

# CLAIM FOR COMPENSATION in Domestic and International Passenger transportation

Dear Passengers,

Was your train delayed or cancelled or were you dissatisfied with the guaranteed quality of transport? Pursuant to Regulation (EC) No. 1371/2007 of the European Parliament and of the Council on Rail Passengers' Rights and Obligations, the General Conditions of Carriage (GCC-CIV/PRR) and the Contractual Conditions of Public Rail Passenger Carriage of České dráhy (SPPO), České dráhy indemnify passengers in international and domestic transport if a train is more than 60 minutes late or more than 120 minutes late and if the select transport standards are compromised.

## What kind of compensation do we provide?

- **Compensation of 25% of the ticket price** paid in a voucher for a delay of 60 to 119 minutes, provided that the total price of one ticket for a single journey of one passenger is at least 16 EUR in international transport or 400 CZK in domestic transport;
- **Compensation of 50% of the ticket price** paid in a voucher for a delay of 120 minutes and more, provided that the total price of one ticket for a single journey of one passenger is at least 8 EUR in international transport or 200 CZK in domestic transport;
- Special conditions apply to travel passes.

We would like to inform you that compensation is not provided in some specified cases; therefore, acceptance of your request does not mean confirmation of compensation entitlement.

## Did you miss today's last connecting train?

**In domestic transport**, you are entitled to alternative transport services to the place of your final destination. Such services include substitute bus transport or reimbursement of any other public transport or taxi service (only if public transport operated by another carrier is not available) based on the consent of ČD. You will be provided with more information by the conductor of the delayed train, the ČD employees at the railway station where you missed the connecting train or the ČD operators at 221 111 122.

**In international transport**, you are entitled to a reasonable reimbursement of the cost of accommodation and necessary transport to your accommodation at the place where you missed the connecting train or, if the final destination is in the CR, to alternative transport based on the domestic transport conditions.

## Were the select transport standards compromised?

**In domestic transport**, you are entitled to a one-off compensation of 30 CZK paid in a voucher issued immediately by the conductor in the train. Detailed conditions are specified in SPPO. **In international transport**, you are entitled to a compensation of 25% of the ticket and reservation price paid in a voucher, provided that the temperature in a regular, couchette or sleeping car was not comfortable due to non-functioning air-condition, heating or ventilation and you were not offered another relevant place in the train compartment with functioning equipment; the course of action in claiming your entitlement is the same as that for delayed trains.

## How to claim your compensation entitlement?

1. Fill out this form and attach all relevant original documents.
2. If you have no reservation, ask the conductor for a delayed train confirmation or ask the ČD ticket counter to confirm the delay on this form.
3. Submit the filled-out form to the railway company, from which you bought your ticket, immediately; however no later than three months after your completed journey in international transport or six months after your completed journey in domestic transport. Submit your request with the original tickets and reservations or the delayed train confirmation with other necessary documents to the ČD ticket counter or sent it directly to ČD, a.s. – Transport Revenues Derecognition, Sharing, Derecognition and Settlement Department, Vídeňská 15, 772 11 Olomouc.

For electronic tickets ("eTicket") it is possible to exercise the requests electronically at the address [eshopbox@cd.cz](mailto:eshopbox@cd.cz) in a general way with specification of all the decisive data concerning the tickets and passenger(s) or by filling in the Application Form which is available from [www.cd.cz](http://www.cd.cz). If you exercise your request at a ticket office, your Application Form must be accompanied by the eTicket printed from the pdf file on a sheet of white paper of the A4 size (in the original undiminished size - full scale print).

Your České dráhy

## Instruction:

We would like to inform you that acceptance of your request does not mean confirmation of compensation entitlement. After we review your compensation request and in case you are entitled the carrier will issue a voucher that you can use with the same carrier or will compensate you for the cost of substitute transport or accommodation. Your request will be handled within one month of its submission; in some justified cases, this time-limit can be extended up to three months.

## I request

- Compensation for a delayed/cancelled train (a minimum delay of 60 minutes in the final destination of the passenger)
- Compensation of the cost of substitute transport or accommodation

## Information about a delayed train in the final destination

Final destination of the planned journey .....

Last connection lost at the station .....

Date and time of arrival at the final destination based on the timetable .....

Date and time of actual arrival at the final destination .....

Additional information .....

## I attach tickets and payment receipts to my request

- Ticket No. ....
- Reservation No. ....
- Receipts for substitute transport, accommodation .....
- Delayed train confirmation .....

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## Personal data of the requester

Title: ..... First and last name .....

Address: .....

Email: ..... Phone: .....

Account No. (IBAN/SWIFT)\*: .....

Note: \* - Only in case of international transport and compensation of the cost of substitute transport or accommodation in domestic and international transport.

Date: ..... Passenger's signature: .....

The personal data which you have stated in this application will be processed by us only for the purpose of execution of the application for a claim implying from the transport contract, for the time of the processing of the application. We cannot process your application if you do not state your personal data. The contact e-mail address of the Data Protection Officer is: dpo@cd.cz. For more information concerning personal data processing please visit [www.cd.cz/pravasubjektu](http://www.cd.cz/pravasubjektu).

Request was received  
(date stamp of the railway station)

Received by ČD Transport Revenues Derecognition  
(stamp)

## Delayed train confirmation

Delay of 60 minutes and more

Train No. ....  
(date stamp of the railway station or imprint of the ticket punch (stamp) and signature)

Delay of 120 minutes and more

Train No. ....  
(date stamp of the railway station or imprint of the ticket punch (stamp) and signature)