connection or ETS and for sale through the websites Eurail.com and Interrail.eu. For information on the functionality of the mobile Pass and ticket inspection guidelines for a mobile Pass, please refer to Appendix 8.

## 6.3. Paper Pass Cover and Travel Documentation

The Pass Cover is an integral part of the Paper Pass and each Pass must be stapled into a Pass cover. A Child Pass can be stapled together with the Adult Pass into the same cover, or can be stapled in a separate cover.

The Pass Covers are supplied by Eurail B.V. and can be ordered using the form in Appendix 4.

In addition to the ticket and Pass Cover, each Global Pass customer can retrieve the below travel documentation:

- "Interrail or Eurail Pass Guide" (available in a digital format only and available in several languages).
- "Interrail or Eurail Map" (available in digital format only).

These documents can be retrieved on [www.interrail.eu/en/info](http://www.interrail.eu/en/info) (for Interrail) and <https://www.eurail.com/en/info> (for Eurail). The issuer must pay attention that up-to-date Pass Covers are used when issuing the Pass.

The valid year (edition) is printed on the document in small print on the reverse. See below for Pass cover images of 2024 and 2025. There are no new designs for dedicated 2025/2026 covers as the Pass Cover stock from 2024 will first be used for 2025.

Interrail Pass Cover Issue 2024/2025	Eurail Pass Cover Issue 2024/2025
	

## 7. Use of the Passes

### 7.1. General

Use of the Passes is regulated by the [Eurail and Interrail Conditions of Use](#). This paragraph 7 gives instructions and background for the distributors on the use of the Pass.

For instructions on how to inspect a Pass as well as identifying potential misuse, see Appendix 8.

All Passes, with the exception of the Continuous Global Passes are so-called Flexi Passes. Holders of a Flexi Pass may choose the days of travel at their own convenience within the overall validity of the Pass. A Flexi Pass travel day is valid from midnight to midnight, with the exception of when a night train is used (see point 7.2)

#### 7.1.1. Flexi Pass Travel day activation

The Paper Pass-holder must enter the date of each travel day on Travel Calendar on the Pass before boarding the first train/ship of that day. This date must be entered by the traveller in blue or black non-erasable ink or with a blue or black non-erasable pen in the corresponding box on the calendar. Dates must be inserted in sequential order as in the following example (e.g. 7th of May is 07/05):

	1	2	3	4	5
Day	05	07			
Month	05	05			

The traveller may not begin his first journey before 00:00 hours on the first day of validity of his Pass. His last journey must end at the latest at 24:00 hours on the last day of validity of his Pass. The date and time taken into account are those stated in the timetables for arrival at the destination station.

The mobile Pass traveller can activate travel days in the dedicated App. For a full description on how to do that, please refer to Appendix 8.

### 7.2. Travel by night train with a Flexi Pass

Travel by overnight train with a Flexi Pass will only require the use of one travel day. If the journey is made by a direct night train (a train that continues after midnight and no change of trains after midnight). This travel day must be **the day of departure of the night train**. If the Pass holder makes a trip by night train and boards a second train after

midnight, it is necessary to use two travel days. The same rules apply for travel by an overnight ferry covered by the Pass.

This night train rule is only valid if the dates of departure and arrival both fall within the overall period of the Pass validity.

*Example for a paper Pass:* If a Pass Holder boards a direct night train at any time on September 21st, which is set to arrive at its destination at any time after midnight, he should enter the date of departure, the 21st of September, in the Travel Calendar. If he is still on the train past midnight, he does not need to activate a second day (the date of arrival), unless he boards a second train.

*Example for a mobile Pass:* If a Pass Holder boards a direct night train at any time on September 21st, which is set to arrive at its destination at any time after midnight, he should activate a travel day for the date of departure by adding the night train journey to this day. If he is still on the train past midnight, he does not need to activate a second day (the date of arrival), unless he boards a second train.

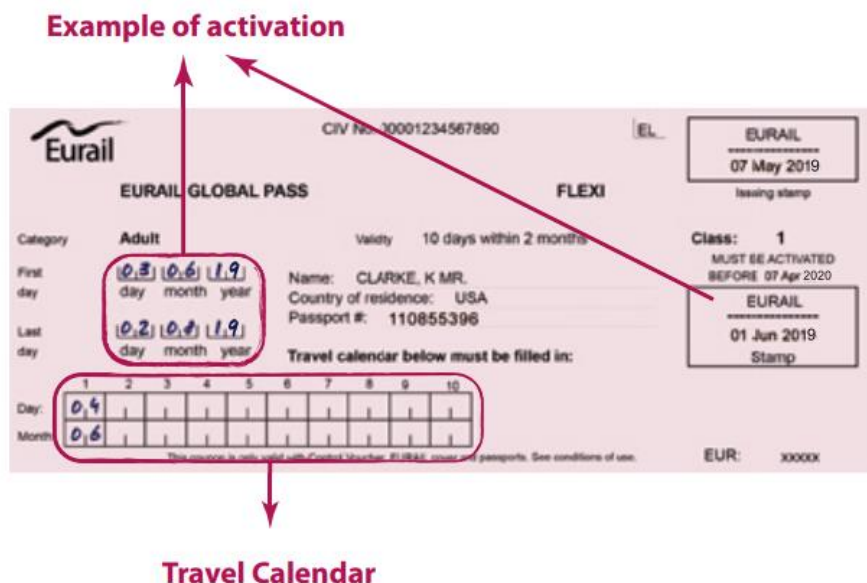
This night train rule also applies if a paper Pass Holder uses the outbound or inbound journey. The day that must be marked in the Travel Calendar (the day of departure) should also be entered in the outbound or inbound journey fields of the Pass Cover (whichever is applicable).

The night train rule is the same and also applicable for mobile Passes. The night train rule for mobile Passes is managed within the Rail Planner App – In case of a journey by night train, the customer should show yesterday's ticket upon ticket inspection in the morning (see appendix 8 for more details).

### 7.3. How to activate an open date Eurail Pass (Paper Pass)

Some Eurail Passes are activated at issuance, but most Eurail Passes are issued 'open date'. This means that the first and last day of validity of the Pass and the Passport number of the traveller, have not yet been filled in. Eurail Passes that are issued open date, must be activated before they can be used. Activation of open date Passes can be done by a railway official. The traveller himself chooses the day on which the validity of the ticket will begin. This date, together with the last date of validity, is entered on the ticket. The activation has to be carried out before the traveller makes his first trip. Please note that the traveller may not activate his Pass himself.

**Example of activation**



**EURAIL GLOBAL PASS** CIV No. 30001234567890 **FLEXI**

Category: **Adult** Validity: 10 days within 2 months

First day: 03/06/19 (day month year)  
Last day: 02/06/19 (day month year)

Name: CLARKE, K MR.  
Country of residence: USA  
Passport #: 110855396

Class: 1  
MUST BE ACTIVATED BEFORE 07 Apr 2020

EURAIL 07 May 2019 Issuing stamp  
EURAIL 01 Jun 2019 Stamp

Travel calendar below must be filled in:

	1	2	3	4	5	6	7	8	9	10
Day:	04									
Month:	06									

EUR: XXXXXX

**Travel Calendar**

#### 'How to activate' for Railway Staff

- Check that the name(s) on the pass correspond(s) with the name(s) in the passport(s) of the pass holder(s). It is important to check whether it concerns the same person as is indicated on the Pass.
- Check that none of the indications on the pass have been altered
- Check the colours of the ticket upon authenticity, as far as possible
- Enter the first and last day of the validity period with blue or black ink using a pen (Note: the first day of validity may never be later than 11 months after the issuing date of the Pass). The overview in Appendix 9 can be used to find the correct dates.
- Enter the passport number(s) (or travel document substituting a passport)
- Put the date stamp of the station activating the pass on the pass

A Ticket Inspector may also activate a ticket e.g.

- when the holder of the Eurail Pass arrives in a train from a country not covered by the pass,
- or
- when activation at the time of departure is not possible because the ticket windows at the station of departure are closed or is not available. The pass holder has to report to the train staff immediately upon boarding the train.

If the customer himself fills the activation date, the ticket inspector shall just add a stamp or signature and abstain from applying a fine/supplement.

## 7.4. Making seat reservations

If a traveller wishes to make a train reservation, railway staff must check whether the pass is valid on the requested day of travel. If the Paper pass has not been activated yet, railway staff should activate the pass before handing over the reservation to the traveller.

## 7.5. Travel in country of residence with an Interrail Global Pass

An Interrail Global Pass may only be used for limited free travel within the Country of Residence\* of the traveller. It is only valid for two trips in this country (provided it is an Interrail participating country). These trips are referred to as the outbound and inbound journey:

- The outbound journey can be used to travel from any location in the country of residence to the border or an airport or port.
- The inbound journey can be used to travel from the border or an airport or port back to any location in the country of residence.

\*This limitation for travel in the country of residence does not apply for travellers from Monaco or Liechtenstein.

The traveller may travel with more than one train, provided the trips are within the same day. Please note that the special rule for travel with an overnight train also applies; see paragraph 7.2 for detailed conditions.

For the mobile Pass, this Country of Residence rule is managed within the Rail Planner App system (see appendix 8).

For Paper Passes the steps to take are defined below.

### How to record trips within one's country of residence in the Travel Diary or My Trip section of the Pass Cover

#### *Step 1: Fill in the outbound/inbound date*

- Before boarding, the traveller must enter the 'outbound journey date' on the Pass Cover in the designated area of the Travel Diary/My Trip section. The same

applies when making the inbound journey. If the traveller does not make use of these trips, this space can be left blank.

*Step 2: Fill in the journey details on the Pass Cover or in the Rail Planner App*

- As with all other trips, the details of the trains of each outbound and inbound trip need to be registered in the journey details section of the Pass Cover. As from January 1<sup>st</sup> 2021, the traveller will have the choice to, alternatively, enter such journey details in the My Trip section of the Rail Planner App. Please see Appendix 8 for more details.

*Step 3: In case of a Flexi Pass, fill in the travel date on the travel calendar on the ticket*

- As with all other trips, the date of travel must be entered in the travel calendar of the ticket

	1	2	3	4	5
Day	05	07			
Month	05	05			

## 8. Aid Office support for Eurail Pass holders

The member railways participating in the Eurail Pass provide support to Eurail customers through a selection of Eurail Aid Offices. These Aid Offices are often located at major train stations, but this is not a condition.

Aid Office staff will be able to help Eurail travellers with Eurail related questions and can sell Eurail (Paper) Passes and / or reservations. Address details and opening hours of Aid Offices are available in the Rail Planner App under 'Rail Network Guides', or in the file Product Information in the Product folder on Extranet.

## 9. Exchange and Refunds

### 9.1. General

The general conditions for refunding of Passes are defined in the Eurail and Interrail Conditions of Use which are available through Eurail.com or Interrail.eu or Extranet.



## 9.2. Exchange by the Issuing Office

In case the traveller requests an exchange of the original Passes bought, e.g. because his travel plans have changed, the Pass can be exchanged. In case of an exchange the original Pass is returned and refunded and a new Pass is issued. An exchange can be done under the following conditions:

- The Pass is a non-Promotional Pass or the Pass is a Promotional Pass where the refund and exchange conditions are defined as being similar to regular Passes.
- The Pass must be offered for exchange before the first day of validity of the Pass.
- The Pass must be offered for exchange at the original Issuing Office.
- Costs for exchange can be fixed by the Issuing Office and in case of up-selling no costs should be requested.
- The exchange can only be done for the same person that is registered on the original Pass.

## 9.3. Issues with the Pass Cover of a paper Pass

See Appendix 8 for details on this topic.

## 9.4. Refund conditions for Paper and mobile Passes

### 9.4.1. Refund of unused Paper Passes

If the unused Pass is returned for refund to the point of sale before the first day of validity, a refund can be granted. Note; any ticket is deemed to be partly used on or after the first day of validity.

If the unused paper ticket is returned during or after its period of validity, the refund is granted if it has been rendered NOT USED before or on the first day of validity by an official department of a participating network.

In case of a Promotional Pass different rules may apply. Promotional Passes can be non-refundable or non-exchangeable. The ability to refund or exchange a promotional Pass will be specifically stated in the promotional offer. Specific refund and exchange conditions for Promotional Passes can be found in Appendix 7.

#### 9.4.2. Refund of unused mobile Passes

Refund requests of mobile Passes can be made through the website or sales point where the mobile Pass was purchased.

Refund requests of mobile Passes can only be granted for non-activated Passes. In case the mobile Pass is already activated, but the refund request date is still before the first day of the validity period, the Pass can be refunded after the Pass is de-activated. A traveller can deactivate a Pass any time before the start of their first day of the validity period (00:00 local time on that day).

In case of a Promotional Pass different rules may apply. Promotional Passes can be non-refundable or non-exchangeable. The ability to refund or exchange a promotional Pass will be specifically stated in the promotional offer. General refund and exchange conditions for Promotional Passes can be found in Appendix 7.

#### 9.4.3. Exceptional refund requests

Passes that are partially used, lost, damaged or stolen may not be refunded or exchanged. The same applies to tickets of any sort purchased to replace lost or stolen tickets.

While the Eurail and Interrail Conditions of Use \* provide that the traveller has no claim to any refund for partially used tickets, the issuing company may contact Eurail B.V. for a (partial) refund, if the ticket could not be used completely for compelling reasons (e.g. death of the traveller, serious illness of the traveller or accident). The client must present the application with all necessary proof e.g. death certificate, medical certificate, proof of repatriation or advanced return flight. Special cases are to be submitted to the Eurail B.V., who will decide on a possible refund. If granted, the refundable amount is calculated according to the number of days of the validity used or, in the case of a Continuous Pass, the number of days elapsed.

A traveller who could not (or only partly) use his Pass due to natural disaster, events or circumstances beyond the control of the parties in Europe ('force majeure') must submit an application for refund to the Issuing Office. The Issuing Office asks the Eurail B.V. for authorization for refund, submitting all necessary information and/or documents. The Eurail B.V. will investigate the validity of the claim and, in the case of a positive result, will authorize the Issuing Office to grant a partial refund to the traveller while indicating the amount to be refunded, or will handle the request directly with the traveller.

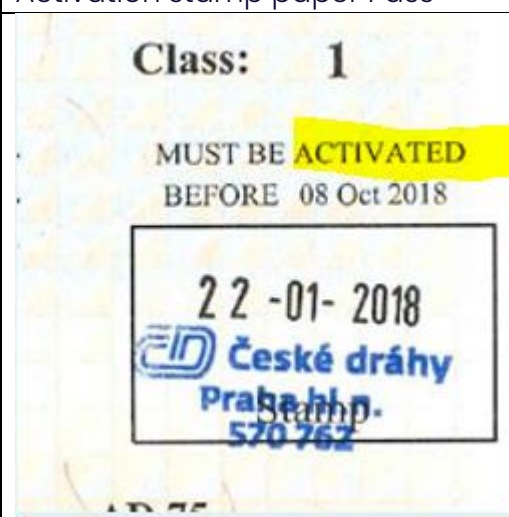
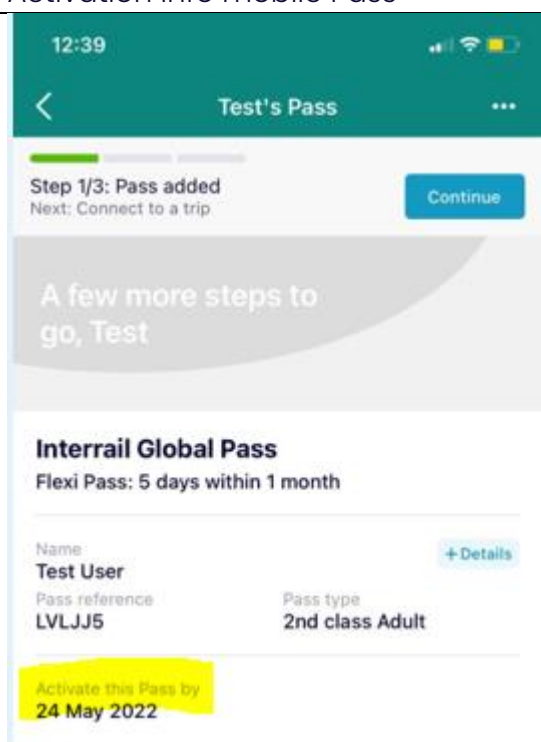
In situations not accounted for in the terms above and in the Eurail and Interrail Conditions of Use, the Issuing Office must submit the application to the Eurail B.V. for decision.

For exceptional refund cases, please contact us through this form [Submit a request – Eurail distributors](#)

#### 9.4.4. Timeframes for regular and exceptional refund requests

##### Open date Passes

Refund requests for unused open date Passes must be submitted by no later than the last possible activation date indicated on the Pass. Below images show where the activation date can be found on a paper or a mobile Pass.

Activation stamp paper Pass	Activation info mobile Pass
 <p>The image shows a paper pass activation stamp. At the top, it says 'Class: 1'. Below that, a yellow box highlights the text 'MUST BE ACTIVATED BEFORE 08 Oct 2018'. In the center, there is a black box containing the date '22-01-2018', the logo of České dráhy (Czech Railways), and the text 'Praha hl.n. 570 762'.</p>	 <p>The image shows a mobile app screen for a 'Test's Pass'. At the top, the time is 12:39. Below the title bar, it says 'Step 1/3: Pass added' and 'Next: Connect to a trip' with a 'Continue' button. A grey box says 'A few more steps to go, Test'. Below that, it says 'Interrail Global Pass' and 'Flexi Pass: 5 days within 1 month'. Further down, it shows 'Name: Test User' with a '+ Details' link, 'Pass reference: LVLJJ5', and 'Pass type: 2nd class Adult'. At the bottom, a yellow box highlights 'Activate this Pass by 24 May 2022'.</p>

##### Pre-activated Passes

Refund requests for unused pre-activated paper Passes must be submitted before the first day of validity. Pre-activated Passes that are submitted for refund after the first day of validity and that are marked NOT USED by a railway official, can be submitted within 1 month from the last day of validity of the Pass (see also 9.5.1).

### ***Exceptional refund requests***

Refund requests for partially used Passes/exceptional refund requests (see 9.4.3) must be submitted within 4 months from the last day of validity of the Pass.

#### **9.4.5. Administration fees for refunds**

Refunds are subject to the deduction of a maximum 15% administration fee which remains with the issuing company executing the refund. The company may, out of courtesy, decide to refrain from levying the fee or levy a lower fee, and consequently renounce or lower this income.

## **9.5. Paper pass Administration**

In case a paper Pass is replaced, exchanged or refunded, the original Pass must be received from the customer and be kept, for administration purposes, at the issuer that handled the replacement, exchange or refund.

# **10. Commission, Accounting, Payments**

## **10.1. Commission**

Distributors are entitled to commission for each Pass sold. Commission is calculated over the Retail prices in the price lists provided by Eurail B.V.

## **10.2. Accounting of sales and payments**

Unless otherwise agreed, accounting results shall be notified to Eurail B.V. on a monthly basis, by the 15<sup>th</sup> of the month following the month of sales. Accounting is made in conformity with UIC Leaflet 301 and the rules set out by Eurail B.V. in the 301 accounting instructions.

On a monthly basis, distributors transfer to Eurail B.V. the amount for sales made, after deduction of the applicable commission.

Unless otherwise agreed, Eurail B.V. will debit distributors participating in the Brussels Clearing Centre (BCC), at the end of the month following the month of sales. Sales from distributors not part of the BCC shall be sent by bank transfer to Eurail B.V. by the end of the month following the month of sales.

In case of delayed payment of sales and in order to ensure the interests of all carriers, Eurail B.V. can apply interest for delay as per the rules set in UIC Leaflet 311.

### Currency to be used

All accounting, reporting and payments are exercised in EUR.

## **11. Eurail Ticket System (ETS)**

Eurail Ticket System (ETS) is a web-based online application, managed by Eurail B.V., for issuing Interrail and Eurail Passes. ETS is made available upon request.

ETS users are fully responsible for the accounting of the ticket stock, provided by Eurail B.V., and must maintain a stock control for these tickets. Eurail B.V. will not be liable for any damages, losses or other expenses arising in connection with ETS or use thereof or inability to use, or in connection with any failure of performance, error, omission, interruption, defect, delay in operation or transmission, computer virus or line or system failure.

## **12. Ticket Paper provided by EURAIL B.V.**

Distributors that use ticket paper provided by Eurail B.V. are fully responsible for the stock control of these tickets, once they received them from Eurail B.V. A stock control system must be in place, enabling controls on all ticket paper at all points of sale and in all storage locations at any time. Refunded and cancelled tickets must be kept and stored centrally for at least 2 years and should be part of the stock control system.

Eurail members or distributors with a direct contract with Eurail B.V. can order ticket stock from Eurail B.V. through TCDI Appendix 4. Costs for such ticket stock will be invoiced by Eurail B.V.

## **13. Disappearance, loss or theft of ticket stock.**

The railway concerned must inform the Eurail B.V. and CIT ([info@cit-rail.org](mailto:info@cit-rail.org)) immediately of the disappearance of blank tickets. In case CIT is not informed directly, Eurail B.V. will inform CIT. This notification must include the numbers of the missing ticket paper and include a (police) report in case of theft. The CIT General Secretariat sends a list showing all reports of losses to all CIT members and in addition to the Colpofer working group.