

# Rail ticketing & passenger rights

Rail Startups monthly call  
26 May 2026

Delphine Grandsart  
European Passengers' Federation



**epf**

© European Passengers' Federation | [www.epf.eu](http://www.epf.eu)



## European Passengers' Federation

**We are the voice of public  
transport users in Europe.**

---

Promote sustainable mobility

---

Improve end-to-end journey experience

---

Tackle transport poverty

---

Defend better passenger rights

---

Always ask *'What's in it for users?'*



# Transport is an integrated system

- A seamless European passenger transport system
- Integrated information and ticketing
- Passenger protection
- Overcoming administrative and political boundaries
- Better informed decision making
- A greater focus on end-users

<https://www.epf.eu/wp/epf-priorities-for-eu-action/>

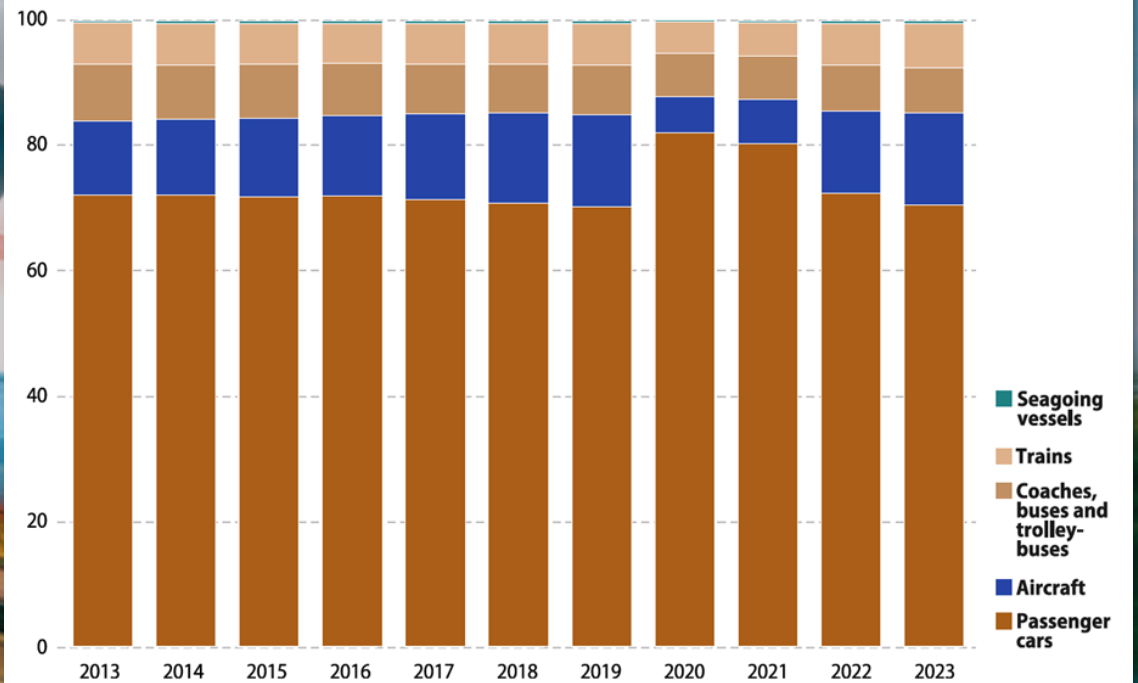


# Strengths of rail

- Large volumes
- High speed
- Very safe
- Sustainable & energy efficient
- Backbone of a seamless multimodal mobility system

## Modal split of passenger transport

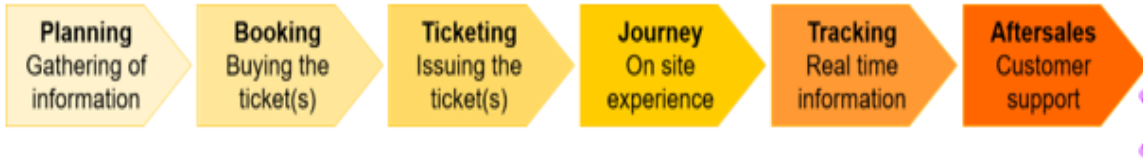
(% based on passenger-kilometres, EU, 2013–23)



Source: Eurostat – Key figures on European transport – 2025 edition – available <https://ec.europa.eu/eurostat/web/products-key-figures/>

**An illustrative example of the current limitations for international railway passengers in the EU was given by an anonymous traveler (slightly adapted):**

*"Last year, I travelled by train from my hometown in the Netherlands to Stresa on the shore of Lago Maggiore in North Italy. A few days later I continued from Stresa to Florence. I travelled back in one day from Florence to my hometown. I had to consult the websites of NS, DB, SBB, FS and Trainline to find the most suitable schedules and the best prices. I discovered that for me a global rail pass would be the best solution. To buy one, I needed yet another website. In the end I paid much less than for a plane ticket. But it took me hours to get the information and book my ticket."*



Platform International  
Rail Passenger  
Transport

**Better rail connections for Europe's  
passengers**

**A common agenda**

Progress report following the June 4<sup>th</sup> 2020 Ministers declaration on  
international rail passengers transport



25 May 2021

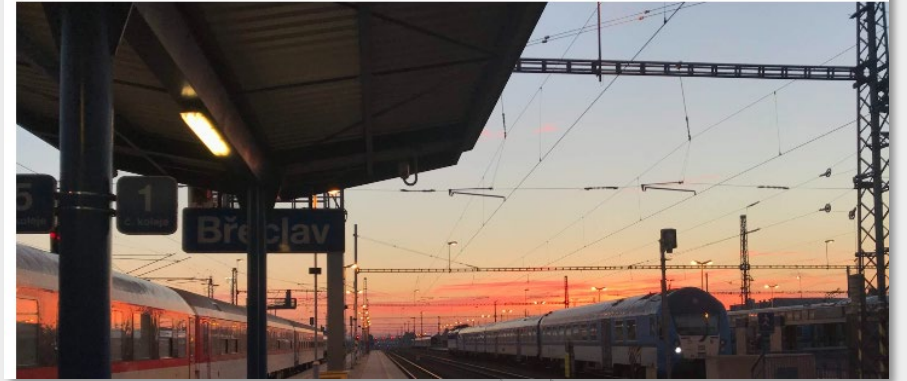
*"Planning and purchasing tickets for multimodal journeys is cumbersome, as a conducive framework for EU-wide, integrated, multimodal information, ticketing and payment services is lacking"*

Sustainable and Smart Mobility  
Strategy (09.12.2020)

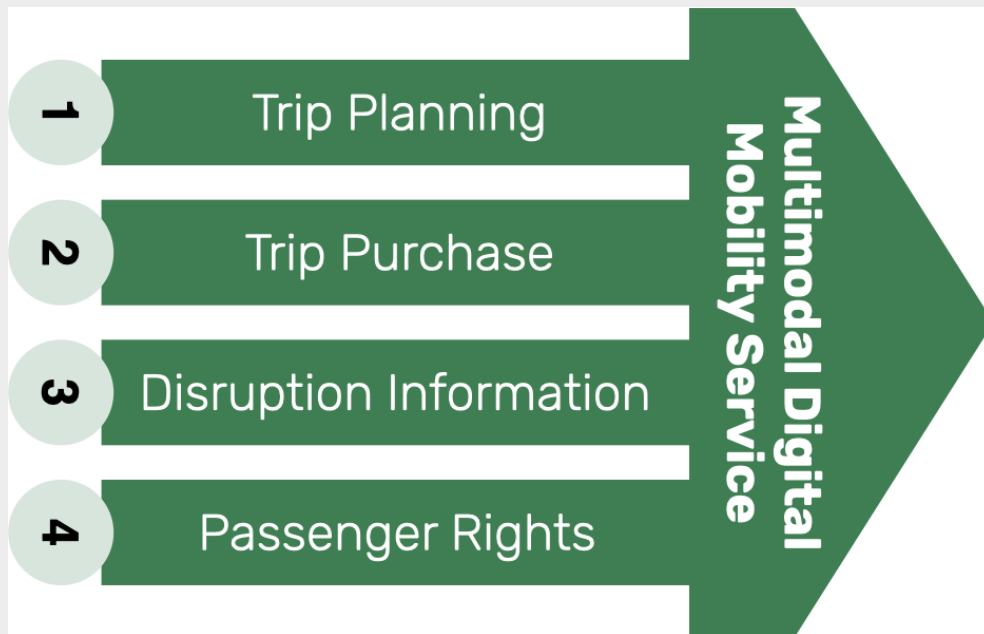
INTERVIEW

**Booking an international train journey fails 10 times more often than a flight, why is it more difficult?**

Published on 09-06-2022 at 10:21



# Simplifying European Ticketing



<https://jonworth.eu/simplifying-european-ticketing-a-chance-for-a-green-transformation-of-public-and-multimodal-transport-in-the-european-union/>

## Simplifying European Ticketing

A chance for a green transformation of public and multimodal transport in the European Union





European Commission



# Rail passenger rights

WHAT YOU NEED TO KNOW

Mobility and Transport

# Passenger rights however you travel

1. Non-discrimination
2. Access and assistance for disabled passengers and passengers with reduced mobility
3. Information
4. Choice to cancel trips due to disruption
5. Rerouting or rebooking
6. Assistance in event of long delay
7. Compensation
8. Carrier liability
9. Easy complaint handling
10. Effective enforcement of rights

Source: European Commission Communication: A European vision for passengers: communication on passenger rights in all transport modes



European Commission



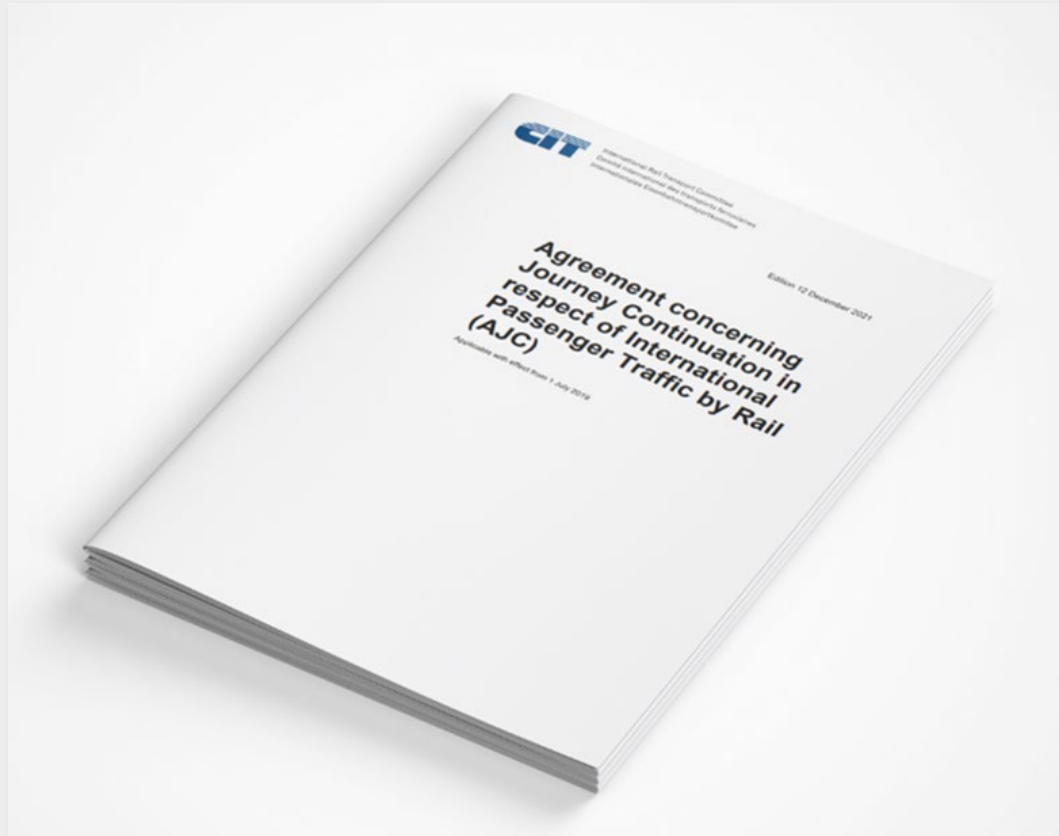
# Air passenger rights

WHAT YOU NEED TO KNOW

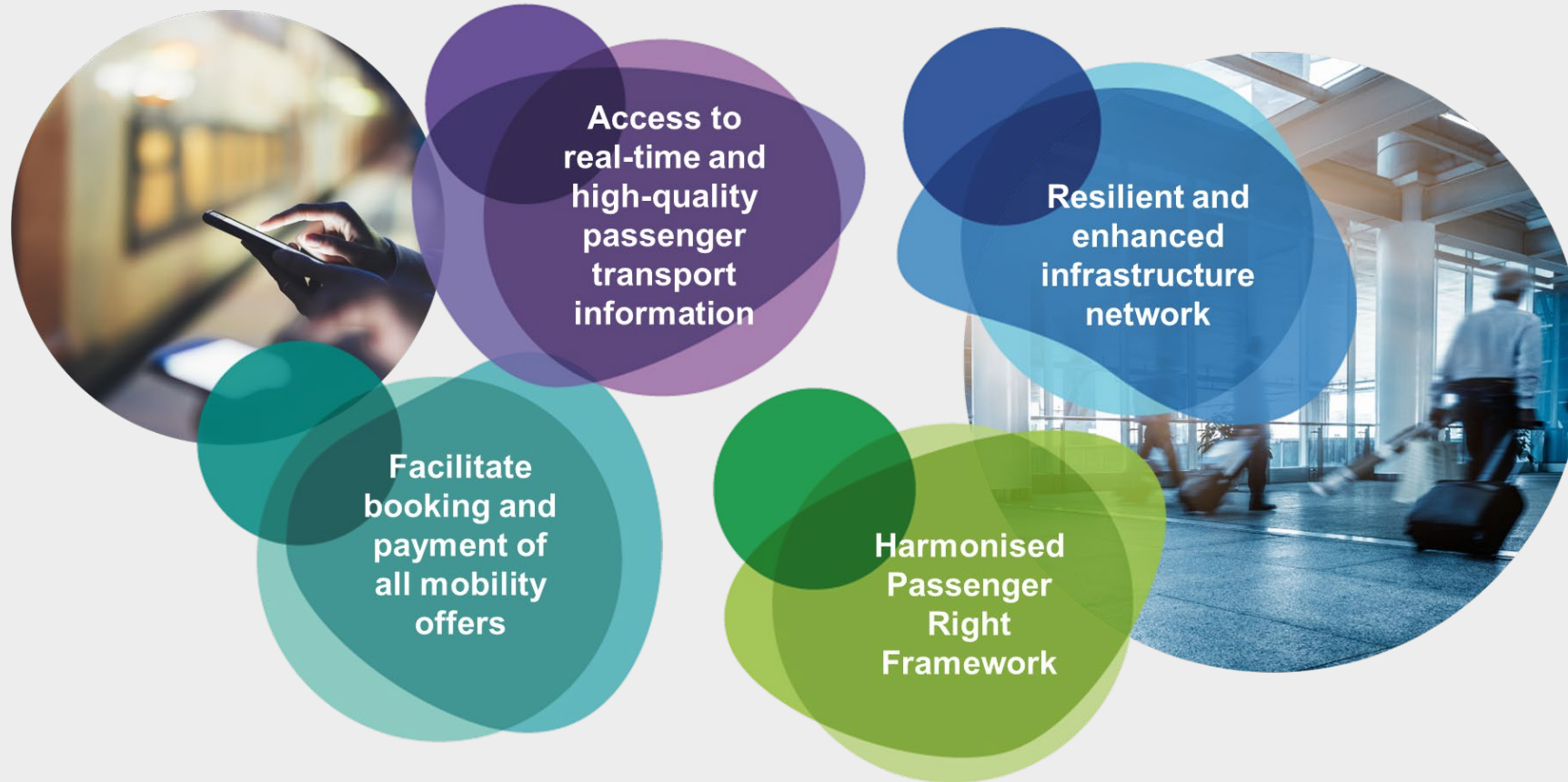
Mobility and Transport



# Voluntary agreements in rail



# Identified barriers to multimodality



[https://transport.ec.europa.eu/transport-themes/mobility-strategy\\_en](https://transport.ec.europa.eu/transport-themes/mobility-strategy_en)



Articulated with modal developments:

TAP-TSI (rail) and CRS-Code of Conduct (aviation)

And horizontal developments:

Data Act, Digital Markets Act, Data Governance Act, European Mobility Data Space

Revision of the **ITS** Directive and **MMTIS** Delegated Regulation, **Telematics TSI**

Revision of the **TEN-T** Regulation; **High-speed rail** Master Plan

New proposals on Ticketing: **MDMS – Rail**

Revision of **air & rail** passenger rights; **enforcement**; **multimodal** journeys



“You will prepare a proposal for a **Single Digital Booking and Ticketing Regulation** to ensure that Europeans can buy one single ticket on one single platform and benefit from passenger rights protection for their whole trip”

[https://commission.europa.eu/about/organisation/college-commissioners/apostolos-tzitzikostas\\_en](https://commission.europa.eu/about/organisation/college-commissioners/apostolos-tzitzikostas_en)



## One journey, one ticket, full rights

Passengers will be able to **find, compare** and **combine** services from different rail operators in **one transaction** on a platform of their choice, including for **cross-border journeys**.



Plan, book, go.

### Stronger passenger rights

Rail passengers with a **single ticket** will benefit from **assistance, rerouting, reimbursement** and **compensation** in case of missed connections during their rail journeys.

### Fair competition

New obligations for ticketing platforms and operators will ensure **fair access to tickets** and the **transparent presentation** of travel options.

# Rail Ticketing Regulation (RTR) (I) → [LINK](#)

**Sharing obligation (§4):** Obligation for railway service providers to provide content (tickets, incl. discounts, and real-time data) to online ticketing service providers

→ (All) railway service providers shall conclude commercial agreements with requesting online ticketing service providers – for display, re-linking, reselling, distribution – , on FRAND terms

→ Does not apply to (urban/ suburban) tickets that allow holders to travel on multiple transport modes, provided the rail ticket can be purchased as a standalone product

**Hosting obligation (§5):** Obligation for indispensable railway online ticketing service providers to host rail products, i.e.

→ Conclude commercial agreements – for display, re-linking, reselling, distribution – with any requesting railway service provider operating in/ to/ from the MS, on FRAND terms

→ Display and include in search results all available railway operators in/ to/ from the MS – independently of any request – based on NAP (National Access Point) data

→ Applies to “indispensable” – vertically integrated and with significant market presence ( $\geq 50\%$  of rail pax kms) in any given Member State (§7) – railway ticketing platforms

# Rail Ticketing Regulation (RTR) (II)

## Fair and non-discriminatory conditions (§6):

- No unfair or unnecessary supplementary contract conditions
- Remuneration and look-to-book ratio requirements must be FRAND
- Technical, financial, cybersecurity, data protection requirements

## Railway operators must:

- *Make all content available – real-time, accurate, complete, up-to-date*
- *Allow online ticketing service providers to combine any rail products and sell these as “single tickets” – respecting minimum connection times*
- *“Content” = all rail products, incl. discounts and incl. real-time data*

→ **“FRAND” concept may be further detailed in implementing acts**

**Booking horizon (§8):** Operators must make rail tickets available for sale at least 5 months before the operation of the service, if included in the working timetable

# Protection of rail passengers with single tickets (I) → [LINK](#)

## Tickets for journeys including one or more connections (§12):

**FULL passenger rights – reimbursement, re-routing, compensation and assistance** – extended to all trips involving several (*long-distance/ regional*) train services operated by multiple railway undertakings sold for one journey under a single ticket

- Railway operator causing the delay/ missed connection is liable for the entire journey
- Missed connections → journey continuation on the next service, subject to availability
- Compensation applies to the entire journey, EXCEPT for journeys >12h and sold under *several transport contracts*, unless these include a night train

Railway operators, ticket and tour operators **shall not segment** journeys that can be sold as single tickets & must adhere to **minimum connection times** (otherwise the vendor is liable in case of missed connections – reimbursement or re-routing costs incurred + 75% compensation)

# Protection of rail passengers with single tickets (II)

## Definitions (§3)

- **“Through ticket”** means a ticket or tickets representing a transport contract for successive railway services operated by one or more railway undertakings
- **“Single ticket”** means valid evidence, regardless of its form, of a through ticket or the conclusion of two or more transport contracts for a journey purchased in a single commercial transaction from a railway undertaking, ticket vendor or tour operator
- **“Missed connection”** means a situation where a passenger misses one or more service in the course of a rail journey sold in the form of a single ticket (*what about other missed connections?*)

## Minimum connection times?

- See Implementing Regulation (EU) 2026/253 – Telematics TSI ([LINK](#))

# Multimodal Booking Regulation (RMB) (I) → [LINK](#)

Applies to [§2-3](#) MDMS, i.e. “information society services” that

- **(B2C)** Provide traffic and travel information AND distribute or re-link transport products from two or more transport operators *in the same mode (?) (unless these are part of the same group)* AND have “significant market presence”
  - B2C MDMS must notify the Commission/ NEB about number and value of tickets sold yearly (cf. thresholds for “significant market presence”) – including subsidiaries → dedicated list [§4](#)
- **(B2B)** Provide traffic and travel information with or without the facility to make a reservation or issue tickets, of two or more transport operators, *in the same mode (?) (unless these are part of the same group)*

Does **NOT** apply to

- Transport services primarily serving (sub)urban needs
- B2B MDMS used by transport operators or direct distribution websites
- Online search engines
- SMEs

# Multimodal Booking Regulation (RMB) (II)

**Commercial agreements (§5):** FRAND principles (cf. RTR), e.g., safeguarding commercially sensitive data of operators, no unfair or unnecessary contract conditions, no exclusivity clauses, fair remuneration fees

## **Neutral display and ranking criteria (§7):**

- MDMS must load and process data from operators with equal care and in a timely manner, display results in a neutral, comprehensive, unbiased way
- MDMS must by default rank options based on one or more of the following criteria: Final price, travel time, GHG and CO<sub>2</sub> emissions (*mandatory if the information is available* – see also §9), departure time (and total travel time), accessibility – other criteria, or “paid prominence” (i.c.o. B2C) only if explicitly requested by users

**Sharing of data (§10):** Upon request, with competent public transport authorities for mobility management purposes

# Desired outcome for passengers

1. Passengers should have access to unbiased, dynamic journey information, enabling informed choices, both when planning and making their journeys;
2. Buying multimodal/ multi-operator tickets should be easy, affordable and offer protection in case something goes wrong;
3. Data sharing and readiness to conclude distribution agreements between operators and Multimodal Digital Mobility Services should be the default option, i.e. the norm.
4. In principle, all core passenger rights should also apply to multimodal – and multi-operator – journeys, priorities being:
  - journey continuation guarantee;
  - practical information, advice and support;
  - straightforward and appropriate compensation.

## Major themes:

- Public transport on the local & regional level;
- Cross border public transport;
- Doubling international passengers by 2030;
- Ticketing and passengers' rights;
- Funding and financing sustainable mobility



---

**CONFERENCE  
2026  
Maastricht**

# 23rd Conference of the European Passengers' Federation

5-6 June 2026

<https://www.epfconference.eu/>





# Thank you!

Delphine Grandsart, Senior Researcher  
[delphine.grandsart@epf.eu](mailto:delphine.grandsart@epf.eu)

- [Targeted revision of the Rail Passengers' Rights Regulation – EPF response to the Call for evidence](#)
  - [Multimodal Digital Mobility Services – EPF position](#)
  - Upcoming – Passenger Package response → <https://www.epf.eu/wp/position-papers/>

