

(English version)

**Question for written answer E-000420/26
to the Commission**

Borja Giménez Larraz (PPE), Dolors Montserrat (PPE), Elena Nevado del Campo (PPE), Juan Ignacio Zoido Álvarez (PPE)

(3 February 2026)

Subject: Renfe's announcement to stop paying compensation for high-speed train delays

On 30 January 2026, Renfe announced that it would no longer compensate delays caused by speed limits imposed by Adif, meaning that tickets bought from 31 January would no longer be eligible for compensation in these cases.

This decision leaves rail passengers unprotected, making them bear the consequences of shortcomings in the network's management and maintenance, potentially breaching European passenger rights rules.

Regulation (EU) 2021/782 establishes a rate of compensation of 25% of the ticket price for a delay of 60 to 119 minutes, and 50% of the ticket price for a delay of 120 minutes or more.

In light of this:

1. Does the Commission consider excluding compensation for delays caused by speed restrictions imposed by the infrastructure manager to be compatible with Regulation (EU) 2021/782 on rail passenger rights and obligations?
2. What measures does the Commission envisage to ensure that infrastructure managers and operating companies do not shirk their responsibilities and that rail passenger rights are effectively protected in all Member States?

Submitted: 3.2.2026

Answer given by Mr Tzitzikostas on behalf of the European Commission

(29 April 2026)

Article 19(10) of Regulation (EU) 2021/782 on rail passengers' rights and obligations⁽¹⁾ sets out that actions of the infrastructure manager will not exempt a railway undertaking from the payment of compensation for delays⁽²⁾. Such actions are in general deemed to be 'connected with the operation of the railway'⁽³⁾.

Having said that, if the scheduled time of arrival at the time of the ticket purchase already integrates the additional time needed to get to the final destination due to speed limits imposed by an infrastructure manager, this additional time does not correspond to a 'delay' in the sense of the regulation which may be taken into account for the purpose of assessing the right to compensation⁽⁴⁾.

The Commission would also observe that in accordance with Article 19(9) of the regulation, passengers shall not have any right to compensation 'if they are informed of a delay before buying a ticket'.

Finally, it is for the Member States and in particular their National Enforcement Bodies (NEBs) to closely monitor compliance with Regulation (EU) 2021/782 and take the measures necessary to ensure that the rights of passengers are upheld. If NEBs and Member States do not correctly implement and apply the EU rules on passenger rights the Commission may decide to take appropriate action.

⁽¹⁾ <http://data.europa.eu/eli/reg/2021/782/oj>.

⁽²⁾ See in particular the last subparagraph of Article 19(10) of the regulation, from which it follows that '[...] acts or omissions of the infrastructure and station managers are not covered by the exemption referred to in point (c) of the first subparagraph'.

⁽³⁾ See Article 19(10)(a) of the regulation.

⁽⁴⁾ The definition of a 'delay' in Article 3(17) of the regulation considers the time difference between the time the passenger was scheduled to arrive in accordance with the published timetable and the time of his or her actual or expected arrival at the station of final destination. Moreover, Article 19(1) of the regulation on the right to compensation refers to 'a delay between the places of departure and final destination stated in the ticket or through-ticket'.