

# DiscoverEU Interrail Pass Conditions of Use

Version 0.4.

Updates, applicable from 1 July 2025

- Reduced the time from which the Pass Holder must be online with the DiscoverEU Travel app from 72 hours to 24 hours.

## SECTION I

### The Product

#### 1. Basis for carriage

##### 1.1. Legal Relationship

Eurail B.V. is the entity managing the Eurail Pass and Interrail Pass products and acts on behalf and as an intermediary between the passenger and the various railway undertakings and ferry operators participating in the Pass offer (participating carriers). Eurail B.V. is not a railway undertaking and does not transport passengers itself.

##### 1.2. Contract of Carriage

Contract of carriage between the passenger and the participating carriers (represented by Eurail B.V.) consist of:

- a) the Eurail / Interrail Pass (Rail Pass Ticket) in mobile or paper form
- b) a mandatory reservation (Reservation Ticket) for seat or night train
- c) the General Conditions of Carriage for Rail Passengers (GCC-CIV/PRR)<sup>1</sup>
- d) these Conditions of Use
- e) the carrier(s) Special Conditions of Carriage

This document represents the Eurail and Interrail Pass-specific rules and conditions which are additional to or derogating from the respective rules and regulations applicable to or made compulsory by the carriers participating in the rail pass products.

In the event of conflict between these Conditions of Use and any of the other documents cited above, the former take precedence over the latter. In the event of inconsistencies between any of the documents cited above, the condition more favourable to the passenger is to apply. In any case, any applicable national and/or international law will take precedence over all of the above.

##### 1.3. Entry into force of the Contract of Carriage

Possession of a Pass alone does not constitute a valid contract of carriage. In order for the contract of carriage between the passenger and Eurail B.V. to come into force and be deemed a valid travel document, the rules and procedures defined in Section II, clauses 2 and 3 should be respected.

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<sup>1</sup>The General Conditions of Carriage for Rail Passengers (GCC-CIV/PRR) are available at the website of the International Rail Transport Committee (CIT) through the following [link](#)

## **1.4 One Contract or Multiple Contracts**

Within the meaning of the Rail Pass, journeys or segments of journeys consisting exclusively of several successive railway services that do not require mandatory reservations constitute a single contract of carriage or through-ticket.

If a segment of the customer journey requires mandatory reservation or if several mandatory reservations are booked in a single commercial transaction via Eurail B.V.'s Reservation Self-Service Portal, then there are different contracts of carriage in place. And those contracts are not considered through-tickets within the meaning of Regulation (EU) No 2021/782 on rail passengers' rights and obligations. Exception to this rule is when successive railway services are operated by a sole railway undertaking, in which cases a through-ticket is present.

## **1.5 Changes to the Conditions of Use**

Eurail B.V. reserves the right to update these conditions of use as required. The conditions applicable are defined by the date of redemption of the Pass, unless more favourable terms are published afterwards.

Updated conditions of use will be published in the DiscoverEU Travel app. Previous versions will continue to be available upon request.

## **1.6 Application, selection and issuing process**

DiscoverEU participants are subject to the requirements and conditions established by the European Commission during the selection process for each round of the DiscoverEU programme..

DiscoverEU Interrail Global Passes will be issued in accordance with the requirements and conditions indicated in this above paragraph.

# **2. Eligibility Interrail Global Pass DiscoverEU Youth**

## **2.1 Citizenship and residency**

DiscoverEU travellers must comply with the conditions established by the European Commission for selected applicants in terms of citizenship and residency.

Your country of residence must be indicated during the booking process. This country will be displayed on your Pass. Restrictions for travelling in this country of residence (Section I, article 4.3) will apply and during your travel you can be asked to prove that you reside in the selected country.

Your country of residence can be proven by means of a valid passport or legal equivalent.

### **What if I reside in a different country than my Passport indicates?**

In case the country where you live is different than the one indicated in your passport or legal equivalent, the country where you live prevails and should be indicated when ordering the Pass.

You must be able to prove such residency by means of official residence documents issued by the government. Such a residency document must clearly prove that you, as Pass holder, are registered in the country where you effectively live at the moment of the start of your trip. Residency can also be proven through official documents or official governmental online sources\*. Such documents vary per country.

In case you do not hold any of the means of proof above indicated, you must select the country indicated in your passport or legal equivalent\*

The document provided ought to reflect the country in which the person is effectively residing. E-residency documents, as e-residency is a non-location-based online residency, are not valid documents to prove where you live, therefore you cannot use them to prove your residency while using your Pass.

Eurail B.V. may ask you for additional proof of the effective place of residence during your Interrail experience. Eurail may, at its own discretion, deliberate that, due to the elements detected, your effective place of living is different from the formal one. As a consequence, Eurail may, as its own discretion, decide to block you from continued use of a Pass that was used based on inappropriate eligibility proof. See clause 4.3 of Section II for more information about restrictions on travelling within your country of residence.

Travelling with a Pass inconsistent with the conditions set out in the previous paragraph will be considered as travelling without a valid ticket, and may incur a sanction or fine, imposed by the participating carrier staff, in accordance with clause 8 of Section II.

### **3. The Pass offers**

#### **3.1 General description of the product**

For the purpose of this document a person in possession of a valid Interrail Pass is referred to as a Pass holder.

Interrail Passes are Pass products which give the Pass holder the right to travel on the network supported by the participating carriers, for which his/her Pass is valid during a defined period.

Interrail Passes also entitle the Pass holder to price reductions (Benefits) on the special offers of some carriers and non-transportation organisations as listed in the DiscoverEU Travel app and Eurail's Benefits portal.

#### **3.2 Pass category**

DiscoverEU travellers who opted for the "Flex" alternative are entitled to an Interrail Global Pass for 7 days within 1 month.

The Global Pass is valid within the geographical scope specified in Section II, clause 4 of this document.

Interrail Passes for DiscoverEU participants are "Flexi" Passes which entitle the Pass holder to a specified number of travel days within a fixed overall period.

#### **3.3 Traveller category**

DiscoverEU travellers will be entitled to a Youth pass.

The category Youth is available for travellers who are younger than 28 years of age on the first day that the Pass is valid for travel.

#### **3.4. Class**

DiscoverEU travellers will be entitled to a 2<sup>nd</sup> class Pass.

2<sup>nd</sup> class Pass holders cannot make use or book reservations for 1<sup>st</sup> class carriages.

#### **3.5. Seat reservation tokens**

DiscoverEU travellers may be granted the possibility to book up to 4 seat reservations at no cost. Such travellers will have received a dedicated email indicating that they were awarded 4 tokens valid for booking a seat on 4 trains of choice via the Interrail online booking system..

The use of the Reservation tokens is subject to the following provisions:

- a) The tokens themselves do not guarantee seat availability within specific routes or trains. Seat availability is subject to the quota set by each railway company for Interrail Pass holders and it may vary depending on seasonality and route.
- b) The participant must make use of tokens in a fair way; booked reservations shall reflect real needs in accordance with the planned itinerary.
- c) Reservations must be booked in 2<sup>nd</sup> class of travel.
- d) Sleeping accommodation on night trains cannot be booked for free using the tokens, but can be booked at the applicable Pass holder rate.
- e) Reservations for other means of transport besides trains are excluded.
- f) Reservations can be made for trains that appear in the DiscoverEU Travel app's timetable and that have the option to be reserved. You can see whether a train is bookable by searching a specific train and clicking on 'facilities'.
- g) Reservations must be booked through the interrail online booking tool.
- h) Travellers cannot book duplicate journeys for the same day using the reservation package (e.g., it is not allowed to book a seat for the route Amsterdam–Frankfurt at 9.00 and also at 13.00 the same day). If the traveller decides to book a second reservation for the same route on the same day, the Pass holder fare must be paid.
- i) Reservations booked using the tokens are all non-exchangeable and non-refundable. Booked sleeping accommodation and reservation travellers paid for themselves are refundable if the terms and conditions of the relevant carrier allow this.
- j) Travellers are not allowed to use their tokens to book a reservation for somebody else or give the reservation to another traveller. This will be regarded as misuse and will result in the risk of being prevented to further use the reservation tokens.

- k) If the Traveller has used all 4 seat reservation tokens, they may purchase additional seat reservations at their own expense. The Pass holder will not be reimbursed for these additional seat reservations.
- l) In the event of misuse of the Reservation tokens, considering the above mentioned provisions, Eurail B.V. reserves the right to stop the provision of the service to the Traveller at any time.

## SECTION II      Pass Travel Conditions

Travellers who opt for the “Flex” alternative will receive a mobile Pass, which is supported by the DiscoverEU Travel app.

### 1.      Pass definition

#### 1.2      Mobile Pass

The Interrail mobile Pass can only be loaded to and activated and displayed through the DiscoverEU Travel app. The Pass holder must ensure that they have downloaded the mobile application on a device that supports the mobile Pass, in order to redeem and make use of it.

##### 1.2.1      Supported devices

iOS and Android devices with the following specifications support the mobile Pass:

##### **Android phone**

Supported on Android 6.0 and later.

##### **Apple iPhone**

Supported on iOS 16.0 and later.

##### 1.2.2      Connecting a Pass to a new device

Each Pass can only be linked to one mobile device at the time. In case of loss, theft or technical issues, you can move the Pass to a new device. You can visit the Mobile Pass Frequently Asked Questions on the DiscoverEU Travel app and the website for more information.

##### 1.2.3      Disclaimer

Eurail B.V. does not guarantee that tablet devices, running either iOS or Android support the mobile Pass. Please be aware that attempting to load the mobile Pass on unsupported devices may result in the inability of the DiscoverEU Travel app to display the mobile Pass correctly (or at all). Eurail B.V. does not assume responsibility for costs resulting from the use of unsupported devices.



## **2. Use of the mobile Pass**

The terms contained in this clause describe the specific aspects of using a mobile Pass. You are required to follow these terms in order to ensure that your mobile Pass is deemed valid upon inspection.

### **2.1 Redeeming a mobile Pass and editing details**

Before travelling, you must load your mobile Pass onto the DiscoverEU Travel app on your device and activate it in order to be able to make use of it. In order for your mobile Pass to be valid during its use, you must fill in the number of the travel document that you are travelling with (i.e. passport or an EU identity card). That can be done during activation of your Pass

The Pass holder's travel document number can be edited during the activation of the Pass. Once the Pass has been activated, changing the corresponding travel document number by the Passholder is not possible.

The Pass holder's initials, last name and residency are assigned to the mobile Pass upon its issuance and will be automatically filled out upon redemption of the mobile Pass.

Correction of the Pass holder's details, following the activation of the Pass, is only possible through contacting the issuing entity using the contact details specified in the confirmation email.

### **2.2 Activation of a mobile Pass and using a travel day**

A mobile Pass must be activated before it can be used. The first possible activation date and last possible activation date are defined by the travel period indicated during the application period for your round.

For each travel day, the passenger must generate a Pass ticket through the the DiscoverEU Travel app. A travel day itself can only be used within the overall validity period of the Pass. Tickets can be generated in advance or on the same day, but in any event the Pass ticket must be generated before boarding a train, bus or a boat in order for your mobile Pass to be valid. Creating your ticket after train, bus or boat departure is not allowed and can lead to a fine (see clause 9, section II).

While the DiscoverEU Travel app allows users to display their mobile Pass and the corresponding tickets even when offline, a ticket can only be created when your device is online. Each Pass holder must ensure that their device is online in order to create a ticket. Once the ticket has been created, the Pass holder doesn't need to go online again

to show it to the inspector, provided the device containing the mobile Pass has been online within the 24-hour period described below.

During the validity of your Pass, the mobile Pass will need to be periodically authenticated by our system. This means that the mobile Pass will require internet access at least every 24 hours in order to be authenticated. Your mobile Pass will enter into an 'inactive' status if your device has not been online for longer than 24 hours. We advise you to keep track of when was your device last online, by visiting the Pass wallet.

Once a device is connected to the internet the DiscoverEU Travel app will not automatically reenable your mobile Pass. You must open the app to ensure it registers your connection. Travelling with an inactive mobile Pass will be considered as travelling without a valid Pass or ticket, and may incur a sanction or fine, imposed by the participating carrier staff, in accordance with clause 8 of Section II.

### **2.3 Cancellation of a travel day**

A travel day may be cancelled before the beginning of the calendar day (00:00), based on local time.

Any travel day that has not been cancelled is considered used upon the start of that day.

### **2.4 Time and date settings of the device**

During the period of use of the mobile Pass your device's date and time settings must be set to the local time of the time zone you are traveling within. Travelling with an inconsistent time or date displayed on your device may incur a sanction or fine, imposed by the participating carrier staff, in accordance with clause 8 of Section II. We advise you to use the automatic date and time detection mode of your device in order to avoid confusion.

### **2.5 Inspection of the mobile Pass**

Upon inspection of your mobile Pass by the participating carrier staff you are required to present the mobile Pass ticket through the DiscoverEU Travel app on your device. The ticket can be viewed via the 'My Pass' section. It is the responsibility of the Pass holder to ensure that the mobile Pass ticket is clearly visible on the display. As such, the Pass holder must ensure that the device is switched on, has a sufficient battery capacity, and that its display is not damaged beyond a point that would make the mobile Pass unreadable.

The Pass holder is required to comply with the inspectors' instructions to reveal the full information contained in the mobile Pass' ticket layout, which may require scrolling through the ticket.

For inspection purposes a mobile Pass is only valid if a ticket has been created before boarding the train, bus or boat. Not complying with these conditions may incur a sanction or fine, imposed by the participating carrier staff, in accordance with clause 8 of Section II.

## 2.6 Adding journeys to the mobile Pass

Activation consists of adding one (or multiple) mobile Pass(es) in the app, connecting the mobile Pass to a trip in the 'My Trip' section (e.g. 'My Interrail trip in Italy') and finally activating the mobile Pass by determining the first day of travel.

After activation of the mobile Pass, a journey needs to be added (through an online connection) to the Pass before you can use it for travel. You must save at least one journey (e.g. Milano Centrale – Rome Termini) to the trip connected to the Pass, and this journey must then be added to the Pass itself. When adding a journey to your Pass on a day for which a travel day hasn't been used, the app will prompt you to do so.

Before boarding a train, bus, or boat, each journey must be recorded on the DiscoverEU Travel app.

After the travel day has ended, it is no longer possible to edit journeys for that travel day.

Please be aware that journey details are a crucial part of the ticket. Without having added correct journey details before boarding, your Pass is not valid. The ticket inspector will check these when checking your ticket.

Travelling without having recorded journey details in advance will be considered as travelling without a valid Pass or ticket, and may incur a sanction or fine, imposed by the participating carrier staff, in accordance with clause 8 of Section II.

The timetable presented in the DiscoverEU Travel app is intended to assist you in your journey planning and creating an itinerary, it does not affect the validity of your mobile Pass. If a train or station is not listed in the timetable it can be added to the Pass via the 'manual entry form' Adding trains that are not covered by your particular mobile Pass validity, will not extend its coverage. Travelling on these routes without a valid Pass or a

ticket may incur a sanction or fine, imposed by the participating carrier staff, in accordance with clause 8 of Section II.

## **2.7 Use of the DiscoverEU Travel app and mobile Pass**

2.7.1. You will not, nor allow third parties on your behalf to (i) make and distribute copies of the mobile Pass and DiscoverEU Travel app (ii) attempt to copy, reproduce, alter, modify, reverse engineer, disassemble, decompile, transfer, exchange or translate the mobile Pass and DiscoverEU Travel app; or (iii) create derivative works of the mobile Pass and DiscoverEU Travel app of any kind whatsoever.

2.7.2. Eurail B.V. reserves the right to amend the DiscoverEU Travel app, at any time and for any reason.

2.7.3. You acknowledge that the terms of agreement with your respective mobile network provider ('Mobile Provider') will continue to apply when using the mobile Pass and DiscoverEU Travel app. As a result, you may be charged by the Mobile Provider for access to network connection services for the duration of the connection while accessing the mobile Pass and DiscoverEU Travel app or any such third-party charges as may arise. You accept responsibility for any such charges that arise.

2.7.4. If you are not the bill payer for the mobile telephone or handheld device being used to access the DiscoverEU Travel app, you will be assumed to have received permission from the bill payer for using the DiscoverEU Travel app.

## **2.8. System requirements**

2.8.1. In order to use the mobile Pass and DiscoverEU Travel app, you are required to have a compatible mobile telephone or handheld device, internet access, and the necessary minimum specifications as described at art. 1.2.1. of this section.

2.8.2. The version of the mobile Pass and DiscoverEU Travel app software may be upgraded from time to time to add support for new functions and services.

## **2.9 Service notifications**

The traveller is advised to turn on service notifications on the DiscoverEU Travel app in order to receive the latest technical updates and recommendations from Eurail BV. concerning the status of the app and traffic information.

In the event of technical issues, Eurail may use these Service notifications to inform the traveller about it and advice on the possible course of action. Allowing notifications can be managed from the Settings section on the DiscoverEU Travel app.

## 2.10. Personal information and privacy

In order for us to provide some of the services in the mobile Pass and DiscoverEU Travel app we will need to collect information from you. By using these services or providing us with information you consent to the collection, use and transfer of your information under the terms of the policy available in [the DiscoverEU Data Protection Notice](#)

## 2.11 Disclaimer and limitation of liability about the mobile Pass and DiscoverEU Travel app

Eurail B.V. will use reasonable efforts to make the mobile Pass and the DiscoverEU Travel app available at all times. However, you acknowledge the mobile Pass and the DiscoverEU Travel app are provided over the internet and mobile networks and so the quality and availability of the mobile Pass may be affected by factors outside Eurail B.V.'s reasonable control.

In case you experience unavailability of the mobile Pass or an interruption of service of the DiscoverEU Travel app, you are asked to contact the DiscoverEU Helpdesk.

In case it assessed that:

- You are using an Interrail mobile Pass at the moment of interruption
- Failure to use the system is allocated exclusively to Eurail B.V. and not to external factors such as level of quality of Internet
- You have reached the DiscoverEU helpdesk via the Help Centre of the DiscoverEU Travel app or using the contact information provided in the order confirmation, and you did not receive appropriate assistance
- As a consequence you could not use the mobile Pass partially or completely,

Eurail B.V. may compensate the lost travel opportunity with an equivalent non-monetary allowance.

In the event of a valid pass not being recognized upon inspection, Eurail B.V. will collect the necessary evidence and decide whether a compensation for the lost travel opportunity is applicable. If the failure to recognise a valid pass as such originates in a mistake made by the authorized staff in charge of inspecting the pass and, as a consequence, the traveller is required to pay a fine or extra fees, Eurail B.V. will refund said fine or extra fee upon proof beyond reasonable doubt of human error. The maximum refund fee will be limited to the market value of the pass.

Besides the above mentioned cases, Eurail B.V. does not accept any responsibility whatsoever for unavailability of the mobile Pass, or any difficulty or inability to download or access content or any other communication system failure which may result in the mobile Pass being unavailable.

Eurail B.V. will provide DiscoverEU Flex travellers with assistance in 6 languages: English, French, German, Spanish, Italian, Polish and Dutch, during business hours based on Central European Time zone. English will be considered the prevailing language whenever Eurail B.V. considers that this will ensure a response within a reasonable timeframe.

In no event shall Eurail BV, nor its directors, employees, partners, agents, suppliers, or affiliates, be liable for any indirect, incidental, special, consequential or punitive damages, including without limitation, loss of profits, data, use, goodwill, or other intangible losses, resulting from (i) your access to or use of or inability to access or use the mobile Pass and any other service included in the DiscoverEU Travel app; (ii) any conduct or content of any third party on the mobile Pass and any other service included in the DiscoverEU Travel app; (iii) any content obtained from the Service; and (iv) unauthorized access, use or alteration of traveller's transmissions or content, whether based on warranty, contract, tort (including negligence) or any other legal theory, whether or not we have been informed of the possibility of such damage, and even if a remedy set forth herein is found to have failed of its essential purpose.

Your use of the mobile Pass and any other service included in the DiscoverEU Travel app is at your sole risk. These services are provided on an "AS IS" and "AS AVAILABLE" basis, without warranties of any kind, whether express or implied, including, but not limited to, implied warranties of merchantability, fitness for a particular purpose, non-infringement or course of performance.

Eurail BV, its affiliates, and its licensors do not warrant that a) the mobile Pass and any other service included in the DiscoverEU Travel app will function uninterrupted, secure or available at any particular time or location; b) any errors or defects will be corrected; c) the mobile Pass and any other service included in the DiscoverEU Travel app is free of viruses or other harmful components; or d) the results of using the mobile Pass and any other service included in the DiscoverEU Travel app will meet your requirements.

### **3. The Pass is strictly personal**

The Pass is strictly personal, non-transferable and valid only upon presentation of a passport or other recognised photographic identification document (no copies accepted). Failure to present a passport or a legal equivalent upon inspection, while on

a journey with the Pass will be considered as travelling without a valid Pass or ticket, and may incur a sanction or fine, imposed by the participating carrier staff, in accordance with clause 8 Section II.

Seat reservations connected to a Pass are also personal and cannot be booked for, transferred to nor used by someone other than the Pass holder.

## **4. Countries and carriers covered by the Pass**

### **4.1 Validity of the Pass**

The Global Pass is valid for travel with the participating carriers in the countries listed below, with some restrictions applying to Interrail Global Pass (see clause 4.3 of Section II). All participating railway undertakings and shipping companies are listed per country in Section II, 4.2 and on the Travel Guides section of the DiscoverEU Travel app.

## 4.2 Participating carriers per country

Austria (including Liechtenstein) > ÖBB + Westbahn  
Belgium > SNCB/NMBS + Eurostar + European Sleeper\*  
Bosnia-Herzegovina > ŽFBH + ŽRS  
Bulgaria > BDŽ  
Croatia > HŽ  
Czech Republic > ČD, LEO EXPRESS, REGIOJET  
Denmark > DSB  
Estonia > ELRON  
Finland > VR  
France (including Monaco) > SNCF + Eurostar  
Germany > DB + Eurostar + European Sleeper\*  
Great Britain > ATOC + Eurostar  
Greece > Hellenic Train + Attica  
Hungary > MÁV-START + GYSEV  
Italy > Trenitalia  
Ireland > IE + NIR  
Latvia > PV  
Lithuania > LTG Link  
Luxemburg > CFL  
Montenegro > ŽPCG  
North Macedonia > ZRSM  
Netherlands > NS + Eurostar + European Sleeper\*  
Norway > VY SJ GOA  
Poland > PKP  
Portugal > CP  
Romania > CFR  
Serbia > SV  
Slovakia > ZSSK  
Slovenia > SŽ  
Spain > RENFE  
Sweden > SJ VY  
Switzerland > SBB/CFF/FFS + BLS  
Turkey > TCDD

\* Note:

– For journeys with these trains, your Pass must be valid in both the country of departure and arrival.



Disclaimer: The above list is not exclusive. Please refer to the Rail Network Guide in the DiscoverEU Travel app for detailed information on all participants.

#### 4.3 Travel in Country of Residence with an Interrail Pass

An Interrail Global Pass may only be used for two specific journeys in the country of residence of the traveller (provided this country is an Interrail participating country). These two journeys are referred to as the outbound and inbound journey.

- The outbound journey can be used to travel from any location in the country of residence to the border or an airport or port.
- The inbound journey can be used to travel from the border or an airport or port back to any location in the country of residence.

During these outbound or inbound journeys, the traveller may travel with more than one train, provided these train rides are within the same day. Please note that the special rule for travel with an overnight train also applies.

In order to make use of these trips, the traveller must indicate the details of the Journey on the DiscoverEU Travel app. The journey will be marked as Outbound/Inbound by the app.

#### 4.4 Journey not entirely covered by the validity of the Pass

If you choose to make a journey which is not entirely covered by the validity of your Pass, the missing section of the journey has to be paid for at a normal fare if bought in advance. In case the missing section is bought on the train, a higher fare or additional fees can be charged.

### 5. Discounts and benefits

#### A. EYCA card

All DiscoverEU selected participants will be entitled to an EYC card (European Youth Card), which provides discounts and benefits in partner companies across Europe. The use of the Card is exclusively subject to the [Terms and Conditions](#) established by the European Youth Card Association. The traveller accepts the Terms and Conditions of the EYCA card by accepting the Conditions of Use of the DiscoverEU Interrail Pass.

#### B. Interrail Pass benefits

In addition to the EYCA card offer for DiscoverEU Interrail Pass holders, Interrail Passes entitle the holder to Interrail Pass benefits for free or price reduction offers from 3rd party partners as listed under Pass benefits in the DiscoverEU app and benefits portal. For specific details regarding the specific benefits see the benefits [portal](#). There are two kinds of benefits, namely those entitling to free passage/entrance, and those granting a

reduction. A benefit can only be obtained from the website, local ticket office or call-centre of the company offering the benefits.

In general, Pass benefits are valid within the selected validity period of a Pass, and some other conditions apply accordingly:

- For both free and reduction benefits for a domestic service the Pass must be valid in the country where the service is granted.
- For a reduction benefit on an international shipping line the Pass must be valid in the country of departure or the country of arrival but for a free benefit on an international shipping line the Pass must be valid in the country of departure and the country of arrival.
- For holders of a Flexi Pass reduction benefits can be used during the entire period of validity of the Pass. Free travel benefits for Flexi Pass holders can only occur on a travel day.

## 6. Flex Pass: Overnight journeys

Travel by overnight train with a Flexi Pass will only require the use of one travel day: **the day of departure**, if the journey is made by a direct overnight train (no change of trains after midnight). This rule is only valid if the dates of departure and arrival both fall within the overall period of the Pass validity. If the Pass holder makes an overnight journey past midnight and boards a second train after midnight, it is necessary to use two travel days.

For example: If you select a journey for a direct night train at 18:00 hours on September 21st, which is set to arrive at its destination at 05:00 in the morning on the 22<sup>nd</sup> of September, the Discover EU Travel app will only activate and use the date of departure, the 21st of September. You do not need to activate a second day (the date of arrival), unless you board a second train on the 22<sup>nd</sup> of September (local time). The rule will be applied automatically when saving the train connection to the Trip.

When using an overnight ferry covered by the Pass, the same rule applies.

## 7. Seat availability, reservations and surcharges

7.1. Interrail Passes do not guarantee a seat on a train or boat, unless a separate reservation is secured in advance. Outside of the reservation tokens and their associated conditions (see Section I, Clause 3.5), fees for seat reservations, sleeping accommodation, port taxes, meals, and other services offered on board of trains and boats are not included in the Pass. For certain trains and ferries, reservations in advance are compulsory and surcharges and/or supplements may apply. Information about

which trains require a compulsory reservation can be found in the Planner of the DiscoverEU app.

Seat reservations must always be exhibited together with a valid activated Pass. A seat reservation alone is not considered a valid ticket.

Reservations linked to a DiscoverEU Interrail pass are personal and cannot be transferred to nor used by someone other than the Pass holder.

Pass holders must book and/or pay in advance for the following:

- Seat reservations for most high-speed trains (like SNCF TGV, Eurostar, Lyria, Trenitalia Freccia, RENFE AVE, PKP EIP). The holder must pay charges and supplements in advance, in particular, those levied for seat reservations (sometimes additional services are included in the reservation fee),
- Sleeping accommodation: the use of sleeping accommodation (like couchettes and beds) for all night trains
- Panoramic coach: some scenic trains have the option to travel in a special panoramic coach, which requires a reservation
- Meals, which are included in the supplement of some trains
- Other services offered on board trains (telephone, newspapers etc.)

Special ferry surcharges: Pass holders must book and/or pay the following:

- The use of cabins, berths and reclining seats on ships of the ferry companies
- Season supplements from June to September on the shipping lines operated by Attica Group (Superfast Ferries and Blue Star Ferries) between Italy and Greece
- Port taxes
- The use of certain boats

7.2 Participants awarded with a Reservation Package will be subject to the provisions of clause 3.5 in Section I of these Conditions of Use.

## **8. Misuse of a Pass**

Where, upon inspection it has been established that a traveller is travelling without a valid Pass, or is attempting to defraud Eurail B.V. and the participating carriers:

- a) Participating carrier staff are entitled to demand the traveller to purchase a full fare ticket for the particular journey based on the relevant fare, and impose a fine, in accordance with the participating carrier's rules.
- b) In addition to the sanction or fine mentioned in paragraph a) participating carrier staff are entitled to request from Eurail B.V. the blockage of a mobile Pass:
- Which is a copy, a screenshot from the original Pass or a counterfeit
  - That is being used by anyone other than the person to whom it was issued and/or where seat reservations were provided to someone else other than the Pass holder
  - On which any data appearing on the tickets has been altered
  - Used outside its period of validity
  - Misused in the country of residence
  - Used without a passport or other recognised photographic identification document (no copies accepted)
  - Used in non-compliance with the age requirement indicated in Section I, clause 3.3.

As the Pass is personal, intended to only be used by the Pass holder, assisting third parties in their attempts to counterfeit the mobile Pass, for instance by sharing the mobile Pass and allowing them to take a picture or recording of the ticket screen, may result in your mobile Pass being blocked, upon detection by Eurail [B.V.](#) or the participating carriers' staff. A blocked mobile Pass cannot be used for travelling, and a ticket or a new Pass will need to be purchased instead.

Presenting a recording or an image of the mobile Pass (including, but not limited to a screenshot, video or any other copy of the mobile Pass layout) upon inspection is considered a fraud.

*Disagree with a fine? Pay it anyway.*

Even if you do not agree with the fine, it is important that you pay the fine. This will prevent any unnecessary increase in the fine amount. You can file an objection after payment. If we agree with your objection, the amount you have paid will be reimbursed. Please contact the DiscoverEU Helpdesk.

## 9. Pass period of validity

The Pass is valid within the overall time period established in accordance with Section II, 2.2 of these Conditions of Use. Travel can begin after 00:00 hours (local time) on the first

date of validity, and the last trip must be completed by midnight (24:00 hours, local time) on the last date of validity.

## 10. Luggage

With regard to the transportation of luggage, holders of an Interrail Pass are subject to the same conditions as holders of ordinary tickets of the railway undertaking of the train they travel on. For details on luggage conditions, including information on lost or stolen items, please check directly with the relevant carrier.

## 11. Liability

Eurail B.V. only acts as an intermediary of the participating carriers and is not liable for operation of the carriers, the provided carriage (with the exception of delays, as defined by Section II, Clause 12 below), or for damages or extra costs incurred due to loss of baggage, theft, force majeure or other causes.

## 12. Delay compensation policy

If the Pass holder experiences a delay of at least 60 minutes between the place of departure and the final destination stated in a contract of carriage whilst using their Interrail Pass, the Pass holder is entitled to compensation for the delay. The amount of compensation for delay to be paid to the Pass holder is as follows:

- € 12,00 for a delay between 60 and 119 minutes; or
- € 24,00 for a delay of 120 minutes or more.

In addition to the fixed compensation amounts referred to directly above, if the Pass holder incurs additional expenses as a result of the sustained train disruption, the Pass holder may be eligible for reimbursement of those additional expenses. Any reimbursement would encompass solely unavoidable costs incurred in order to reach the final destination and will follow the criteria set out in article 18 of the EU Passenger Rights and Regulations.

All applicable compensation and reimbursement of expenses shall be paid in money to the Pass holder through bank transfer.

All requests for compensation and reimbursement must be made within 90 days after the last day of validity of the Pass.

For further information and for details on the procedure for compensation, please refer to: [How do Passenger Rights work for FLEX travellers?](#)

### **13. Governing law and jurisdiction**

All disputes against Eurail B.V. that arise from or are related to these Conditions of Use are governed exclusively by Dutch law and will be submitted exclusively to the competent court in the Netherlands, without prejudice to clause 1, Section I.

### **14. Prevalence of English version**

In the event of a conflict between the English version and other linguistic versions of these Conditions of Use, the English version shall prevail.