



International Rail Transport Committee
Comité international des transports ferroviaires
Internationales Eisenbahntransportkomitee



CIT-CER Press Release
Bern/Brussels, 24 October 2022

Another step towards improving the passenger experience in international rail transport!

Within the framework of an "Agreement on Journey Continuation (AJC)", 15 European railway undertakings* have agreed that rail passengers who miss a connecting train and lose their seat reservation due to a delay, will be transported on the next possible train without additional costs if they can present a confirmation of delay. The railways involved in the agreement have put into place the relevant procedures and in particular the information to be provided to passengers. This solution was developed by the International Rail Transport Committee (CIT) as part of a Ticketing Roadmap, a sector initiative launched by the Community of European Railway and Infrastructure Companies (CER) to improve international rail services for passengers.

Cesare Brand, Secretary General of CIT, said: "The AJC is another important step towards improving the customer experience in international rail transport; The aim is for all railways concerned to adopt this agreement. Passengers should take for granted a simple, European sector solution for connection interruptions."

Alberto Mazzola, CER Executive Director, said: "All CER members in September 2021 agreed to offer to passengers by 2025 a seamless experience when searching, selecting, buying and using rail services, including first and last mile, with access to real time information, ticket purchasing, and guidance in case of travel disruption. With the CIT Agreement on Journey Continuation, the rail sector moves ahead with a concrete step. More will follow, also in terms of investments, after the Open Sales and Distribution Model (OSDM) – developed by the sector within the International Union of Railways (UIC) – is recognised by the European institutions and further transposed into technical regulation."

CIT: The International Rail Transport Committee (CIT) is an association of over 200 railway undertakings and shipping companies that operate international passenger and/or freight transport services. The aim of the CIT is to ensure practically oriented implementation of the railway law in force at undertaking level - such as the CIV Uniform Rules and the PRR in the passenger sphere. In addition, it strives the standardisation of the corresponding contractual relations and represents its members' interests vis-à-vis authorities and other associations.

CER: The Community of European Railway and Infrastructure Companies (CER) brings together around 70 railway undertakings, their national associations as well as infrastructure managers and vehicle leasing companies. The membership is made up of long-established bodies, new entrants and both private and public enterprises, representing 79% of the rail network length, 77% of the rail freight business and about 90% of rail passenger operations in EU, EFTA and EU accession countries. CER represents the interests of its members towards EU policymakers and transport stakeholders, advocating rail as the backbone of a competitive and sustainable transport system in Europe. For more information, visit www.cer.be or follow us on Twitter [@CER_railways](https://twitter.com/CER_railways) or [LinkedIn](https://www.linkedin.com/company/cer).

* Participating undertakings: BLS, ČD, CFL, DB, DSB, NS, ÖBB, Renfe, SBB/CFF, SJ, SNCB/NMBS, SNCF, SŽ, Trenitalia, ŽSSK