

**Question for written answer E-000638/2026  
to the Commission**

Rule 144

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Subject: Train compensation

Since 7 June 2023, the rights of European rail passengers have been amended so that they can benefit from certain consumer rights, notably in the event of an international train delay or cancellation. Thus, for a delay of 60 to 119 minutes, a passenger may claim compensation of 25 % of the ticket price. For a longer delay, compensation is 50 %.

In the event of a delay or cancellation, passengers are also entitled to certain forms of assistance: food and drinks, accommodation if necessary, etc.

However, it appears that for the same delay or cancellation, the passenger experience varies greatly depending on the country or the operator, which undermines the clarity and readability of EU law.

Based on this observation:

1. Is the Commission considering introducing a standardised EU-wide procedure for submitting compensation claims?
2. What is the Commission's view on the creation of a single digital portal for EU rail passengers?
3. Does the Commission have data on the average compensation processing times by Member State, and what are the most frequent reasons for refusal?

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