

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 360 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 180 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.

Have you lost your last connection train service today?

- If you could not continue to your destination station on the same day due to a delay, cancellation or loss of the connection train, you have the right to return to your departure station or to use an alternative mode of transport to the place where your destination station is situated. This may be an operational substitutive transport service arranged for by ČD (e.g. bus service or another means of transport) or public transport or taxi service, to which an authorised employee of ČD issues an official permission.
- If it is not possible to finish transport with the help of the alternative mode of transport, and if it is feasible in given circumstances, the authorised employee of ČD will provide you, free of charge, an accommodation voucher for a contractual accommodation facility, or you have the right to a reasonable compensation for accommodation expenses and for the informing of waiting people, including the necessary transfer to the accommodation place (the permission is to be issued by the authorised employee of ČD).
- You will receive more detailed information from the conductor of the delayed train, from ČD employees at the railway station where you lost your train connection service, or from operators of the Central Customer Services (tel. no. 221 111 122).

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 (known as "eTiket") it is possible to exercise the request electronically by using the contact form which is available from www.cd.cz in the "Claim for compensation" section. If you want to exercise your right at the cash counter, it is necessary for your request to be accompanied by the eTiket document, printed out from the PDF file on a sheet of white paper in the A4 size (in the original unchanged size).

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

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.

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)