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General Conditions of Carriage for Rail Passengers (GCC-CIV/PRR)

Applicable with effect from 13 December 2026

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In accordance with point 2.6 b) of the CIT Statutes, this document is **mandatory** and binds all members of the CIT. An individual member may nevertheless declare that he will not apply a provision because it is contrary to his interests (opting-out principle).

The list of undertakings applying this document is available on the CIT website: www.cit-rail.org.

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Amendment No	Amended items	Applicable with effect from

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

Contents

1 Participation 5

2 Conditions of carriage 5

3 Provisions applicable to your journey 5

4 Your contract of carriage 6

5 Tickets and reservations 7

5.1 General information 7

5.2 Purchasing your tickets 7

6 Your obligations as a passenger 8

6.1 Before the journey starts 8

6.2 During the journey 8

7 Your hand luggage on board 9

8 Travelling with animals 9

9 Registered luggage and vehicles 10

10 What to do in the event of delays, cancellations and missed connections? 10

10.1 Train cancellations and expected delays 10

10.2 Compensation for delays 10

10.3 Handling and calculation of refunds and compensation 11

10.4 Your rights in case of non-continuation of your journey the same day 11

10.5 Carriers' relief from liability for delays 11

11 Assistance in case of delays or cancellation 12

12 Personal injury 12

13 Loss and damage to your property 13

14 Persons with disabilities or reduced mobility 13

14.1 Requesting assistance 13

14.2 Travel conditions and assistance 13

14.3 Assistance in case of delays or cancellation 13

14.4 Compensation for mobility equipment, assistive devices, and assistance dogs 14

15 Claims and complaints 14

15.1 Filing claims related to personal injury or death 14

15.2 Filing other claims and complaints 14

16 Disputes 14
16.1 Undertakings against which an action may be brought 14
16.2 Time limits of actions 15
16.3 Jurisdiction 15
16.4 Applicable law 15

17 Transitional provisions 15

Preamble

The purpose of the General Conditions of Carriage for Rail Passengers (GCC-CIV/PRR) is to ensure that uniform contractual conditions are applied to international and domestic passenger traffic by rail, insofar as this is feasible and appropriate.

The text of the GCC-CIV/PRR and the list of undertakings applying them are shown on the CIT website www.cit-rail.org. As a general rule, they may also be consulted at the sales points of those undertakings which provide customer advice.

1 Participation

1.1 Every transport undertaking which is a member of the CIT and carries out passenger traffic is a party to the GCC-CIV/PRR provided it has not withdrawn from them or made a reservation against them.

1.2 A transport undertaking which is not a member of the CIT may adhere to the GCC-CIV/PRR at any time by sending a written declaration to the CIT General Secretariat. The GCC-CIV/PRR takes effect for said undertaking on the first day of the second month after it has been notified to the other participants.

1.3 Any participant in the GCC-CIV/PRR may withdraw from the agreement by giving six months' notice; withdrawal will take effect on 1 January of the following year. Reservations against the application of particular chapters of the GCC-CIV/PRR may be lodged by giving six months' notice, to take effect on 1 January of the following year. Withdrawals and reservations must be sent to the CIT General Secretariat in writing.
The list of undertakings that have withdrawn from the GCC-CIV/PRR or deviate from them can be viewed on the CIT website.

1.4 Withdrawals and reservations may be lifted at any time by sending a written declaration to the CIT General Secretariat. The GCC-CIV/PRR or the chapter concerned by the reservation will then take effect for the undertaking in question on the first day of the second month after it has been notified to the other participants.

2 Conditions of carriage

2.1 These GCC-CIV/PRR govern the general aspects of the contractual relationship between you (the passenger) and the railways acting as contractual carriers ("carriers"). Any conditions that deviate from these GCC-CIV/PRR (see **point 2.2** below), or that apply only to specific routes, specific types of trains, or specific offers, are set out in the special conditions of carriage. You may find an extract from these GCC-CIV/PRR summarising their main content at www.cit-rail.org/en/passenger-traffic.

2.2 The carriers may introduce special conditions of carriage which may differ from these GCC-CIV/PRR. If they do, they will clearly state exactly from which part of the GCC-CIV/PRR they differ. The special conditions may only differ from points 10.1, 10.2, 10.3.1, 10.3.4, 10.4, 10.5, 11, 12, 13, 14, or 15 of the GCC-CIV/PRR if they comply with the mandatory rules of the Rail Passenger Rights Regulation (PRR) and the Uniform Rules concerning the Contract of International Carriage of Passengers by Rail [CIV – Appendix A to the Convention concerning International Carriage by Rail (COTIF)]. This, however, does not apply where the PRR is not applicable, for example outside the European Union (EU) or on rail services within the EU that are exempt from the PRR.

2.3 Both the GCC-CIV/PRR and the special conditions of carriage form an integral part of the contract between you and the carrier(s) (see Your contract of carriage, **point 4.2** below). This means they are legally binding and will apply to your journey.

3 Provisions applicable to your journey

3.1 When you travel by rail, your journey is governed by a set of rules that define your rights, your safety, and your obligations. Below is an overview of the key regulations that may apply to your journey, depending on your route and your contract of carriage.

a) If you travel inside or into the European Union (EU), your transport contract is governed by Regulation (EU) 2021/782 of the European Parliament and of the Council, dated 29 April 2021, on rail passengers' rights and obligations (PRR). The PRR is complemented by its Annex I,

the Uniform Rules concerning the Contract of International Carriage of Passengers by Rail (CIV – Appendix A to COTIF) and the Regulation concerning the International Carriage of Dangerous Goods by Rail (RID – Appendix C to COTIF), and/or

b) If you travel outside the EU, the CIV is directly applicable.

c) For all international journeys, the Regulation concerning the International Carriage of Dangerous Goods by Rail (RID – Appendix C to COTIF) is also applicable. See also **point 7.2** below.

d) Your journey may also be covered by rules of national law.

3.2 When your journey by rail is supplemented by other modes of transport, such air, road, inland waterway or sea (e.g., if your train ticket includes connecting flights or a bus to/from the station), the rules for each mode of transport (air, road, inland waterway or sea) will apply to those parts of your journey separately.

3.3 However, if your multimodal journey is part of a single contract of carriage, the CIV rules might still apply across the entire journey if Articles 1 or 31 CIV are applicable.

4 Your contract of carriage

4.1 The contract of carriage is the agreement whereby the carrier(s) involved commit(s) to carrying you from the place of departure to the destination.

4.2 The contract consists of the following:

a) These General Conditions of Carriage (GCC-CIV/PRR);

b) The carrier(s) special conditions of carriage; and

c) The details provided on your ticket (**point 5.1.2**).

4.3 In case of a conflict between the GCC-CIV/PRR and the carrier's special conditions of carriage, the latter take precedence. If there are inconsistencies within the carriers' special conditions of carriage, the condition most favourable to you applies.

4.4 Your ticket confirms your contract of carriage. This can be either a paper ticket or an e-ticket. Legally, your ticket is considered proof of the content and conclusion of your contract unless proven otherwise.

4.5 Generally, one ticket represents one contract of carriage, except in the cases outlined in **points 4.7, 4.10, and 4.11** below.

4.6 A ticket or tickets purchased in a single commercial transaction constitute a through-ticket. This means they are treated as one single contract of carriage.

4.7 This does not apply if it is clearly stated on the ticket(s), on another document, or electronically in a form that you can save and access later, that the ticket(s) represent separate contracts, and if you were informed of this before you completed your purchase.

4.8 A single commercial transaction under **point 4.6** means that you purchase one or more tickets at the same time, via the same distribution channel, in line with the carrier's timetable offer, and you only make one payment.

4.9 Please note: a single payment will not be regarded as a single commercial transaction in the following circumstances:

a) you choose to divide a planned overall journey into separate journey segments, or

b) you do not follow the connection times between the individual journey segments as proposed in the timetable offer.

4.10 If your journey involves other modes of transport than rail, please be aware that carriage by each different transport mode is always covered by a separate transport contract, even if the entire journey is covered by one ticket. Exceptions from this rule are expressly stated in the special conditions of carriage of the carrier(s) involved.

4.11 Consequently, transfers between railway stations by other modes than rail (e.g., by bus, tram, metro, taxi, bicycle) or on foot are not part of your contract of carriage by rail. Such transfers are carried out under the legal rules that apply to the respective transport mode.

4.12 Please note that the rules set out in **points 4.7 - 4.10** still apply, and these may provide exceptions to the principle that one ticket represents a single contract of carriage.

5 Tickets and reservations

5.1 General information

5.1.1 E-tickets are subject to special conditions of carriage. All information contained in your e-ticket can be displayed in a readable written form.

5.1.2 As a rule, your ticket shows the carrier(s) bound by the contract of carriage, the ticket issuer, the route, the fare, the period of validity, the applicable conditions of carriage and, where relevant, your name, date of travel, train number and any reserved accommodation.

Issuers and carriers are generally identified by codes. A list of these codes is available at https://www.cit-rail.org/en/cit-tools/.

5.1.3 The special conditions of carriage indicate whether reservations are optional or mandatory.

5.1.4 Conditions and arrangements for reductions (e.g. for children or groups) are also detailed in the special conditions of carriage.

5.1.5 You may take your bicycle on board trains, where permitted. The carrier(s) may charge a fee for the transport of bicycles. The transport is subject to safety and operational restrictions, in particular capacity limits (such as during peak hours), technical limitations of the rolling stock, or restrictions based on the weight or dimensions of the bicycle. See also **point 7.5** below.

5.2 Purchasing your tickets

5.2.1 You can buy tickets either directly from the carrier's own points of sales or from authorised sales points.

5.2.2 If tickets are sold by third parties (for example travel agencies or carriers not involved in your journey), they act only as agents and are not liable for any issues arising from the carriage itself.

5.2.3 If there is no ticket office or no accessible ticketing machine at your departure station, and no other accessible way to buy a ticket in advance, you may buy your ticket on board the train at no extra cost if you are a passenger with a disability.

This right may be limited or refused in the **carrier's special conditions of carriage**, but only for justified reasons such as security requirements or compulsory seat reservations.

If there are no staff on board, you will be informed whether you need to buy a ticket and how to do so.

5.2.4 Tickets that are not issued in your name may be transferred to someone else, as long as the journey has not yet started.

5.2.5 You are not allowed to sell your tickets for profit.

5.2.6 If you are given the option to pay the fare in a currency other than the national or used currency of the carrier, the carrier will inform you of the exchange rate and applicable conditions.

5.2.7 Rules for ticket returns, exchanges, and refunds (except in cases of train cancellation or delay, for which see **point 10.1.1** below) are set out in the carrier's special conditions of carriage and may include charges.

In general, exchanging a ticket is treated as the cancellation of the original contract of carriage and the conclusion of a new one.

Return, refunds or exchanges may be refused if the ticket is damaged or unreadable.
Refunds are made using the original payment method or, where applicable, as a voucher.

5.2.8 Please be aware that if you misuse e-ticketing systems, you may lose access to e-ticketing and home printing functions.

5.2.9 Unfortunately, lost or stolen tickets cannot be replaced or refunded.

6 Your obligations as a passenger

6.1 Before the journey starts

6.1.1 You must pay the fare in advance and make sure your ticket is issued correctly according to your instructions.

6.1.2 Unless stated otherwise in the special conditions of carriage, you may not benefit from reduced fares after you have purchased your ticket.

6.1.3 The special conditions of carriage explain whether you need to validate your ticket before boarding.

6.1.4 Your ticket is valid only if all required details and validations are complete and the ticket has not been changed or falsified after issue.

The special conditions of carriage specify the procedure to be adopted in these cases.

6.1.5 If an e-ticket cannot be read (for example due to unreadable data or a security certificate), you must buy a new ticket. You can contact the issuer of the ticket to request clarification or a refund.

6.1.6 The special conditions of carriage state whether and under what conditions children may travel alone.

6.2 During the journey

6.2.1 You must board the train before the scheduled departure time shown in the published timetable or, where appropriate, within the time period preceding departure and shown in the special conditions of carriage or on the ticket. If you arrive too late for boarding, your travel on that train is no longer guaranteed

6.2.2 You must have a valid ticket for your entire journey and show it to rail staff on request. Keep your ticket until you leave the destination station. If you travel without a valid ticket, you may have to pay a surcharge in addition to the fare itself. Otherwise, you may be refused further travel.

6.2.3 If you are travelling with a special ticket (for example made out in your name, issued at a reduced fare, e-tickets, or tickets paid for in particular ways), you must be able to prove your identity and eligibility at any time in accordance with the special conditions of carriage.

6.2.4 Unless allowed by the special conditions of carriage, you may not interrupt and continue your journey at will.

6.2.5 Your ticket is valid for the travel class shown and for any seat or accommodation you have reserved. If only a lower class is available on part of or the entire journey, this is covered by the special conditions of carriage. You must claim your reserved accommodation within 15 (fifteen) minutes after departure of the train from the station for which the reservation was made. Otherwise, you may lose it.

6.2.6 You may only occupy one seat. Seats reserved for passengers with disabilities or reduced mobility or for families with children should be kept free for them. If you do not belong to one of these groups, please give up these seats.

6.2.7 You must follow the instructions of carriers' staff, station managers' staff and infrastructure managers' staff, including rules for using stations, facilities and accessing trains.

6.2.8 You must comply with customs, police, health, and immigration regulations, including visa requirements. If the carrier has to pay costs for your return or a stay preceding the return due to missing or invalid entry documents, the carrier may claim these costs from you. In such cases, unused ticket(s) or parts of them may not be refunded according to the special conditions of carriage.

6.2.9 You are not allowed to smoke in trains and in stations, except in designated smoking areas in stations.

6.2.10 Misuse of alarm or emergency equipment may be punished in accordance with applicable national law.

6.2.11 If you endanger safety or disturb other passengers in an unacceptable manner, you may be excluded from carriage. In such cases you will not receive a refund of the fare.

7 Your hand luggage on board

7.1 You may bring hand luggage with you. Your hand luggage must be easy to handle, appropriate for your journey, and fit into the designated luggage spaces.

You are responsible for supervising your hand luggage and labelling it if required. It must not inconvenience other passengers, interfere with rail operations, or cause damage.

Detailed rules are set out in the special conditions of carriage.

7.2 The carriage of dangerous goods is subject to the RID – (Appendix C to COTIF) and in particular point 1.1.3.8 of its annex (www.otif.org). In general, you may only carry substances and articles that are packaged for retail sale and intended for personal or household use, or for leisure or sporting activities. For information purposes see the Notice concerning the carriage of dangerous goods in passenger trains at www.cit-rail.org.

7.3 Weapons and ammunition are not permitted on trains.

Any exceptions and the applicable procedures are defined in the special conditions of carriage.

7.4 If you lose an item, please inform train staff immediately. Unattended hand luggage may be inspected, removed, or destroyed if this is necessary to ensure the safety of passengers or rail operations.

7.5 Where designated bicycle spaces are available, you must stow your bicycle there.

You must supervise your bicycle at all times and take all reasonable steps to ensure that it does not cause harm or damage to other passengers, mobility equipment, luggage, or rail operations. Further rules for bicycles are set out in the **special conditions of carriage**.

8 Travelling with animals

8.1 You may travel with animals only if the carrier allows it.

If animals are permitted, the special conditions of carriage apply.

8.2 Recognised assistance dogs for persons with disabilities, particularly visual impairments, are permitted. They must be clearly identifiable as such.

9 Registered luggage and vehicles

If carriers offer the carriage of registered luggage and vehicles, the special conditions of carriage apply.

10 What to do in the event of delays, cancellations and missed connections?

10.1 Train cancellations and expected delays

10.1.1 If your train is cancelled or delayed, and you may reasonably expect that you will arrive with a delay of 60 minutes or more at the final destination under your transport contract, you may choose one of the following options:

a) **Continuation of your journey**

When possible, the carrier(s) will facilitate the continuation of your journey on another of its available trains, under conditions comparable to those of your initial journey. This can take place as soon as possible or on a later date.

OR

b) **Refund due to interrupted journey**

You may also choose to abandon your journey or return to your departure point free of charge, using another train operated by the same carrier, under conditions comparable to your original journey.

In this case, you may request a refund for the part of the journey that was not completed, or the full fare if you decide to return to the departure point because your journey no longer serves its intended purpose. Details are set out in the special conditions of carriage.

Be aware that if your ticket is also valid for the return journey and you still use it as planned, only the fare relating to the outward journey will be refunded.

10.1.2 Please note that the carrier where you miss your connection will have to offer suitable alternative transport to you to continue your journey or to return to the starting point.
Instead of making such an offer, the carrier(s) may agree that you arrange your own re-routing. In such cases, you will be reimbursed for reasonable costs.

10.1.3 If the carrier fails to inform you about free re-routing options within 100 minutes of the scheduled departure of the delayed or cancelled train or a missed connection, you may organise your own re-routing but only using rail, coach or bus public transport. Necessary and reasonable costs will then be reimbursed.

10.1.4 The same applies if the carriage of your reserved bicycle is refused even though it meets the requirements for being carried.

10.2 Compensation for delays

10.2.1 If you arrive at the destination shown on your ticket or through-ticket (your contract of carriage) with a delay, you may be entitled to compensation as follows:

- 60 minutes or more delay: 25% of the ticket fare;
- 120 minutes or more delay: 50% of the ticket fare.

This applies only if you did not choose a refund (point 10.1.1b) instead.

Please note that in some cases carriers are relieved from their liability to pay compensation (**point 10.5.3** below).

10.2.2 The carrier of the train which was delayed or cancelled will tell you whether you need a confirmation of delay or cancellation and how to get it.

10.2.3 The same rules may apply if you had a valid bicycle reservation, and your bicycle was refused without a justified reason.

10.3 Handling and calculation of refunds and compensation

10.3.1 Compensation is calculated based on the fare shown on your ticket. If you travelled with a single contract of carriage (through-ticket) comprising several tickets, the total fare of these tickets is used as the basis for calculation.

Any ancillary charges (reservations, supplements and similar charges) are also included for the purposes of calculating refunds or compensation. Service fees are not included in the calculation.

Compensation will usually only be paid if it is at least 4 EUR per ticket. The carrier covers any bank or transaction fees.

10.3.2 The special conditions of carriage may apply to the calculation of compensation and refunds for reduced and promotional fares, tickets with integrated reservation, season tickets and other types of rail pass tickets.

10.3.3 Compensation and refunds are usually processed within one month after you submit your request to the appropriate contact point (see **point 15.2.1**).

10.3.4 Compensation and refunds may be offered as a voucher; at your request, you may also receive them in a monetary form chosen by the carrier (for example by bank transfer, credit note or cash).

Please note that, as a general rule, vouchers can only be redeemed with the carrier that issued the voucher and/or for designated services.

10.4 Your rights in case of non-continuation of your journey the same day

10.4.1 If, because of a cancellation, delay or missed connection, you cannot reasonably continue your journey on the same day, the carrier who brought you to that point or whose service was cancelled will support you:

a) either by arranging for cost-free accommodation (including transfers), or

b) if the carrier has not arranged cost-free accommodation for you according to a), reimbursing reasonable accommodation costs (including transfers), and

c) refunding reasonable costs for informing people who are waiting for you.

Accommodation may be limited to up to three nights if point 10.5.3 applies.

10.4.2 Please note that carriers may offer you alternative transport instead of accommodation (bus, metro, taxi, etc.) if this is appropriate.

10.5 Carriers' relief from liability for delays

10.5.1 Carriers are relieved of liability for delays sustained (point 10.2 above) if the delay is caused by transport services that:

a) took place entirely outside the EU, Switzerland, or Norway;

b) took place partly outside the EU, Switzerland, or Norway, and the delay occurs outside those countries;

c) are exempt from the PRR;

d) are not part of your contract of carriage (such as bus, tram, metro, taxi or bicycle between railway stations);

e) are operated by another mode of transport (in this case each mode follows its own rules).

10.5.2 Carriers are also not liable for delays sustained (**point 10.2**) if you were informed about possible delays before buying your ticket; or after rerouting, you arrive at your destination with less than 60 minutes delay.

10.5.3 Compensation under point 10.2.1 is not payable if the delay was caused by:

a) extraordinary circumstances not connected with the operation of the railway, such as extreme weather conditions, major natural disasters or major public health crises, which the carrier, in spite of having taken the care required in the particular circumstances of the case, was unable to avoid and the consequences of which it was unable to prevent;

b) your own fault, or

c) the behaviour of a third party which the carrier, despite having taken the care required in the particular circumstances of the case, was unable to avoid and the consequences of which it was unable to prevent, such as persons on the track, cable theft, on-board emergencies, law enforcement activities, sabotage or terrorism.

11 Assistance in case of delays or cancellation

11.1 If your train is delayed by or if a cancellation results in a delay of at least 60 minutes, the carrier will take reasonable steps to assist you. The same rules may apply if you had a valid bicycle reservation and your bicycle was refused without a justified reason.

11.2 Depending on the waiting time and what is reasonably possible, this may include the provision of refreshments and meals, as well as accommodation and alternative transport, in line with **point 10.4.**

11.3 If you have a disability or reduced mobility, the carrier will make every reasonable effort to support you and meet your needs (see **Chapter 14**).

12 Personal injury

Accidents during rail journeys can have serious consequences. This chapter explains the carriers' liability in the case of an injury or death during a rail journey.

12.1 The carrier's liability for personal injury or death of a passenger is governed by the CIV Uniform Rules and any applicable national laws that may grant you or your beneficiaries additional rights.

For domestic journeys in non-EU countries, the relevant national law applies. For maritime transport, applicable maritime law applies, unless Article 31 CIV applies (where railway vehicles are carried by ferry).

12.2 In the event of an injury or death of a passenger in an EU Member State, the carrier liable in accordance with Article 56 § 1 together with Article 26 § 5 CIV will make an appropriate advance payment to cover immediate financial needs, unless the service is exempt from the PRR:

a) In the event of death, an advance payment of EUR 21 000 will be made to the person(s) entitled.

b) In the event of injury, reasonable and necessary costs of up to EUR 21 000 per passenger may be advanced.

12.3 Advance payments do not mean that the carrier accepts liability. Any amount advanced will be deducted from any subsequent compensation.

The carrier may request repayment if the loss or damage was caused wilfully or negligently by the passenger, or if the recipient was not entitled to receive the payment.

12.4 Even if the carrier declines liability, it will, where reasonable and at your request, support you or the person(s) entitled in pursuing claims against third parties (for example by providing documents or reports).

13 Loss and damage to your property

13.1 If your hand luggage or animals travelling with you are lost or damaged, the carrier's liability is governed by the CIV Uniform Rules.

13.2 In addition, national laws may apply if they entitle you to further compensation for damage.

13.3 For domestic carriage outside the EU, the national liability rules of the relevant country apply.

13.4 If you are a person with a disability or reduced mobility travelling within an EU Member State, Switzerland, or Norway, the liability limits set out in Article 34 of the CIV do not apply to your mobility equipment (such as wheelchairs), assistive devices, or assistance dogs.

14 Persons with disabilities or reduced mobility

In line with the PRR, you have specific rights and protections when you travel by rail as a person with a disability or reduced mobility.

Unless stated otherwise in that chapter, the general rights and obligations in these GCC-CIV/PRR document also apply to you.

14.1 Requesting assistance

14.1.1 If you need assistance during your journey, you should normally notify the carrier at least 24 hours before departure.

In some cases, the carrier may also accept shorter notification periods.

14.1.2 Please follow the carrier's instructions on how and where to request assistance so that the carrier can provide the support you need.

14.2 Travel conditions and assistance

14.2.1 If the carrier requires that you be accompanied during the journey, your accompanying person may travel free of charge and, where possible, will be seated next to you.

14.2.2 You may travel with your assistance dog. Please note that eligibility for an assistance dog is determined by national law and rules.

14.2.3 At staffed stations, the carrier or station manager will provide free assistance for boarding, changing trains, and alighting, provided trained staff are available.

14.2.4 At unstaffed stations, free assistance will be provided on board the train and during boarding and alighting, as long as trained staff are present on the train.

14.3 Assistance in case of delays or cancellation

If your journey is delayed or cancelled as described under Chapter 10, the carrier will pay special attention to your needs, including those of your assistance dog.

This may include:

— offering alternative travel options that are appropriate for you, and

— providing accommodation that meets your requirements.

14.4 Compensation for mobility equipment, assistive devices, and assistance dogs

The carrier is liable for loss of or damage to your mobility equipment (such as a wheelchair) or assistive devices, or for loss or injury to your assistance dog, provided that the carrier caused the loss or damage or injury.

This covers the compensation for:

a) the repair or replacement costs of damaged or lost mobility equipment or assistive devices,

b) the replacement or treatment costs for an assistance dog that is lost or injured, and

c) reasonable costs for temporary replacements, if these are not provided by the carrier.

15 Claims and complaints

15.1 Filing claims related to personal injury or death

15.1.1 In case of death or injury, any claim related to the liability of the carrier must be made to the carrier responsible for the part of the journey where the accident happened. The person(s) entitled need(s) to do this in writing within twelve (12) months of becoming aware of the injury or damage. If another carrier was entrusted as a "substitute carrier" for this part of the trip, the person(s) entitled can address the claim to this carrier instead.

15.1.2 If your carriage was performed by different carriers under one single contract (as "successive carriers"), you may address your claim to the first carrier or the last carrier. You may also send your claim to the carrier either being based in the country where you live, or having a branch or agency there, and with whom you concluded the contract of carriage. They will then forward your claim to the liable carrier mentioned in point 15.1.1 above.

15.2 Filing other claims and complaints

15.2.1 For other claims and complaints (like delays or service issues), you should contact the issuer of your ticket, or any carrier taking part in the performance of your contract of carriage, in writing. You need to do this within three (3) months of completing your rail journey. Please make sure to include your original ticket and any other documents that can help (e.g., confirmation of delay from the carrier).

15.2.2 The carrier will respond to your claim or complaint within one (1) month. If needed, they may forward your claim or complaint to the issuing undertaking and inform you. Your data protection will be respected throughout this process. You will receive a final response from either the carrier or the issuing undertaking within three (3) months.

15.2.3 Carriers will keep the necessary data to assess your claim or complaint for the duration of the complaint-handling process.

15.2.4 For information about the departments handling claims or complaints, their contact details, and which languages they work in, you can visit www.cit-rail.org or check the websites or customer service points of the carriers that apply these GCC-CIV/PRR.

16 Disputes

16.1 Undertakings against which an action may be brought

16.1.1 In case of death or injury, any action related to the liability of the carrier must be made to the carrier responsible for the part of the journey where the accident happened. If another carrier was entrusted

as a “substitute carrier” for this part of the trip, you or the person(s) entitled can address the claim to this carrier instead.

16.1.2 Actions for refunds and compensations for delays or cancellations can only be brought against the carrier performing the part of the carriage where the first event giving rise to the legal proceedings occurred.

16.1.3 You can bring other actions to recover any sum paid for your carriage against the carrier who collected the sum or the carrier for whom it was collected.

16.1.4 Claims for registered luggage or vehicles follow Article 56 § 3 CIV. This means that if registered luggage or a vehicle is carried by successive carriers, a claim may also be made against the carrier who has agreed to be listed on the luggage registration or carriage voucher as responsible for delivery, even if they never actually received the luggage or vehicle.

16.1.5 Once you or the person entitled brings an action against one carrier, you cannot choose another afterwards.

16.2 Time limits of actions

Actions based on points 10, 11 and 13.4 are subject to the carrier’s special conditions of carriage or applicable national law.

The provisions of Article 60 of the CIV apply to the limitation period for other actions arising from your contract of carriage.

16.3 Jurisdiction

Legal action based on the contract of carriage may only be brought before the courts and tribunals on whose territory the defendant has its domicile or habitual residence.

This means that, if you take legal action, it must be brought before the courts or tribunals of the state in which the carrier’s principal place of business is located, or where the branch or agency that concluded the contract with you is situated.

16.4 Applicable law

If the national laws of several states are applicable, the law of the state where an action or claim is brought will apply, including its conflict-of-law rules.

17 Transitional provisions

This version of the GCC-CIV/PRR comes into force on 13 December 2026; it repeals and replaces the earlier version of 14 December 2025 and all its amendments.

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10 Nov 2026
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