Delays and missed connections

Delays? Missed connections? Passenger right regulations allow to get help and compensation for international journeys within the European Union.
For delays occuring within EU territory – regardless to its reason – passengers are entiltled for a compensation, based ont the price of tickets, reservations and surcharges:

- by 25% at delays more than 60 minutes
- by 50% at delays more than 120 minutes
- The delay is counted on journeys, covered by one contract.

If a connection is missed

- you can travel by the next available train even if your ticket was train-bound – the ticket confirmation is necessary
- you may get a free seat reservation for the upcoming train if you already had one for the train you've missed (but if it's a train with compulsory reservation, it can only be used when free places still available)
- in case it was the last train of the day or an overnight journey, you may get a night in a hotel provided by the railway, or reclaim your overnight costs within a specific limit
- if the journey makes no sense anymore, you can cancel it and make your ticket get refunded

Please note also:

- missed connection applies only from train to train, not from other means of transport

No additional damages (missed flights, concerts and businesses) can be compensated.

More advantages within the AJC agreement
Missed connections can be basically claimed only with through tickets – but AJC member railways guarantee it also for journey covered by multiple tickets. This is available only for international journeys with the same carriers between AJC members: BLS and SBB/CFF/FFS (Switzerland), CD (Czech Republic), CFL (Luxembourg), DB (Germany), DSB (Denmark), Eurostar International Limited (United Kingdom, France, Belgium and the Netherlands), GYSEV and MÁV-START (Hungary), HŽPP (Croatia), LTG Link (Lithuania), NS (Netherlands), ÖBB (Austria), PKP IC (Poland), Renfe (Spain), SJ, Snälltåget (Sweden), SNCB/NMBS (Belgium), SNCF (France), SZ (Slovenia), THI Factory (France, Belgium, Germany and the Netherlands), Trenitalia (Italy), and ZSSK (Slovakia).
Additional information:

- Information leaflet about the Agreement on Journey Continuation in respect of International Passenger Traffic by Rail [1] (AJC leaflet)
- What to do if you miss your connection on an international journey [2] (AJC note)
- Official website of CER - Agreement on Journey Continuation [3] (AJC)

What to do for a compensation / missed connections

- if possible, a notice about delays and missed connection has to be issued by the customer service of the respective railways
- you have to submit your demand within 90 days after the last day of your journey, at the railway where you've bought your ticket (including websites of the railways, selling online tickets)

Forrás:https://www.mavcsoport.hu/node/131071

Hivatkozások

[1] https://www.mavcsoport.hu/sites/default/files/upload/page/ajc_2026-08-01_en.pdf [2] https://www.mavcsoport.hu/sites/default/files/upload/page/ajc-note_2026-08-01_en.pdf [3] https://www.cer.be/cer-eu-projects-initiatives/agreement-on-journey-continuation-ajc