

Passenger Claims Conference



Invitation, Registration form
and Programme

30 September 2026

Luxembourg

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Invitation

The International Rail Transport Committee (CIT) and the International Union of Railways (UIC), with the kind support of CFL, are pleased to invite staff from the claims, sales, legal, distribution, and passenger services departments of their member organisations to the **Passenger Claims Conference**, which will take place in person in **Luxembourg** on Wednesday, **30 September 2026**.

This year's conference will focus on multimodal passenger transport and on the legal, technical, and operational challenges arising from the integration of rail with other modes of transport.

The programme will provide an overview of the legal framework for international multimodal transport, recent European legislative developments concerning passenger rights in the context of multimodal journeys, and the applicable regulatory and technical framework for multimodal transport.

Representatives of several railway undertakings and maritime operators will present practical examples of multimodal transport solutions and share their operational experience in this field. This will be complemented by a presentation of UIC's technical work on multimodal ticketing and passenger information.

A highlight of the conference will be the interactive workshop featuring practical case discussions on claims handling, including multimodal transport scenarios and other complex passenger claims cases.

Programme

09:00	Opening	Isabelle Saintilan (Eurostar)
09:10	Welcome Addresses by the Director of Passenger Activities at CFL, the CIT President, the CIT Secretary General and the UIC Passenger Director	Sophie Lacour (CFL) Maria Sack (CIT) Erik Evtimov (CIT) Bertrand Minary (UIC)
09:30	Legal Framework for International Multimodal Transport: Train rides, boat trips, flights – different passenger rights	Oliver Hirschfeld (DB)
09:50	Key EU Passenger Rights Initiatives: Multimodal Journeys and the Revision of the Rail PRR on Single Tickets	Nina Scherf (CIT)
10:10	CFL's Experience with Rail and Bus/Coach Transport	Marc Loewen (CFL)
10:30	Swiss AirRail: SBB's Experience on Codesharing with Swiss International Air Lines	Thomas Schönfisch (SBB)
10:50	Break	
11:20	Experiences of Hellenic Train on Multimodal Passenger Transport	Pinelopi Bournaki (Hellenic Train)
11:40	Multimodal Passenger Experience at Attica Group	Yannis Yabanis (Attica Group)
12:00	EU Regulatory and Technical Framework for Multimodal Transport	Jan Vávra (CIT)
12:20	UIC Technical Work on Multimodal Ticketing and Passenger Information	Fabrice Setta (UIC)/ David Sarfatti (UIC)
12:40	Lunch	
13:40	Interactive survey	Jan Vávra (CIT)
14:00	Workshop - Who should deal with claims (function of the issuing undertaking) - Who should provide assistance (function of the carrier liable for assistance) - Claims relating to changes in passengers' itineraries, strikes, force majeure, etc. - Case studies on claims in the context of multimodal journeys	Pinelopi Bournaki Oliver Hirschfeld Marc Loewen Isabelle Saintilan Thomas Schönfisch Yannis Yabanis
15:20	Summary and closing remarks	Isabelle Saintilan (Eurostar)
15:30	Goodbye coffee	
16:00	End of event	

Speakers / Moderators

Pinelopi Bournaki
Legal Counsel
Law & Compliance
Services Department
Hellenic Train S.A.

Erik Evtimov
Secretary General
CIT

Oliver Hirschfeld
Corporate Lawyer
Legal Department
DB AG

Sophie Lacour
Director
Passenger Activities
CFL

Marc Loewen
Tariffs, Distribution and Training
Passenger Trains Division
CFL

Bertrand Minary
Passenger and Freight
Director
UIC

Maria Sack
President
CIT

Isabelle Saintilan
Head of Stations and
Maintenance Regulatory
Strategy
EUROSTAR

David Sarfatti
Senior Advisor Passenger
Department UIC

Nina Scherf
Senior Legal Adviser
CIT

Thomas Schönfish
Market Manager, International
Pricing
Pricing and Revenue
Management
SBB CFF FFS

Fabrice Setta
Distribution Senior Advisor
Passenger Department
UIC

Jan Vávra
Expert Passenger Traffic
CIT

Yannis Yabanis
Railway Key Account Manager
Attica Group

General Information

Form and Languages

The conference will take place in person only and will be conducted in English.

Location of the event

Luxembourg Marriott Hotel Alfa

16 Place de la Gare
LU-1616 Luxembourg

Registration

Registration must be made no later than **7 September 2026**.

Please use the enclosed registration form.

E-mail: [administration\(at\)cit-rail.org](mailto:administration(at)cit-rail.org)

Access to the conference

The conference is a joint session of the CIT and UIC and attendance is limited to CIT and UIC members. Participation is free of charge.

Getting to the event

The event will take place at the Luxembourg Marriott Hotel Alfa, located directly opposite Luxembourg railway station. Further information on how to reach the venue is available [here](#).

Accommodation

Please note that Luxembourg will host several meetings of EU institutions around the same time. As a result, accommodation and transport options may be in particularly high demand and more expensive than usual. Participants are therefore strongly encouraged to make their travel and accommodation arrangements at an early stage.

Only a limited number of rooms have been pre-reserved at the conference venue, Luxembourg Marriott Hotel Alfa, at a preferential rate of EUR 220 per night for a single room, including breakfast, VAT and city tax. Rooms may be booked for one to three nights between 28 and 30 September 2026, subject to availability.

Reservations can be made via the following hotel booking link:

[**Book your group rate for CIT/UIC Passenger Claims Conference 2026.**](#)

Further information on other accommodation options is available [here](#).

Further information

The General Secretariat of the CIT will be pleased to provide you with further information:

Email: [administration\(at\)cit-rail.org](mailto:administration(at)cit-rail.org)

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