

(English version)

**Question for written answer E-000638/26
to the Commission**

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(13 February 2026)

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?

Submitted: 13.2.2026

Answer given by Mr Tzitzikostas on behalf of the European Commission
(16 April 2026)

Regulation (EU) 2021/782 on rail passengers' rights and obligations ⁽¹⁾ has introduced the right for passengers to use a common form for their reimbursement and compensation requests following a delay, cancellation or missed connection ⁽²⁾.

To this end, the Commission has adopted an implementing act establishing the common form ⁽³⁾ and published an accessible version of this form on its website in all official EU languages ⁽⁴⁾.

However, the regulation does not provide a basis for a single EU portal to handle these requests. In this regard, the Commission considers that a direct request to railway undertakings and, where relevant, their agents is the most effective way for passengers to obtain compensation.

The Commission would also like to remind the Honourable Members that the regulation sets a one-month payment deadline for railway undertakings after the submission of the request for compensation ⁽⁵⁾.

Individual railway undertakings may offer shorter deadlines ⁽⁶⁾. Conversely, the regulation allows Member States to exempt certain types of services from the rules on compensation set therein ⁽⁷⁾ and a number of Member States have used this possibility ⁽⁸⁾.

The regulation does not require railway undertakings, as part of their obligation to report on service quality standards, to publish data on delay compensation ⁽⁹⁾.

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

⁽²⁾ See Article 18(6)-(7) and Article 19(5)-(6) of Regulation (EU) 2021/782.

⁽³⁾ Commission Implementing Regulation (EU) 2024/949 of 27 March 2024 establishing a common form for rail passengers' reimbursement and compensation requests for delays, missed connections and cancellations of rail services in accordance with Regulation (EU) 2021/782 of the European Parliament and of the Council — http://data.europa.eu/eli/reg_impl/2024/949/oj.

⁽⁴⁾ https://transport.ec.europa.eu/reimbursement-and-compensation-requests-form_en.

⁽⁵⁾ Article 19(7) of Regulation (EU) 2021/782.

⁽⁶⁾ See Article 7(2) of the regulation.

⁽⁷⁾ In particular urban, suburban and regional rail passenger services, as well as international rail passenger services of which a significant part, including at least one scheduled station stop, is operated outside the Union. Under certain conditions, long-distance domestic rail passenger services may be exempted as well. See Article 2(4) and (6) of the regulation.

⁽⁸⁾ An overview of national exemptions to the regulation can be consulted on the following website: https://transport.ec.europa.eu/transport-themes/passenger-rights/rail-passenger-rights_en.

⁽⁹⁾ See Article 29(2) and Annex III of the regulation. The reports on service quality standards are published on the website of the EU Agency for Railways: <https://www.era.europa.eu/library/railway-undertakings-service-quality-reports>.

For these reasons, the Commission does not have a comprehensive overview of the average processing time of compensation requests or the reasons for refusing compensation payments.
